

Premier Pulse

News for Premier Health Physicians

VOLUME 7 | ISSUE 10 | DECEMBER 2020



Everything We Have

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



In her book, “Grit,” Angela Duckworth states, “Passion is the consistency of goals held over long periods of time. It is NOT intensity or enthusiasm held for

a brief moment. It is endurance.” General Dwight D. Eisenhower said before D-Day, “This operation is planned as a victory, and that’s the way it’s going to be. We’re going down there, and we’re throwing everything we have into it, and we’re going to make it a success.”

As 2020 ends, we find ourselves in a battle that is intense and prolonged. Across our system, physicians, APPs, nurses and their managers, respiratory therapists, lab

technicians, EVS staff, and so many others find themselves facing a once-in-a-lifetime battle for our patients and community. The peak potentially is still ahead of us, and the fatigue and risks are so very real. The commitment, courage, and endurance are evident as these teams and their families give everything they have.

There is no playbook for this, and simply saying “we can power through this” is not adequate or even effective. So how do we successfully get from here to a post-COVID world? First of all, we seek opportunities to support one another in small, simple ways. We can say “thank you” with more frequency. A culture of gratitude is powerful. We can also find one small way we can assist those on the frontline. Finally, whatever places we find strength during normal times

can be a continued source for us during life challenges, whether that be our faith, our family and friends, or other activities.

During this marathon pandemic, I am personally facing a battle with cancer that has moved me to find that deep place of strength to endure each day. My team has provided incredible support day after day, whether it be a text, an email, or taking over my workload. Others continually express gratitude for any work I am able to offer. Finally, my faith has been a cornerstone that has carried me through many nights and days.

I encourage all of us to throw everything we have into this effort. I may not be able to be with you physically, but I remain with you in prayer and spirit.

COVID-19 System Updates



Atrium Medical Center



By Andre Harris, MD, chief medical officer, Atrium Medical Center

The pandemic uncovered that Atrium Medical Center possesses

a group of consummate professionals that strive to put safety and quality at the forefront. We have expanded our capacity for high-risk respiratory patients to 71 rooms. The leadership of Thomas Yunger, MD, Anuj Goyal, MD, and our Critical Care Team has been the foundation of our care of these critically ill patients. Credit also goes to our APRNs who allow us to provide care 24/365. In conjunction with administration, the Surgical Governance Board has moved surgeries with an overnight stay so that they align with daily bed needs. Our Cardiology team has moved toward same-day discharges of PCI patients, revamped pacemaker protocols, and rearranged cath lab scheduling to facilitate more efficient patient throughput. The orthopedic team has done their part with a same-day discharge of hip replacements. Atrium's leadership and the dedication of our nursing staff have allowed us to weather the storm of bed shortages. Also, nursing has welcomed back LPNs to assist in providing extraordinary care for our

patients. Employees have picked up multiple open shifts and contributed to the overall stability of AMC through Helping Hands. The emergency department staff has risen to the daily challenge of being the front-line providers with potential COVID-19 positive patients. Medics have been added to the ED team to broaden the depth of our care team. This has been accomplished while transitioning to the leadership of Miami Valley Emergency Services. Our team has shown that given a once-in-a-generation problem, we work together to provide a solution.

Miami Valley Hospital Campuses



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

This year may be finally nearing an end but sadly, the pandemic is still ravaging countries across the globe. We are all presently going through the toughest part of the COVID-19 pandemic in the United States. Fortunately, recent weeks have brought, at least to our region, a plateau in the number of COVID-19 cases requiring hospitalization. No, this does not mean that we are seeing a decrease in the number of COVID-19 cases, but rather, the rate of increase is slowing somewhat.

Predictive models continue to show an expected further rise in cases peaking between late December and mid-January. Therefore, we continue to prepare for a further rise in cases seeking care within our hospitals. These preparations have included setting up certain areas to accommodate select patients in "B-beds" within rooms, refining of our labor pool resources, and establishing protocols for how various scheduled procedures can be rebalanced to ensure we can continue caring for patients that require care within the hospitals.

Now, less than a year since this disease first appeared in the United States, we have new reason for optimism as vaccines now begin to be deployed across the country. Additionally, new treatments have also become available. At several Premier Health locations, we now have the ability to treat high-risk patients with COVID-19 symptoms using monoclonal antibody therapies before they require hospital care, potentially altering the course of the disease for many of them.

