

Premier Pulse

News for Premier Health Physicians

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The Power of Open-Ended Questions

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



I have written a series of past articles on a variety of strategies and practices that will facilitate connection and communication with your patients. I also believe that real demonstrations of compassion and empathy can be a critical part of their care and healing. While stress, disengagement, and burnout are real, I know from personal experience and research that these practices will mitigate and help physicians and other caregivers cope with the increasing demands.

Physicians, advanced practice providers, and nurses often position their questions near the end of a patient encounter. I want to focus on the beginning. An open-ended question positioned after an introduction and acknowledgment of the patient is one powerful tool that has a number of advantages to create a connection and deeper understanding of the patient and their family.

I will share some of the open-ended questions that I used during my career in the NICU. Extremely premature infants can experience a number of complications and have higher mortality risks. Families need to be provided with this information. However, it's not generally helpful when it's initially offered. I have learned the trauma of that initial moment leads to 90 percent of the conversation being

forgotten. In these or other very critical situations, my opening question with the family was simply, "What are you most afraid of?" The various answers my families provided taught me so much about them and allowed me to address these fears with honesty and compassion. I was able to then ease into the medical information that was important.

In less critical situations, the question became, "What concerns you most?" One common answer was the mother's anxiety about breastfeeding when she was not present and after her discharge if the infant's stay would be longer than hers. Once this was addressed, her mind was open and ready to receive information. Another less common response was the parent's or guardian's ability to visit the NICU after discharge based on distance or lack of transportation. Again, as I explained to them the resources available, a connection was created and the channels of communication opened.

I strongly encourage you to try these methods with your patients. It takes very little time. Some suggestions for the adult population in addition to those above might be, "What would you like me to address first?" or "What about your prior hospital stay can we do better?" These small moments reveal valuable information that will not only improve communication but will allow you to take better care of your patient, which is truly the heart and art of medicine.

Unified Medical Staff

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



You may or may not have seen an email that was sent in mid-September offering an opportunity to vote for a unified medical staff across Premier Health's hospitals. The voting closed on September 30 and the result was a near unanimous

"yes" in favor of transitioning to one medical staff.

The final step will be the approval by the Premier Health Board of Trustees in October. If approved, a large amount of work will begin as we rewrite and publish the bylaws, restructure the credentialing, and prepare for a system-level Medical Executive

Committee. We anticipate this work will take us into the first quarter of 2021 before the unified medical staff is able to function and meetings are fully operational.

Please pay close attention to your emails for opportunities to run for any medical staff positions that currently exist, or the new ones created by the unified structure. We want to continue to emphasize that this change will not automatically provide you with privileges at every hospital, only membership. Privileges at other hospitals must be requested individually but will be more streamlined when all the new processes are in place.



West Chester Collection Location Now Open; Flu Season Test Options

CompuNet is pleased to announce the opening of our newest patient service center in West Chester. The new location offers regular lab work along with COVID-19/FLU/RSV swab collections (physician order required).

West Chester Patient Service Center: Tylersville Point Center, 7743 Tylersville Road, Suite E

- Regular lab work and COVID/Flu/RSV collections available: Monday - Friday 8 a.m. to 5 p.m.
- Drug Screens collections: Monday - Friday 8:30 a.m. - noon; 1 p.m. - 4:30 p.m.

- Phone: **(513) 644-2135** / Fax: (513) 644-9505
- West Chester patients may either schedule their COVID/Flu/RSV collection online at **West Chester online appointments** or call us at **(513) 378-4720**.

To maintain social distancing and patient safety, patients are encouraged to schedule an appointment for any CompuNet patient service center at: **compunetlab.com/online-appointments**.



COVID/FLU/RSV Test Options

With the current flu season upon us, CompuNet now offers testing that includes both flu and COVID-19 test options.

