

Premier Pulse

News for Premier Health Physicians

VOLUME 5 | ISSUE 2 | FEBRUARY 2018

Leading Into the Future

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



Medicine has changed dramatically in the past decade. Influences in Washington D.C., geographic and economic forces, and patients have significantly affected how institutions are run and how we fulfill the oath we all took to care for patients. Many difficult decisions have had to be made. In this new age of medicine, we need courageous leadership more than ever. Leadership is found on all levels within a health care facility and includes representation from every department. We find ourselves operating during a time in which leadership is needed more than any other time I can remember throughout my tenure as a physician. I know after conversations with many of you that we are ready to move forward in these times of change and challenges. And we will do so while continuing to fulfill the oath we took to care for those who have entrusted us with their care.

What do great leaders do in difficult times? First and foremost, we must control our own fear. It is natural for everyone to be fearful and uncomfortable in times of change and uncertainty. This is only human. However, to lead and champion others to fulfill our mission, we must take time to ask the questions that we all fear, develop a plan and pathway to overcome those fears, and concentrate on our true focus: the patient.

Although it may not be popular or understood by all, we must remember that our mission comes first. We all have wants and needs, and each of us will ask, "How will this affect me?" This is natural and expected, and should be respected. However, after the natural process of feeling concern for ourselves, we all need to ask, "How can I do what is best for the good of all?" This is a tall ask of my fellow colleagues, but I believe those I surround myself with are up for the challenge.

(continued on back)

Premier Health Launches Social Media Campaign to Combat Opioid Addiction

Premier Health and its foundations are continuing public service campaign efforts to prevent opioid addiction by discouraging behaviors that can lead to dependency on opioids and other drugs. In addition to driving behavior change, we are working to raise awareness that opioid addiction affects a broad cross-section of society.

Individuals and families often are not familiar with the resources that are available to them or how to get help. Our website, OpioidAssist.com, provides resources from 21 local counties and includes contact information for area crisis service organizations. In addition to these options, remember that you can always call your doctor or therapist; go to a hospital emergency department; or call 911 if immediate help is needed.

The campaign acknowledges that it will take the efforts of many people to overcome this public health crisis. Therefore, the campaign invites Southwest Ohio residents to make a social media pledge – such as vowing to safely dispose of expired medications, have ongoing conversations with children about the dangers of opioids, or join a local organization to play an active role in fighting the opioid crisis – followed by the phrase #MyOpioidPledge on Facebook, Twitter, or Instagram. (If your Facebook account is private, please make sure that you make your pledge a public post.) Public posts with the hashtag #MyOpioidPledge will populate the OpioidAssist.com website.

If you'd like to play a role in the fight against opioid addiction, please make a pledge on your favorite social media outlet and tell us about it!



HERE'S HOW TO PLEDGE

- 1 Go to your favorite social media site
- 2 Post your pledge using the hashtag **#MyOpioidPledge** (you can share a written post or a video of you making your pledge)
- 3 Ensure that your post is set to "public" so that we can see it
- 4 Share/invite your friends to do the same

The campaign also features a partnership with the local Voices Project to share inspirational videos of people who have been touched by addiction. The videos, which highlight the human element of addiction, will be featured on the OpioidAssist.com website and on Premier Health's social media platforms.

Visit the Overdose Response Committee site on Inside Premier for more education, resources, and information related to Premier Health's efforts to reduce overdose deaths.

New Law for Dispensing Opioids

Ohio Senate Bill 319, passed in 2017 and now law, affects pharmacies and health insurance plans regarding the dispensing of opioid analgesics. The law required that utilization management policies be created (prior authorization) for morphine-equivalent doses exceeding 80mg/day or if patients are on an opioid with benzodiazepine. Prior authorization also is required for chronic

opioid use more than 90 days. Excluded from this requirement are: hospice patients, patients with terminal conditions, and patients with or with a history of cancer.

Physicians and Pharmacists should be familiar with this law, as it may create delays for patients filling their opioid medication, as prior authorization processes will need to be completed.

Physician With Colombian Heritage Enjoys Working in Obstetrics and Gynecology



Juan C. Reina, MD, sees patients at Hilltop Obstetrics & Gynecology in Franklin, specializing in robotic surgery.

What is your clinical specialty? Obstetrics and Gynecology,

which has a superb mix of my passions ... connecting with patients during their pregnancy and helping them bring new life to the world, but also using mind-boggling surgical skills to heal ailments of the female organs.