We are not through this battle with COVID-19, but finally we have additional tools at our disposal that will hopefully help us all make a bigger impact in flattening the curve for good. To ensure we can succeed, we ALL must still adhere to the principles we have pushed this year: Mask at all times, maintain social distancing, and avoid social gatherings! Keep yourself and each other

safe this holiday season so we can celebrate for years to come!

Upper Valley Medical Center



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

This pandemic has challenged all of us. In true Premier Health fashion, we

have delivered on our mission to improve the health of the communities we serve and continue to be the health care system people choose in Southwest Ohio. Since our first surge in March, Upper Valley Medical Center has adapted in many ways and, in collaboration with the larger Premier Health system, continues to ensure we are providing the best care for our patients. UVMC has developed a surge plan that enables the entire second floor to have the capability to be a High-Risk Respiratory Unit, as well as continuing to have the ability to care for COVID patients in PCU and ICU. Additional telemetry capabilities are now in place on B Pod to help keep separate non-COVID patients needing telemetry.

In the event UVMC needs to further expand capacity due to a surge, additional hospital areas have been identified and plans have been made to staff these areas. Increased nursing plans include the use of additional agency nurses, hiring of temporary nursing staff/PCTs, and use of Helping Hands from UVMC and Premier System Support staff. Helping Hands staff are employees willing to be redeployed to help inpatient nurses. Additionally, nurses are being retrained to care for inpatients in areas they do not normally work. To expand staffing for providers, a list of external providers who can assist in a surge has been established and local providers who can expand their inpatient care have been contacted. Continuous ongoing evaluation of additional equipment needs including vents, IV pumps, and PPE occurs weekly. There has also been deployment of new PAPRs on Dec. 2.

Finally, there is ongoing assessment of our staff's level of burnout and fatigue. We are working with the system to identify and communicate resources available for staff who need assistance in these areas. I appreciate and thank everyone for your compassion, flexibility, and partnership during this pandemic as we continue to care for our patients.

Premier Physician Network



By Joseph Allen, MD, primary care medical director, Premier Physician Network

Premier Physician Network is supporting our community throughout this

COVID-19 pandemic on two equally critical fronts. In our hospitals, many of our PPN specialist providers remain on the front lines helping care for patients. Joining them now are numerous primary care providers and staff from our offices to help provide support through the Helping Hands program. They are covering many extra hospital shifts, in addition to keeping our PPN practices open full-time.

It is essential that PPN practices stay fully operational during this pandemic because providing timely follow-up care for discharged patients, along with necessary specialty and primary care for all patients, is the other critical response PPN is taking to help decompress pressures on our hospitals.

COVID-19 Vaccinations of Premier Health Workers

By Mary Boosalis, president and CEO, Premier Health

Barbara Johnson, executive vice president and chief operating officer, Premier Health



A multidisciplinary COVID-19 vaccine planning team within Premier Health has been meeting since October to prepare for this process. The group has been focused on ensuring the necessary vaccination storage and associated supplies are in place, setting priorities for how the vaccine is administered, and determining logistics for how vaccinations will take place.



During the week of Dec. 20, Premier Health front-line health care workers received 5,900 doses of COVID-19 vaccinations from Moderna. The vaccination will be voluntary for Premier Health employees at this time. However, we encourage staff and providers to take

the vaccine when it is available to them as a preventive measure.

In keeping with guidance from the State of Ohio, we will be prioritizing individuals who routinely work in areas designated higher risk that provide direct patient care, support, or interaction with patients with COVID-19.

The hospital pharmacy clinics will provide employees and providers with the first dose of a two-dose vaccination. The first shot will be administered through clinics scheduled for late December and early January. Four weeks after initial doses are administered, we expect to begin administering the second dose of the vaccine. It will continue to be necessary for everyone to take precautions to limit the spread of the COVID-19 virus, such as proper masking, social distancing, appropriate use of personal protective equipment, etc. This is because the vaccine does not provide immediate immunity.

You will receive an email from **Premier Health Communications** with further instructions about scheduling your vaccine, should you choose to be vaccinated. Please be patient. All members of our workforce who choose to be vaccinated will have the opportunity to be vaccinated.

We are making progress – as a society, as a region, and as a health care system – in overcoming COVID-19. In the meantime, thank you again for working through the daily challenges brought on by this pandemic to provide the best care possible to our patients.