INDIVIDUAL TESTS	SPECIMEN COLLECTION	EPIC ORDER CODE
COVID-19 STANDALONE TEST (SARS CoV2 RNA REAL TIME RT PCR)	1 Nasopharyngeal swab in dry tube	LAB10321
RESPIRATORY PCR w SARS CoV2 Respiratory PCR Panel tests for Influenza A, Influenza B, RSV, Parainfluenza 1, 2, 3, 4, Adenovirus, Metapneumovirus, Rhinovirus, Enterovirus, Coronavirus (separate coronavirus – not COVID-19), Bordetella pertussis, Chlamydia pneumoniae, and Mycoplasma pneumoniae). SARS CoV2 will be added on to this test automatically.	1 Nasopharyngeal Swab in VTM/UTM	LAB10307
INFLUENZA SCREEN BY PCR (Influenza A and Influenza B. For adult and pediatric population suspected of COVID/FLU only.)	1 Nasopharyngeal Swab in VTM/UTM	LAB5372
FLU A, FLU B, AND RSV BY PCR (Influenza A and Influenza B with RSV. For Pediatric Population suspected of COVID/FLU/RSV.)	1 Nasopharyngeal Swab in VTM/UTM	LAB5478

COMBO PROFILES Please be aware that tests will report back as individual tests	SPECIMEN COLLECTION	EPIC ORDER CODE
COVID PCR WITH FLU PCR (includes COVID19 - SARS CoV2 RNA, QL Real Time RT PCR and FLUPCR – Influenza A and B PCR)	1 Nasopharyngeal Swab in VTM/UTM	LAB10323 + LAB5372
COVID PCR WITH FLU/RSV PCR (Includes COVID19 – SARS CoV2 RNA, QL REAL TIME RT PCR and FLURSV – Influenza A, Influenza B, and RSV PCR)	1 Nasopharyngeal Swab in VTM/UTM	LAB10323 + LAB5478

If you have questions regarding the test options or collection locations, please contact your CompuNet account representative.

Cancer Services Referral Tools

By Mikki Clancy, vice president of oncology service line, Premier Health



The anxiety, fear, and dread experienced at the moment anyone hears the diagnosis of cancer can be paralyzing. Patients then rely on their physician to assist them with the next step of this journey. The trust inherent in the physician relationship means more than the advertisements and Google searches in determining the best treatment options.

Premier Health Cancer Services Institute has implemented a few tools to help the referring physician ensure they are able to provide the best recommendation to the patient.

The Premier Cancer Services Referral Guide is online and updated regularly to help providers refer cancer patients to the wealth of cancer clinical and support services that are offered at Premier Health. One can easily find it by typing “Cancer Referral Guide” in the search box from the health care professionals’ section of the Premier Health website. This resource will aid you by tumor type, help select a physician that is appropriate, keep you informed of our MD Anderson affiliation and quality results, and keep you informed of the many new procedures and technologies that are offered through Premier Health Cancer Services.

Oncology nurse navigators are also available to help patients navigate the complexities of their cancer 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.

Fall also brings forward many opportunities to raise awareness and funding for many cancer causes. Premier Health supported Brake for Breakfast at four locations this year. We also are supporting the Pink Ribbon Girls and the Miami Valley Hospital Foundation cancer funds with the purchase of pink ribbon bagels throughout the community. We are pleased to have 11 men from Premier Health working to raise money for the American Cancer Society. Please take a moment to support one of them on the Real Men Wear Pink campaign for the Greater Dayton area.

As always, if you have any questions about the new investments, procedures, or exciting work happening in Premier Health Cancer Services please reach out to Charles Bane, MD; Jim Ouellette, DO, FACS; Ryan Steinmetz, MD; or Mikki Clancy.

Provider Enjoys Climbing, Biking



Randy Marriott, MD

What is your clinical specialty?

Emergency medicine with subspecialty certification in EMS

Where did you go to

school?

Boonshoft School of Medicine at Wright State University

What brought you to Premier Health?

The desire to work at the Emergency Trauma Center at Miami Valley Hospital

Why did you choose medicine as a career?

I trained as an EMT and paramedic during my undergraduate years and decided to pursue a career in emergency medicine.

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

Norm Schneiderman and Tom Long

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

I have been to all 50 state capitals.

Where is your hometown?

I grew up in Cincinnati, but I have been in Dayton since 1985.