Where did you go to school?

Graduated from Tulane University in 2004, and yes, I bit the bullet of the Katrina hurricane that hit New Orleans the following year.

What brought you to Premier Health?

My private practice, Hilltop Obstetrics & Gynecology, has a great relationship with Premier Health, specifically with Atrium Medical Center.

Why did you choose medicine as a career?

Medicine is a vocation to help others that I believe I inherited from both my parents (my dad is a pediatrician, and my mom is a pediatric nurse).

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

A key influence in my life that steered my career choices and work ethic was to

witness the hard work and genuine care for their patients that I saw in my parents every day.

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

How about two things ... I'm a good cook, and a lifelong metal head.

Where is your hometown?

I was raised in Cali, Colombia, in South America.

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

I love soccer above any other sport, so obviously FCC Cincinnati and the Colombia national soccer team. Also I enjoy baseball, with the Cincy Reds on top.

What is the last book you read?

"Exocet" by Jack Higgins ... A thriller that mixes a love story and a spy game during the Falklands War.

What is your favorite song in your playlist?

"Master of Puppets" by Metallica

What is your favorite food?

Latin food, of course! And my absolute favorite is a Colombian beef and potato stew called picado de papa that my grandmother used to make for me to celebrate my birthday every year until she passed away.

What is your favorite hobby?

I'm a "gamer" since I was a little kid ... so you could say video games are my hobby, as it relaxes me and entertains me. I have had and played almost every single game console that existed, and if you like details, I do prefer the Sony Playstation brand.

What is your favorite animal?

I'm a dog person ... as I identify myself through their unconditional love and loyalty.

Where is your favorite vacation spot?

The Caribbean Islands in general ... no specific spot ... that is our destination every year for family vacations ... as I get disconnected from the mundane world, relaxing 100 percent, no decision-making environment, plus the paradise landscape and the ocean are the cherry on top.

Describe something for which you are especially thankful:

I am very thankful for God placing an angel on earth in my path. Let me explain ... one random day at the University Hospital, where I did my medical school rotations, I saw the girl of my dreams walking up the main staircase (yes, back then elevators took forever, and it was faster to take the stairs). That girl that stole my heart is now my lovely wife and the mother of my beautiful twin girls.

Pick a Side

iPhone or Android?

iPhone of course.

Early bird or night owl?

Not a morning person, so I make my effort every day.

Beach bum or mountain hiker?

We already established ... beach bum.

Dress shoes or tennis shoes?

Italian dress shoes, one of my weaknesses.

Paperback or e-reader?

I'm old school, so anything paperback is preferred.

Coffee or tea?

I grew up drinking tea, so I enjoy a relaxing cup of tea anytime.

Cooking or baking?

I love cooking ... have not ventured in baking yet.

Sweet or salty?

I prefer salty ... I don't have a sweet tooth, which is a good thing.



Addressing Burnout by Factoring Provider Well-Being into System Performance

By Keith Bricking, MD, MBA, medical staff president, Miami Valley Hospital



I suspect that many providers who work in health care are familiar with the Institute of Healthcare Improvement (IHI) Triple Aim. The “Triple Aim” was developed in 2007 and described an approach to optimize health system performance. It is believed that organizations and communities will have healthier populations if a system simultaneously improves the patient experience of care (quality and satisfaction), improves the health of

populations, and reduces the per capita cost of health care.

At a recent conference, I learned about a recommendation to expand this concept to a “quadruple aim.” The quadruple aim was first written about in late 2014 and is championed by Dr. Thomas Bodenheimer from University of California, San Francisco. The quadruple aim adds the goal of improving the work life of health care providers (including clinicians and staff). With widespread burnout and dissatisfaction, an emphasis on provider well-being has never been more important.

Dr. Tait Shanafelt from the Mayo Clinic recently published an article in the Journal of the American Medical Association, describing the multitude of factors that contribute to burnout. Within that article, he highlighted that a coordinated effort to address burnout at

the national and state, organization, leader, and individual levels is needed to overcome and change health care systems’ current trajectory on this issue.

At Miami Valley Hospital, we are actively working to combat burnout on multiple levels. Our Provider Wellness Committee meets monthly and is currently involved in two events for which we invite participation of our colleagues from throughout the health system. At 8:30 a.m. on April 21, we are hosting a Wellness 5k/10k run/walk at Island MetroPark. Proceeds will benefit provider wellness programs. To register for the race, please go to: <https://www.speedy-feet.com/race-entry.php?id=1938>.