Premier Health to Offer New Antibody Therapy to COVID-19 Patients



Premier Health is offering a new antibody therapy for those who have tested positive for COVID-19 and are at high risk for severe illness but who currently are experiencing mild to moderate symptoms.

Bamlanivimab received emergency use authorization from the Food & Drug Administration earlier this month. While the investigational therapy's safety and effectiveness continue to be evaluated, the therapy has been shown in clinical trials to reduce COVID-19 related hospitalizations or emergency room visits in patients at high risk for disease progression within 28 days of treatment, according to its manufacturer, Eli Lilly.

Premier Health has begun offering the therapy at select ambulatory locations. This medication is not available for hospitalized patients, and its availability will be limited initially. A provider referral is required.

Eligible patients must have just received their first positive result for the virus, with the onset of symptoms within the past 10 days. As a result, the window of opportunity to be treated with Bamlanivimab is limited, as the body generally has begun generating its own antibodies after several days of symptoms, rendering the drug less effective.

In addition, patients must have at least one factor that places them at higher risk for severe illness or hospitalization, including being age 65 or older or meeting certain criteria for chronic health disease.

Bamlanivimab is still being studied, and all possible side effects might not yet be known. Some potential side effects could include allergic reactions. Bamlanivimab could also interfere with the body's ability to fight off a future COVID-19 infection and could reduce the body's immune response to a COVID-19 vaccine, according to Eli Lilly.

Physician Helping Hands: How You Can Help



Jenna Downey, director of legal services at Premier Health, works as a patient transport tech through the Helping Hands program at Miami Valley Hospital.

As the hospital census continues to rise during the COVID-19 pandemic, Premier Health has established a voluntary temporary staffing program to help our hospital employees and providers.

Physician Helping Hands connects non-hospital-based providers to where they can help the most when our facilities experience high census, low staffing, disasters, or other unplanned events.

If you are interested in volunteering in the Physician Helping Hands program, please contact Marc Belcastro, DO, system chief medical officer, Premier Health, at mrbelcastr@premierhealth.com or Roberto Colon, MD, associate chief medical officer, Miami Valley Hospital and system vice president of quality and safety, Premier Health, at rjcolon@premierhealth.com.

When you are assigned to a unit as a Helping Hand, you will receive a department orientation and any necessary training.

New Program Available: Medication Therapy Management – Anticoagulation Services

A new program is available for patients who are on anticoagulation therapy, including warfarin and direct oral anticoagulants (DOACs). Premier Health partners with providers to offer pharmacist-managed medication therapy management services. Our goals are to streamline care and to help ensure safe and successful management of your patient's anticoagulation therapy, following current anticoagulation guidelines.

Patients receive individualized, safe, and comprehensive care based upon current FDA-approved indications and accepted clinical practice guidelines. Our services include:

For those on warfarin:

- Adjustments to warfarin dosing as needed
- Ongoing education, including medication and food interactions
- Continued monitoring during transition of care, including recent hospitalizations and interruption of anticoagulation, to include bridging management if required
- Established working relationships with local home care nursing agencies utilized during transition of care
- Continued management for traveling patients
- Medication refills as ordered
- Ongoing discussion with each patient and their health care team to individualize each patient's plan of care
- Easy access to our pharmacy team

For those on DOACs:

- Evaluation of each patient, including the appropriate selection of DOAC used, as well as consideration of individual patient needs
- Periodic assessment of renal function to determine if any dosing adjustments are needed
- CBC monitored as needed to detect the presence of internal bleeding
- Guidance on managing DOACs when undergoing surgery or an invasive procedure
- Medication refills as ordered
- Ongoing discussion with each patient and their health care team to customize each patient's plan of care
- Easy access to our pharmacy team



To Make a Referral

You may refer patients through an EPIC order, or by faxing an order to:

- Miami Valley Hospital North: (937) 734-6173
- Miami Valley Hospital South: (937) 341-8340

A record of each patient's visit will be available in EPIC or sent to you for review if requested. Our medication therapy management services are covered by most major insurance providers.

Supporting You Through Mental Health/ Emotional Support Resources

By Beth Esposito, president, Samaritan Behavioral Health, Inc.