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

Cincinnati Reds and Cincinnati Bengals

What is the last book you read?

"Dead Wake" by Erik Larsen

What is your favorite song in your playlist?

"Have You Forgotten?"

What is your favorite food?

Skyline Chili

What is your favorite hobby?

Martial arts

What is your favorite animal, and why?

Dogs - due to their unconditional loyalty

Where is your favorite vacation spot, and why?

Anywhere I have not been previously

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

My wife, children, and grandchildren (one and two on the way)

Pick a side

iPhone or Android

iPhone

Early bird or night owl

Early bird

Beach bum or mountain hiker?

Mountain hiker

Dress shoes or tennis shoes?

Tennis shoes

Paperback or e-reader?

Paperback

Coffee or tea?

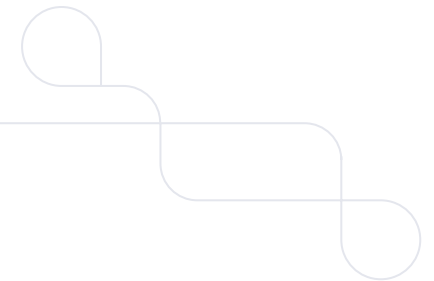
Definitely coffee

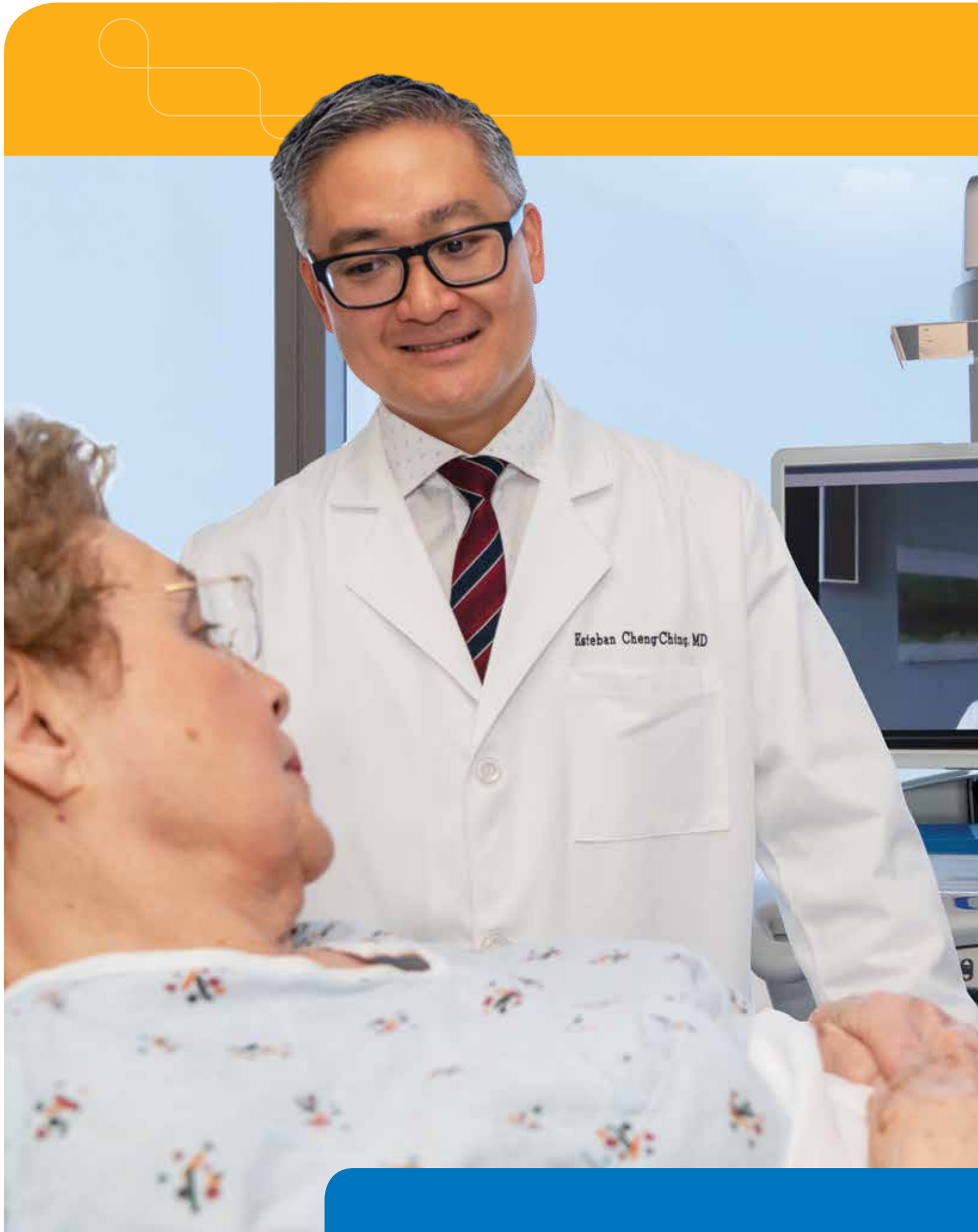
Cooking or baking?