Our intentions are to make this as much as a social event for staff, friends, and family as one for fitness. Our second event to help combat burnout is scheduled for 6:30-7:30 a.m. and noon-1 p.m. on April 25. Dr. Randy Welton, Wright State University associate professor of psychiatry, will deliver an interactive presentation titled “From Burnout to Resilience: Promoting Provider Wellness.” The program is free, but registration is required. To register, email Theresa Cory at tmccory@premierhealth.com.

I am excited about the grassroots effort at Miami Valley Hospital to decrease burnout and improve resiliency within our medical staff. If you are interested in learning more, or would like to participate in our committee, please contact me at kdricking@premierhealth.com.





Miami Valley Medical Staff Wellness Committee to Host Wellness Run

By Jennifer Hartsock-Vandine, MD, associate program medical director, Miami Valley Hospitalist Group



The Miami Valley Medical Staff Wellness Committee is pleased to announce our first wellness run, which we plan to have annually for years to come. Formed in the last year, our committee is dedicated to improving the quality of life, and physical and mental health of our staff. On a day-to-day basis, all of us working in health care lead busy and stressful lives. Figuring out a balance between our jobs and personal lives can be really hard. We are constantly

being pulled in many directions at once, and that imbalance can lead to burnout.

With burnout rates increasing across all physician specialties, we are striving to implement new programs, events, and ideas to promote a culture of wellness within Premier Health. With that in mind, we are organizing this inaugural race. At 8:30 a.m. on April 21, 2018, we will hold our first run at Island MetroPark. The event will feature 5k and 10k courses running along the scenic Stillwater River on the bike path. It will also feature a free kids' 1-mile "fun run" through the park beginning at 9:30 a.m. Participation is open to all Premier Health staff members, as well as the general public.

You may know that I personally have been working to find balance in my own life between work and my physical and mental health. Focusing on exercise as a component of my overall wellness has helped me reduce stress, and be happier, healthier, and more productive and engaged in my day-to-day life. Training for my first 5k is what motivated me to take up running and has led to me now training for my first half marathon.

Participating in community events such as races can be a great way to improve your exercise capacity and overall fitness. Even if you start off as a couch potato, having a well-defined target such as a 5k distance can be a great motivator. Training for a race can help you build endurance, stay accountable, and stick to your goals. Additionally, training with family and friends – and running among people on race day – is a great way to bond with others and feel part of something larger than yourself. We hope you will join us, and look forward to seeing you on race day!

Registration information can be found online at <http://speedy-feet.com/race-entry.php?id=1938>.

CME Coordinators Are Great Reference for Premier Health Physicians

Perhaps one of the most valuable resources Premier Health provides for physicians is ongoing access to Continuing Medical Education credits. Each Premier Health hospital has a CME coordinator who can assist in a variety of ways, whether doctors are searching for a specific CME course or event, or they have an idea to create and host an event of their own.

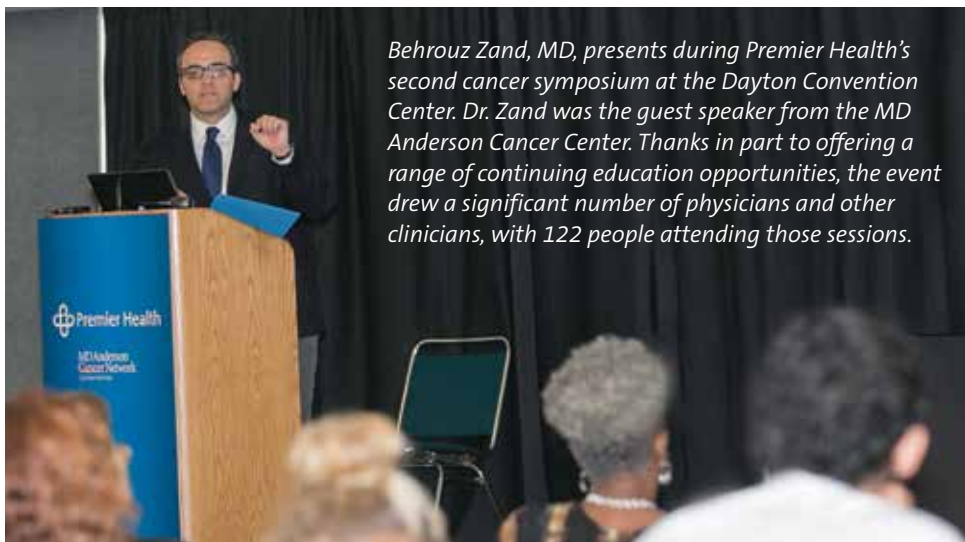
“I try to be open and help everyone to find what they might need,” said Theresa Cory, CME coordinator at Miami Valley Hospital. “Physicians can contact me and I’ll work with them, whether they need to gather their transcript information, or they have an interest and want to host a presentation or educational opportunity.”