Jenny Lewis, president, Miami Valley Hospital Foundation, Good Samaritan Foundation-Dayton



During times of ongoing stress and high demands in our work and personal lives, we may begin to experience emotional or mental health symptoms that are new to us. While unfamiliar, these responses can be normal ways to cope with what we are experiencing day to day. Premier Health is supporting our staff through a spectrum of mental health and emotional support resources. As leaders of Premier Health's recently formed Staff Support and Recognition Team, we encourage you to reach out for help as needed.

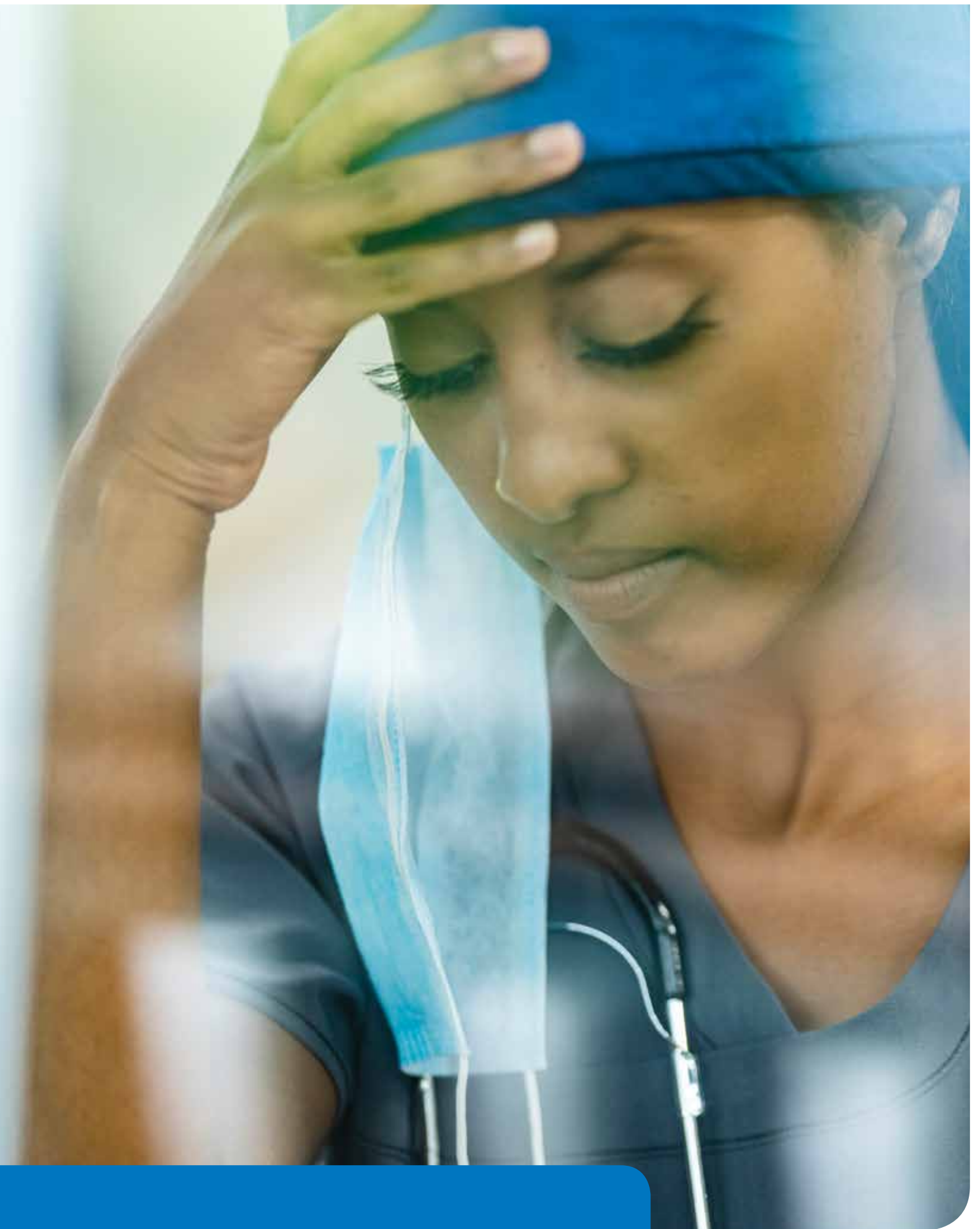
Mental Health/Emotional Support Resources:

Premier Health offers accessible emotional/mental health resources that are available to you as needed.