Cooking

Sweet or salty?

Sweet





Miami Valley Hospital, Upper Valley Medical Center Receive Get With The Guidelines Awards



Miami Valley Hospital and Upper Valley Medical Center have received the American Heart Association and American Stroke Association's Get With The Guidelines®-Stroke Gold Plus Quality Achievement Award. The award recognizes the hospitals' commitment to ensuring stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines based on the latest scientific evidence from the American Heart Association (AHA).

Both hospitals earned the award by meeting specific quality achievement measures for the diagnosis and treatment of stroke patients at a set level for a designated period. These measures include evaluation of the proper use of medications and other stroke treatments aligned with evidence-based guidelines – all with the goal of speeding recovery and reducing death and disability for stroke patients. Before discharge, patients should also receive education on managing their health, schedule a follow-up visit, as well as other care transition interventions.

Additionally, Miami Valley Hospital received the Target: Stroke Honor Roll Advanced Therapy Award. The Level I Trauma Center and Comprehensive Stroke Center received this recognition for meeting quality measures developed to reduce the time between the patient's arrival at the hospital and treatment with the clot-buster tissue plasminogen activator, or tPA, the only drug approved by the U.S. Food and Drug Administration to treat ischemic stroke. Miami Valley Hospital received this designation by having Door-To-Device (DTD) times in at least 50 percent of applicable patients within 90 minutes for direct arrivals and within 60 minutes for transfer.

According to the American Heart Association and American Stroke Association, stroke is the fifth leading cause of death and a leading cause of adult disability in the United States. On average, someone in the United States suffers a stroke every 40 seconds, and nearly 795,000 people suffer a new or recurrent stroke each year.



Leadership Changes



Premier Health has finalized our new three-year strategic plan with one of the key strategies for growth centered around service lines with a focus on reclaiming market share across our eight-county

region. Physician leadership is critical to the success of this strategy as we partner with physicians to achieve results for the organization. **Darin Pangalangan, MD**, will be joining the Premier Health executive team as the system vice president of clinical service lines. In his new role, Dr. Pangalangan will be foundational to the development of new growth strategies and business development initiatives related to our service line programs and will be responsible for managing the service line teams inclusive of clinical service line directors.

A long-standing member of the Premier Health family, Dr. Pangalangan has worked at Miami Valley Hospital's Emergency and Trauma Center for more than 20 years and currently serves as the chair of the Emergency and Trauma Institute. In addition, Dr. Pangalangan serves on the Premier Health Board of Trustees and is chair of the Physician Partnership Committee of the Board.

This new position will be part-time to enable Dr. Pangalangan to continue practice as an Emergency Medicine Physician a quarter of the time. While Dr. Pangalangan will remain a member of the Premier Health Board of Trustees,

the roles of Emergency and Trauma Institute Chair and Physician Partnership Committee Chair will transition to other physician leaders in the near future.



Additionally, **Matthew Reeves, DO, MBA**, will assume the role of system vice president, value-based services and president, Premier Health Group for Premier Health.