At the end of each week, Cory and her colleagues distribute an email summarizing the latest CME opportunities and highlighting regularly scheduled educational offerings, as well as different symposiums. Premier Health physicians can also access updated CME opportunities by checking Wright State University Boonshoft School of Medicine calendars through the physician portal.

James Ouellette, DO, FACS, notes that in addition to education, the CME program offers other advantages as well. “The benefit of Premier Health’s CME program is that it not only allows you to attend important conferences without having to travel, but it also brings colleagues from the same specialty together and some excellent interaction takes place as a result,” he said.

Premier Health’s ongoing joint providership with Wright State enables CME coordinators to work with physicians to create these unique CME events.

“If physicians wish to create a new program, then they can reach out to me or one of the other CME coordinators to begin that process,” said Cory. “Once they’ve communicated their interest, I’ll start the application process and we’ll schedule meetings to discuss in more detail and begin planning. We are able to then help them get speakers and complete the



Behrouz Zand, MD, presents during Premier Health’s second cancer symposium at the Dayton Convention Center. Dr. Zand was the guest speaker from the MD Anderson Cancer Center. Thanks in part to offering a range of continuing education opportunities, the event drew a significant number of physicians and other clinicians, with 122 people attending those sessions.

paperwork that needs to be sent to Wright State for approval.”

Once Wright State’s approval process is completed – typically within a couple of weeks – Premier Health’s CME coordinators can begin the process of advertising the event to garner as much interest as possible. Physicians, however, are the best advocates to contribute to an event’s success.

“Physicians are the very best at promoting an event just by using simple word of mouth,” said Cory. “They have the best understanding of the upcoming event, and they can share that knowledge and spread the word among their colleagues.”

Premier Health’s CME coordinators continue to look for ways to support physicians and are currently seeking new opportunities for them to access CMEs through online learning tools. The CME coordinators also are committed to assisting with educational opportunities for the organization’s other medical professionals, many of whom also apply CMEs toward their specific licensure renewal.

“We also want to be a helpful resource in the future for the advanced practice nurses and physician assistants as they also need to obtain CMEs for their licensure,” said Pam Winkle, CME coordinator at Good Samaritan Hospital.

Premier Health CME Coordinators

Physicians who would like more information about obtaining CMEs or creating new CME events can contact one of these Premier Health CME coordinators:

Atrium Medical Center

Pat Lowman, Manager,
Medical Staff Services
(513) 974-4271
ptlowman@premierhealth.com

Good Samaritan Hospital

Pam Winkle, CME Coordinator
(937) 734-3317
pwinkle@premierhealth.com

Miami Valley Hospital and Miami Valley Hospital South

Theresa Cory, CME Coordinator
(937) 208-2144
tmcory@premierhealth.com

Upper Valley Medical Center

Lynnee Beculheimer,
Director, Medical Staff Services
(937) 440-4523
lbeculheimer@premierhealth.com

Internal Physician Relations Manager Named at Miami Valley Hospital



Dana Mackert has taken on the role of internal physician relations manager at Miami Valley Hospital. In that role, Mackert will assist with orientation and onboarding of new physicians

and advanced practice providers (APPs), introduce physicians to departments in which their patients might be cared for, and serve as the liaison between medical staff and operational leadership in resolving

physicians' and APPs' questions and concerns.

The role is intended to break down any barriers that physicians and APPs might encounter in taking care of patients or in using Premier Health facilities, and to help new physicians and APPs build a successful practice.

Each Premier Health facility has a physician relations manager, with two hospitals – Miami Valley Hospital and Good Samaritan Hospital – also having a designated internal physician relations manager based in the physician lounge for easier access to physicians and APPs.