- **Samaritan Behavioral Health's CrisisCare:** available 24/7 by calling **(937) 224-4646**. This is a confidential service provided at no cost to you or to a loved one. CrisisCare can be accessed via phone, by walking in at 601 S. Edwin C. Moses Blvd., or we can respond to you where you are in the community. A licensed therapist will respond to you and is available to listen and guide you through any mental health situation that you, a family member, or friend may be experiencing. If you feel overwhelmed or just need a listening ear, we are here. Calls can be anonymous.
- Samaritan Behavioral Health is in-network for Medical Mutual and many other insurance provider plans. Please contact your administrator for additional information. If you need ongoing mental health support, you can reach out to us at **(937) 734-4310** or **(937) 734-4311** to schedule an appointment. Services available:
 - o Individual and family counseling
 - o Psychiatric medication management
 - o Case management
 - o Full range of substance service treatment at OneFifteen for adults.
- Employee Assistance Program: Information about short-term, confidential counseling and referrals for both Premier Health and Premier Physician Network employees available at no cost to you or your family. To schedule an appointment to speak with a counselor, please call:
 - o Hospital and Premier System Support Employees: **(937) 208-6626**
 - o Premier Physician Network Employees: **(800) 327-7360**
 - o PPN employees also have access to an Employee Assistance Program called Magellan. If you need help managing stress or anxiety and would like to speak with someone, Magellan can be reached at **MagellanAscend.com**, or call for professional consultation at **1-800-327-7360**. TTY users can call **1-800-456-4006**. PPN employees may opt for a phone consultation at any time and are eligible for up to five in-person sessions per concern.

Services are designed for individuals, from infancy to end-of-life. These services also are designed to be longer in duration than those offered by an Employee Assistance Program (EAP).





Premier Health Offers Robotic-Arm Assisted Joint Replacement



Premier Health announced the implementation of two robotic arm-assisted joint replacement technologies that will enable surgeons to cater to the individual needs of patients. Mako SmartRobotics™ will be offered at Miami Valley Hospital North for hip and knee replacement, while Zimmer Biomet's ROSA® Knee will be implemented at Miami Valley Hospital North, Miami Valley Hospital South, and Atrium Medical Center for knee replacement.

Mako SmartRobotics™ combines three key components - 3D CT-based planning, AccuStop™ haptic technology and insightful data analytics - into one platform. The 3D CT-based software lets the surgeon know more about a patient's anatomy and helps the surgeon create a personalized joint replacement surgical plan before surgery. During surgery, the surgeon can validate the plan and make necessary adjustments while guiding the robotic arm to execute the plan. For patients, this may mean less pain, less need for opiate analgesics, less need for

inpatient physical therapy, shorter hospital stays, improved knee range of movement, and greater soft tissue protection compared to manual techniques.

The ROSA® Knee System supports surgeons in performing total knee replacement with features to assist with bone resections, as well as assessing the state of the soft tissues to facilitate implant positioning intraoperatively. A precise knee implant fit is important to comfort and overall experience following knee replacement surgery. ROSA® Knee uses data collected before and during surgery to inform the surgeon of many details related to a person's unique anatomy that might affect the implant fit. By using this data to make more informed decisions, a surgeon can plan for and carry out a personalized surgery based upon individual needs. The preoperative experience will be like that of most total knee patients. But with ROSA® Knee, unlike traditional knee replacement methods, a series of X-rays can be used to create a three-dimensional (3D)

model of a patient's knee anatomy. This 3D model helps the surgeon plan many specifics of the knee replacement prior to surgery.

The surgical procedure using ROSA® Knee is similar to traditional total knee replacement, but with a robotic assistant. Surgeons have been specially trained to use ROSA® Knee in order to personalize the surgical approach for a patient's unique anatomy. The robot does not operate on its own and does not move without a surgeon's prompting. The surgeon remains in the operating room throughout the procedure, making all decisions. During a procedure, ROSA® Knee utilizes a camera and optical trackers attached to the leg to know exactly where the knee is in space.



Learn More?

For more information on robotic-arm assisted joint replacement, visit PremierHealth.com/ortho.