Dr. Reeves has been with Premier Health since 2017 and most recently has served as the chief of integrated care management. In his new role, Dr. Reeves has system responsibility for value-based care and executive sponsorship of integrated care management across the continuum. He will be responsible for developing and implementing value strategies, ensuring and enabling the alignment and integration of care services across the care continuum, overseeing data analysis as applies to value/value-based care, ensuring network adequacy and accountability, participating in value-based physician recruitment, and working for the engagement and empowerment of physicians in value-based care in our clinically integrated network. Dr. Reeves will be accountable for development and execution of strategies that improve both the quality as well as the cost and efficiency of health care delivered to the patient communities Premier Health serves.

Lung Cancer Screening



November is National Lung Cancer Awareness Month. Lung cancer is the leading cause of cancer death for both men and women in the United States, according to the American Cancer Society. Many people with lung cancer do not have any symptoms when the cancer first starts. It is best to find lung cancer early before symptoms begin, when the cancer is more easily treated. This is why screening is important.

Premier Health offers screenings for lung cancer with low-dose computed

tomography (LDCT). This is a proven method of identifying lung cancer. Using LDCT technology, our staff takes images of patient's lungs that are reviewed for indications of cancer. Results of the test are sent directly to the patient's physician. The lung cancer screening requires a physician referral.

The lung cancer screening program is available only for people at high risk for lung cancer. This includes people between the ages of 55 and 77 who are current smokers or quit within

the last 15 years and have smoked at least one pack per day for 30 years, two packs per day for 15 years, or the equivalent.

Physician referrals for lung cancer screenings can be scheduled:

- Via EPIC order 40868 -
CT Lung Screening -
CT Lung Cancer Screening
- Central Scheduling:
(855) 887-7364

Who should be screened for lung cancer?

The United States Preventive Services Task Force (USPSTF) is made up of experts in preventive medicine and they advise lung cancer screening for people:

55 TO 80 YEARS OLD
(Medicare covers patients age 55 to 77.)



- Do not have any signs or symptoms of lung cancer
- Have not had lung cancer before



- Currently smoke or quit less than 15 years ago
- Are or were heavy smokers (such as those who smoked 1 pack per day for 30 years or 2 packs per day for 15 years)



Fundraisers, New Scholarships, COVID-19 Testing

Atrium Medical Center

An employee-led raffle raised more than \$1,500 for the American Heart Association's Butler/Warren County Heart Walk. The walk, presented by Atrium Medical Center, moved to a virtual format due to COVID-19 and encouraged participants to be active in their neighborhoods. Keith Bricking, MD, president of Atrium and 2020 Heart Walk chair, was featured in a video that officially kicked off the event. In the video, Dr. Bricking shared Atrium's mission to improve the health of the communities we serve, celebrated heart



Mouhamad Abdallah, MD, medical director of Atrium's Chest Pain Center and the hospital's cardiac catheterization lab, takes a break during his 20-mile bike ride during the 2020 Virtual Butler Warren Heart Walk.

and stroke survivors, encouraged physical activity during these unprecedented times, and shared the importance of Atrium's partnership with the AHA to raise lifesaving funds for research.

Relay for Life of Butler County looked different this year due to COVID-19. Light the Fight, sponsored by Premier Health/Atrium Medical Center, was a drive-through luminaria tribute experience in West Chester Twp. that honored those who have been affected by cancer. Each luminaria represented a cancer survivor, a caregiver, or someone who died from cancer.

Atrium's Level III Trauma Center has been awarded \$50,000 in federal funding from the Ohio Department of Public Safety's Traffic Safety Office. Atrium manages a traffic safety program in collaboration with other community partners. This is the 11th consecutive year Atrium has received the grant, which will continue to fund the hospital's traffic safety initiative known as Warren County Safe Communities Coalition. The coalition focuses on motor vehicle and traffic safety awareness initiatives. In addition to Atrium, coalition members include Warren County law enforcement agencies, local government agencies, Warren County Career Center, and Ohio State Highway Patrol.