External physician relations managers, on the other hand, are a “one stop shop” for all physicians and APPs on the medical staff to keep them up-to-date on Premier Health services and programs.

Physician relations managers also work to build relationships among primary care physicians, APPs, and specialists; promote continuing medical education courses; and resolve issues that create barriers for the physicians and APPs.

Mackert, the new internal physician relations manager at Miami Valley Hospital, previously worked in human resources for Premier Health and now brings those talents to the medical staff.

Premier Health Physician Relations Managers:



Libby Donathan

Lead Physician Relations Manager
Miami Valley Hospital
(937) 654-1481
lkdonathan@premierhealth.com



Julie Franklin

Physician Relations Manager
Miami Valley Hospital South
(513) 292-1776
jkfranklin@premierhealth.com



Chris Daniel

Physician Relations Manager
Atrium Medical Center
(937) 266-9890
jcdaniel@premierhealth.com



Dana Mackert

Internal Physician Relations Manager
Miami Valley Hospital
(937) 208-4548 Work
(937) 260-3611 Cell
dlmackert@premierhealth.com



Amanda McDaniel

Physician Relations Manager
Good Samaritan Hospital
Good Samaritan North Health Center
(937) 681-5629
aemcdaniel@premierhealth.com



Amy Newland

Physician Advocate
Atrium Medical Center
(513) 420-5067
alnewland@atriummedcenter.org



Kelsey Skidmore

Physician Relations Manager
(focuses on Residents in local programs)
Premier Health
(937) 208-4808 Work
(937) 657-9774 Cell
kaskidmore@premierhealth.com



Tanya Webber

Internal Physician Relations Manager
Good Samaritan Hospital
(937) 734-1229 Work
(937) 974-9699 Cell
trwebber@premierhealth.com



Heather McFadgen

Physician Relations Manager
Upper Valley Medical Center
(937) 701-3945
hmmcfadgen@premierhealth.com

Grant Funding; Good Sam Town Hall; Awards; and A Successful Seminar

Atrium Medical Center



Jill Aston, MD, who has more than 10 years of experience in emergency medicine and began working in Atrium's emergency department in 2015, has been

named director of the hospital's Level III Emergency Trauma Center. She replaces Ralph Talkers, MD, in that role. Dr. Talkers will continue to serve on the emergency department's medical staff. In addition to serving as medical director of the hospital's emergency center, Dr. Aston also serves as medical director for the Middletown and Monroe fire and EMS departments. Mark Gebhart, MD, remains assistant medical director of Atrium's Level III Emergency Trauma Center.

CenteringPregnancy®, a prenatal support program started at Atrium's Maternal Child Health Center in 2017, was awarded a \$362,000 grant in January 2018 from the Ohio Department of Medicaid and its five contracted managed care plans. The grant

supports programs aimed at reducing infant mortality, and the dollars Atrium received will be used to continue and expand the CenteringPregnancy® program. This follows a \$127,788 grant Atrium received last year to start the service for expectant Butler County mothers. CenteringPregnancy® is a partnership between Atrium, the Butler County Partnership to Reduce Infant Mortality (PRIM), and Ohio Department of Medicaid. The program brings eight to 10 pregnant women who are due around the same time together for prenatal care. Patients meet in a comfortable group setting outside the exam room and form a supportive community to develop skills and confidence and take control of their health. Free transportation and child care are provided. Expectant mothers who are interested in enrolling can contact the Maternal Child Health Center at **(513) 974-5235**. Eligibility requirements include living in Butler County and having a Medicaid health plan.

Good Samaritan Hospital

A town hall series for Good Samaritan Hospital physicians, APRNs, and midwives is being held in Good Sam's auditorium beginning mid-February. The agenda will cover Premier Health sites – their

capacity and capabilities – including the Good Samaritan North Phase III draft; an expedited credentialing and privileging process; as well as a draft service migration plan. Please join us for the final session from 7 to 8 a.m. Monday, February 26.