Oncology Nurse Navigator Program

By Mikki Clancy, chief digital officer & system vice president, oncology service line, Premier Health



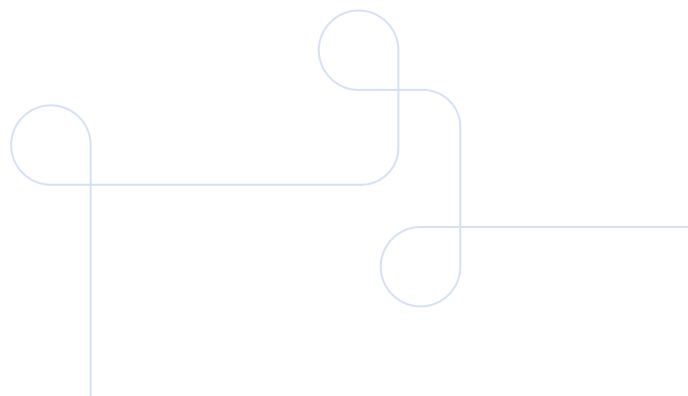
The Oncology Nurse Navigator Program continues to be refined. Our oncology nurse navigators are specially trained in oncology care. Every patient's cancer journey is tailored for that patient's unique disease state and treatment plan. Nurse navigators are key in helping our cancer patients through every step of their complex journey. They are not

only available to assist with creating a consistently great patient experience but also to provide emotional support to the patient and caregiver.

Please consider an oncology nurse navigator consult for inpatient or outpatient patients via EPIC or the Navigator Referral Form for non-EPIC users. The forms and additional information are available through the Premier Cancer Services Referral Guide. The guide is easily found by typing "Cancer Referral Guide" in the search box from the health care professionals' section of the Premier Health website and investigating supportive care.

Our oncology nurse navigators provide compassionate support to the patient and caregiver while assisting in education, removing barriers, and enabling access to the numerous support resources available to our patients. They are not only available to assist with creating a consistently great patient experience but also to provide emotional support to the patient and caregiver.

As always, if you have any questions about the exciting work happening in Premier Health Cancer Services, please reach out to Charles Bane, MD; Jim Ouellette, DO, FACS; Ryan Steinmetz, MD; or myself. We are happy to continue growing Premier Health's oncology services in our local community.



Award Recognition, Fundraising Efforts, COVID-19 Community Education

Atrium Medical Center

Atrium Medical Center's Level III Emergency Trauma Center has been selected as a 2020 Greater Cincinnati Nonprofit of the Year Award winner in the Emergency Room Care category. The awards are organized by Cincy Magazine. Atrium's recognition will appear in the magazine's winter edition.



Atrium care providers and leaders were part of several public service announcements released before the Thanksgiving holiday. In Warren County and Butler County videos, Jill Aston, MD, medical director of Atrium's Level III Emergency Trauma Center, and Keith Bricking, MD, president of Atrium, reminded the community to stay vigilant in mask wearing, social distancing, and hand hygiene. Dr. Bricking also joined Middletown's mayor and health commissioner in a video COVID-19 update for residents. In addition, Atrium signed its support to an editorial by the (Cincinnati) Health Collaborative that ran in multiple media outlets.



Charlene Kurtz of Atrium's infection control team was honored as a Woman of Excellence by the West Chester – Liberty Chamber Alliance. A video featuring Charlene was created by the chamber as part of a virtual celebration of all honorees.

Students from Fenwick, Middletown, Monroe, Edgewood, and Madison high schools virtually toured Atrium as part of Healthcare Month organized by the Chamber of Commerce Serving Middletown, Monroe and Trenton. More than 1,200 students were introduced to health care careers and potential opportunities as part of the month-long series, according to the chamber.

Miami Valley Hospital Campuses

As the number of hospitalized coronavirus patients began to soar in November, the four Premier Health foundations ramped up efforts to solicit contributions in support of frontline hospital staff. The foundations have been instrumental in identifying and outfitting respite areas for staff at each hospital. Due to increasing patient volumes, there is little time for caregivers to eat or even take a short break. In response, the foundations have sought donations of recliners, massage wraps, food and drinks so that staff can get away and take a breath in the respite areas. [PHOTO]

The Miami Valley Hospital Foundation conducted its annual 1890 Society mailing to raise funds for undesignated uses in the hospital. A letter that highlighted the Monarch™ Platform for early lung cancer detection was sent to prospective and past donors. The letter explained that this new technology was made possible by funds raised through the 1890 Society.