Miami Valley Hospital Campuses

In light of COVID-19, many area nonprofits have been forced to make changes to one of their most significant revenue streams – fundraising events. For Ronald McDonald House Charities Dayton, this meant canceling the 10th annual Doors of Compassion event, which was scheduled to take place in April. Fortunately, the Doors of Compassion planning committee embraced a pivot, developing a series of virtual dining experiences called Cooking Alone-Together. As an event sponsor of Doors of Compassion, Premier Health leaders participated, including Marc Belcastro, DO; Melissa Merritt; Christie Gray; and Jenny Lewis.



Christina Knowles, director of development for Good Samaritan Foundation – Dayton, was named to the Association for Healthcare Philanthropy (AHP) 40 Under 40 list of honorees. The 40 Under 40 program is designed to recognize future leaders within the health care philanthropy community. AHP is honoring these 40 young professionals because they are shaping the future of the health care development industry.

Proceeds for the 2020 Valley Classic were announced at the Miami Valley Hospital Foundation board meeting in September. The tournament welcomed 166 golfers and raised \$100,742, benefiting patient education provided through the Bull Family Diabetes Center.

The final report from philanthropy consultant Betsy Chapin Taylor was presented to the Premier Health Philanthropy Executive Committee. The report outlines recommendations for a strategic plan for the Premier Health foundations through 2023. Among the plan's objectives are modifying fundraising responsibilities among existing foundation staff, providing more of a focus on major gifts, planned giving, and developing a grateful patient strategy. The full plan was presented to members of each board at the Premier Health Foundation's Board Retreat.

A new nursing education scholarship, the Sweet Caroline Elizabeth Mills Scholarship, was awarded to Angel Shumaker, a case manager in the emergency department. Six educational scholarships are available to nurses and nursing students through the Miami Valley Hospital Foundation, including a Minority Nursing Scholarship and the Jerry Colp Nursing Scholarship. The remaining scholarships are named in honor of former employees Kyle Combs and Pat Hastings, and former MVH President Bobbie Gerhart. This year, seven applicants received \$12,000 in scholarship awards.

The Ambulatory Medication Therapy Management (MTM) Clinic, with an anticoagulation focus, will be opening at the Miami Valley Hospital South campus. The MVHS MTM Clinic will share space with the MVHS Pain Clinic in Suite 140 on the days that the Pain Clinic does not see patients. This clinic will be in addition to the Medication Therapy Management/Anticoagulation Clinic currently operating at the Miami Valley Hospital North campus. The clinic will provide comprehensive pain management, monitoring, and instruction related to anticoagulation therapy.



Premier Health continues to support its school partners with presentations on safely returning to in-person learning. **Joseph Allen, MD**, Premier Health regional medical director, presented to the staff of Valley View Local Schools and the Dayton Regional STEM School.

Several Premier Health sports medicine physicians participated in "Thursday Night Lights" interviews promoting our school partnerships and sports medicine services. These interviews were pre-recorded and aired during half-time of the Thursday night high school football games.

Upper Valley Medical Center



Kevin Harlan, president of Upper Valley Medical Center, attended the Sept. 29 meeting of the Miami County Commission to meet the commission members and provide a brief update on activities at UVMC. Kevin also met with Troy Mayor Robin Oda and other Troy city leaders for a meet-and-greet that same day. Meetings

with other governmental and community leaders in Miami County are being scheduled.



Scott Kanagy, DO, was interviewed Sept. 14 on Troy Radio 107.1 and Sept. 18 on Piqua WPTW 98.1. Topics included the new COVID-19 testing site on the Upper Valley Medical Center campus, the new Piqua Urgent Care at UVMC's Outpatient Care Center North, the new Cardiac and Pulmonary Rehab Center at UVMC, and

enhanced safety protocols implemented with full reopening of services at UVMC.

The new COVID-19 testing site on the UVMC campus is running smoothly with nearly 1,000 tests collected in the first month of operation. The site has successfully shifted activity from the two Premier Health Urgent Care locations in Troy and Piqua. Numbers are expected to increase as we progress into flu season.