Miami Valley Hospital



Emergency and trauma center physicians came together to recognize exceptional staff members from Miami Valley Hospital, Miami Valley Hospital South, Mason Emergency

Center, and Miami Valley Hospital Jamestown Emergency Center at the annual "Jana Matthews Awards of Excellence" program. Jana Matthews was a dedicated MVH volunteer, and the first volunteer in the emergency and trauma center. Staff members of the emergency and trauma center are recognized in her honor each year for their outstanding service. The awards are made possible through an endowment established by Jana's husband. The 2018 honorees are: Marc Belcastro II, Access and Transfer Center coordinator – MVH Staff Excellence Award; Becky Flint, HUC/Tech – Atrium Mason Emergency Center Award of Excellence; Mary Jane Lloyd, RN – MVH Nursing Excellence Award; Leah Tackett, RN – Miami Valley Jamestown Emergency Center Award of Excellence; Arturo Bernal, radiology technician – Miami Valley South Award of Excellence; and Albert Reffitt, Access & Transfer Center coordinator – MVH Humanitarian Award.

It was an extremely busy month for hospital physicians and local media. Doctors were featured eight times speaking on a wide range of topics, including: the high impact of the flu season; fighting off germs; slips and falls; and cold weather safety. Additionally, Mike Maiberger, executive vice president and chief operating officer of Premier Health and president of Miami Valley Hospital, participated in a one-on-one interview with the Dayton Business Journal.



Upper Valley Medical Center

UVMC hosted a seminar Jan. 20 on Delay the Disease™, a life-changing, evidence-based fitness and mobility program that originated in Columbus and will be offered at UVMC this spring. The seminar, attended by nearly 100 community members, featured guest speakers David Zid and Jackie Russell, who are co-founders of Delay the Disease™, and Mary Feldman, DO, a neurologist with the Premier Health Clinical Neuroscience Institute who is board certified in neurology and movement disorders. Delay the Disease™ is designed to empower those living with Parkinson's disease by optimizing their physical function and helping to delay the progression of symptoms. A 12-week series of classes will be held at UVMC starting March 13. More information about Delay the Disease™ and UVMC's other therapy programs for patients with Parkinson's disease is available by calling (937) 440-7152.



Premier Health Hospitals Named Among Top 5 Percent in Nation

Three Premier Health hospitals have been recognized by Healthgrades as being among the top 5 percent of hospitals nationwide for clinical excellence.

Miami Valley Hospital and Good Samaritan Hospital received the Healthgrades Distinguished Hospital Award for Clinical Excellence for a fifth consecutive year, and were the only Dayton-area hospitals to receive the honor. Atrium Medical Center received the award for a fourth straight year.

"Our employees, our medical staffs, and Premier Health as a system go to great lengths to ensure patients receive quality care," said Mary Boosalis, president and CEO of Premier Health. "This award recognizes hospitals for the breadth of their quality. It reaffirms our community's confidence in our

hospitals, and instills pride in our employees and medical staff members."

The Distinguished Hospital Award for Clinical Excellence recognizes hospitals for superior performance in providing care for conditions and procedures across multiple specialty lines and areas, according to Healthgrades. While many hospitals have specific areas of expertise and high-quality outcomes in certain areas, these hospitals exhibit comprehensive high-quality care across several clinical areas.

The hospitals were among 250 recognized nationally that deliver superior patient care across at least 21 of 32 common procedures and conditions. Healthgrades evaluated nearly 4,500 hospitals nationwide before naming the award recipients.



MIAMI VALLEY HOSPITAL
2014-2018

GOOD SAMARITAN HOSPITAL
2014-2018

ATRIUM MEDICAL CENTER
2015-2018

Registration Open for 2018 Advanced Practice Providers Conference

Premier Health physicians are invited to register for the Advanced Practitioner's Clinical Update program in April 2018. Topics will include how treating obese patients differently affects their health care; caring for gender dysphoric youth and their families; nursing legislation and laws; and more.

The event will take place from 8 a.m. to 5 p.m. Friday, April 13, 2018, in the Bieser Auditorium of the Berry Women's Center at Miami Valley Hospital. The cost is \$150 for APRN/PA/physician, and \$75 for student APRN/PA (student ID required). The cost includes seminar fee, CME, CE, meals, and parking.

Phone registration is available by calling **(866) 608-3463** and paying with a credit card.

Registration by phone or mail is due April 1 but will be accepted on day of program ONLY if space is available. Payment is required to complete registration. Cash will not be accepted for any registration completed on the day of the event. Make checks payable to: Premier Health APP Committee 2018. Registration cancellations will not be refunded.

Required registration information: name; home address (including city, state, and ZIP code); employer; daytime phone number; and email address.

Mail registration information and payment to:
Lisa Shrewsbury, Administrative Assistant
Premier Health
9th Floor, Suite 954
110 N. Main St.
Dayton, Ohio 45402

Please direct questions to Lisa Shrewsbury at llshrewsbu@premierhealth.com or **(937) 499-9534**.