Good Samaritan Foundation-Dayton held its 11th annual Rays of Hope breakfast virtually on Nov. 5. The event raised \$38,000 to provide direct services to homeless individuals and families with medical, dental, and mental health needs through the Samaritan Health Center. Mothers and babies have access to an innovative model of prenatal care and parenting education through Mothers Empowered, and breast cancer patients have financial assistance to help them and their families through the Breast Cancer Patient Assistance program.

Premier Health COVID-19 experts continue to field a myriad of virtual media and chamber interview/presentation requests. Highlights include: Joseph Allen, MD, who presented before members of the Engineer's Club of Dayton on the science of COVID-19; Roberto Colon, MD, appeared on DATV as the guest on the League of Women Voters program, Empowering You; Steven Burdette, MD, participated in a press conference hosted by Dayton Montgomery County Public Health and the Greater Dayton Area



Hospital Association; Beth Esposito with SBHI was a panelist for the Dayton Daily News' Community Conversations live Facebook event; and Jasmine Shavers, RN, Miami Valley Hospital COVID nurse, participated in a press conference hosted by Governor Mike DeWine.

Miami Valley Hospital North Emergency Center celebrated its fifth anniversary on Nov. 3. The center has provided 24-hour, full-service emergency care since it opened its doors in 2015. Within its first year, the emergency center saw 18,000 patients, exceeding projections by nearly 20 percent. Five years later, 138,202 patients have received emergency care.

The Miami Valley Hospital Facilities Department installed special recognition parking for veterans in the main visitors garage. The foundation is offering the opportunity to honor a veteran on one of the newly designated "Reserved for Veterans Only" parking



spaces on the first level of the parking garage. These exclusive spaces will be reserved for any veteran of the armed forces with the name of the honored veteran included on the signage. Six special parking spaces are available for sponsorship at \$500 per space. To sponsor a parking space or for more information, please contact Jenny Lewis at the MVH Foundation at **(937) 208-2700**.

New promotional banners that mention recent awards and services have been installed on all Miami Valley Hospital campuses that feature Premier Health's new brand look.

Upper Valley Medical Center



Upper Valley Medical Center is participating in a Mask Up Miami County campaign organized by the Troy Chamber of Commerce to encourage mask wearing, social distancing, and other COVID-19 prevention safety protocols. Members of UVMC leadership were filmed by the chamber on Nov. 25 with **Scott Kanagy, DO**, chief medical officer, Upper Valley

Medical Center, in the foreground telling why he wears a mask and encouraging everyone to do the same.

Dr. Scott Kanagy and Dr. Steven Burdette presented a program on COVID-19 for businesses at a Nov. 12 Miami County Safety Council meeting held via Zoom. The program included a question and answer session and was attended by business leaders from Miami County and surrounding communities.



UVMC/Premier Health was the lead sponsor of the American Heart Association's Go Red Goes North held Nov. 12 via Zoom. The program featured a welcome by Dr. Scott Kanagy and presentations on cardiac-related health topics by Trish Wackler, MSN, MHA, RN, chief nursing officer, Upper Valley Medical Center, and other UVMC clinical professionals.

A Troy Chamber of Commerce UVMC/Premier Webinar Wednesday Zoom broadcast on Nov. 18 featured Dr. Roberto Colon presenting a program entitled A Walk Through COVID-19. The program was open to the community as well as chamber members.

Dr. Scott Kanagy was interviewed Nov. 30 on Troy Radio 107.1 and Piqua WPTW 98.1. The interview focused primarily on current COVID-19 status and a mass casualty training hosted by UVMC for area EMS squads.

Our Care Lives Here

You Bring Our Story to Life

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

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

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

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

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



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. Surowiec was great and so was his staff.

We love **Dr. Kohnen** and nurse Sue! We are so grateful to have them. Always a positive experience.

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

Dr. Buchman was there for our family when we needed her most. We appreciate her guidance and compassion.

Dr. Reitz is always so patient and goes out of her way to help me understand what I need to know.

Dr. Thomas-John was very nice and extremely knowledgeable. I

appreciated your honesty during my visit.

Dr. Ore was incredible in helping my family understand my procedure. Thanks to you and your team.

Dr. Schatzel is very professional yet friendly and has a nice personality. I trust his judgment 100 percent. His nurse Lisa is one of the best! She makes my day every time I come to this office.

Dr. Von Maluski is efficient and attentive. He answers questions and is proactive in suggesting potential tests and procedures. God bless this talented physician.



National CRNA Week

January 24-30



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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P-C-COM04702

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