A new, expanded Winan's Coffee Shop opened adjacent to the cafeteria on the lower level of Upper Valley Medical Center, replacing the previous one in the hospital's main lobby. The relocation is part of the UVMC Patient Flow Project, designed to enhance patient experience with improved wayfinding, privacy, and ease of access to frequently utilized services.

Net proceeds from the Upper Valley Medical Center 5K to Fight Hunger – hosted virtually this year due to COVID-19 – were distributed to four local food pantries/soup kitchens. Bethany Center Food Pantry in Piqua; Needy Basket of Southern Miami County in Tipp City; New Path Outreach in Miami County; and St. Patrick's Soup Kitchen/Hobart Community Kitchen in Troy each received \$470 from this year's event. In other community support activities, UVMC sponsored the Bowls of Hope Fundraiser to benefit First Place Food Pantry in Troy on Sept. 12, Piqua Chamber Annual Golf Outing held at the Piqua Country Club on Sept. 24, and the Edison State Community College Drive for Scholarships held at the Piqua Country Club on Sept. 25.

Premier Health Earns 2020 Most Wired Recognition

Only Health System in Dayton To Make the List



Premier Health has been recognized as a “Most Wired” health system for 2020 by the College of Healthcare Information Management Executives (CHIME).

The CHIME Digital Health Most Wired program conducts an annual survey to assess how effectively health care organizations apply core and advanced technologies into their clinical and business programs to improve health and care in their communities.

Premier Health is the only health system in the Dayton area named to the list, and one of only 20 in Ohio. In recent years, it has rolled out several “wired” applications, including telehealth in various applications such as e-visits and virtual visits, electronic medical records, and the MyChart app.

“Investments in our digital front door positioned us well to be able to quickly respond to COVID-19 and our patients’

needs for telehealth,” said Gary Ginter, vice president and chief information officer, Premier Health. “Premier Health has been developing digital touchpoints with our consumers for some time, and therefore, we were able to rapidly shift to telehealth. Prior to COVID-19, we averaged a hundred visits a week and now as things are normalizing, we are averaging more than 1,000 visits a week.”

Video visits are now available across the more than 700 Premier Physician Network providers, which includes both primary care and specialty care access. Premier Health also offers video visits for its urgent cares, as well as behavioral health.

A total of 29,135 organizations were represented in the 2020 Digital Health Most Wired program. The surveys assessed the adoption, integration and impact of technologies in health care organizations at all stages of development, from early

development to industry leading.

Each participating organization received an overall score and scores for individual levels in eight segments: infrastructure; security; business/disaster recovery; administrative/supply chain; analytics/data management; interoperability/population health; patient engagement; and clinical quality/safety. Participants received certification based on their overall performance, with level 10 being the highest. Premier Health is certified at Level 7.

“Digital technology has been a driver of innovation in health care for many years now, but never to the degree that we saw in 2020 with the pandemic,” said CHIME President and CEO Russell P. Branzell.

This is the third year that CHIME has conducted the survey and overseen the program.

Provider Praise

Premier Health patients submit thousands of comments each year acknowledging physicians across our health system for providing excellent care. Here is a random sampling of appreciation received in recent months:

I just love **Dr. Harju**. He’s very friendly, caring, and explains things where you can understand. You can see he really cares about you.

I am thankful to have **Dr. Schatzel** as my doctor. I credit his skills and care as to why I made it through a serious medical situation in 2019.

It’s a great office. Everyone is fabulous. I love **Dr. Conley**. He is awesome.

Dr. Lorenz is the BEST! Happy I found her! Very thorough.

Dr. Swanson is wonderful. Very caring and takes time to listen. I am blessed that he is my doctor.

Dr. Stone is always very open to discussing any questions

or concerns I have. I feel very comfortable with him. He goes the extra mile to make certain I feel confident about my health before I leave the office.

Dr. Weber is awesome, and the staff held the door open for me. Great experience.

We just love **Dr. Taylor**. She spends time with us and explains things so we can understand, and she makes my daughter feel comfortable.

Dr. Leithold is an excellent doctor. His diagnoses are 100 percent. He has saved my life many times. Premier Health is lucky to have this doctor.



National NP Week
November 8-14



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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 Premier Health