This program is designed to provide current information on selected topics in clinical practice and pharmacology for APRN, PA, and all practicing physicians. Participants will:

- Discuss relevance and strength of arguments in endocrinological controversies
- Identify tools to effectively deal with challenging times
- Define weight bias in health care
- Inform local medical personnel of statistical data involving the local opiate epidemic
- Evaluate updated targets for blood glucose control and the national Choosing Wisely campaign
- Achieve a basic level of understanding of the framework of medical gender transition
- Integrate the law and rules on Ohio nursing practice when providing APRN service to Ohio citizens

Faculty to Present

Malcolm Steiner, MD, endocrinologist, medical director, diabetes program, Atrium Medical Center, Premier Health

Neil Ihde, Life IQ

Amy Keller, MS, RD, LD, chief clinical dietitian, Mary Rutan Hospital

Rob Streck, chief deputy, BAS Criminal Justice Administration, Montgomery County Sheriff's Office

Scott Ganger, clinical pharmacy specialist, Patient Aligned Care Team, Dayton Veterans Administration Medical Center

Molly McHenry, FNP, Adolescent Medicine Department, Cincinnati Children's Hospital Medical Center

Mary Jane Maloney, Ohio Association Advanced Practice Nurses

Program Approval

This activity has been planned and implemented in accordance with the Essential Areas and Policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of Wright State University and Premier Health. WSU is accredited by the ACCME to provide continuing education for physicians.

WSU designated this live activity for a maximum of 6.0 AMA PRA Category 1 Credits™. Participants should claim only the credit commensurate with the extent of their participating in the activity.



2 NEW URGENT CARE LOCATIONS. THAT'S NOTHING TO SNEEZE AT.



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3. Reserve their appointment online and stay comfortable at home until it's time for their visit
4. Same high quality health care they expect from Premier Health
5. Fully connected with our electronic medical records system

OPEN DAILY 10 A.M. TO 10 P.M.

We welcome all ages.

ONLINE APPOINTMENTS

PremierUrgentCareOH.com

MIAMISBURG LOCATION

8 Prestige Plaza, Miamisburg

SPRINGBORO LOCATION

752 N. Main St., Springboro

 **Premier Health**
Premier Health Urgent Care

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Leading Into the Future

In times that are difficult, remember to be tough but human. Many people will challenge us on the decisions that are made. This is expected and welcomed. We need to listen and be respectful of all views and opinions. With that said, we can be Premier Proud of what we have accomplished to date, and what we will accomplish in decades to come. Remember, however, to be sensitive, as people are uncertain and have many questions. Become part of the solution and our future.

Do not stand alone or do it all yourself. Encourage your people. We must look to one another for strength and comfort as we navigate the new age of medicine.

No organization can survive without effective communication. In any situation, effective communication is paramount in achieving successful outcomes. The art of effective communication has been debated for centuries and will continue to be debated for centuries to come. But I ask all to respect the open channels of communication that we have in place, and to communicate respectfully.

Many people who have been drawn to the medical world as a profession initially respond to problems by trying to solve them on their own. Although this is admirable, we have to remember that we are a team; and only with everyone's input, from clinical-facing to non-clinical facing services, can we properly care for our patients. We must use our resources wisely to be successful.



Finally, we all have much to learn. Each day is an opportunity to learn from others, and those who do not embrace this are missing out on many valuable lessons in life. Every day, we need to imitate the leaders who inspire us and learn from all whom we encounter.

We find ourselves in a time of change and challenges. We owe it to our patients, to whom we have dedicated our lives, to take on these challenges and work together as Premier Health leaders to continue to IMPROVE THE HEALTH OF THE COMMUNITIES WE SERVE, have people CHOOSE PREMIER HEALTH over any health system in Southwest Ohio, EARN their choice, and GROW our market leadership, while upholding our core values of RESPECT, INTEGRITY, COMPASSION, and EXCELLENCE.

Our New Physicians

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

You can find lists of new physicians here:

Atrium Medical Center go to atriummedcenter.org/ournewphysicians

Good Samaritan Hospital go to goodsamdayton.org/ournewphysicians

Miami Valley Hospital go to miamivalleyhospital.com/ournewphysicians

Upper Valley Medical Center go to uvmc.com/ournewphysicians

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