

Premier Pulse

News for Premier Health Physicians

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The Power of “Thank You”

By Marc Belcastro, DO, chief medical officer, Premier Health Southern Region



As chief medical officer of Premier Health’s southern region (Miami Valley Hospital/ Miami Valley Hospital South/Atrium Medical Center), I am thankful for the opportunity to serve you. I hope this series on patient experience has engaged your heart as much as your mind. Thank you for your time as you read these thoughts.

While this article addresses the measures called HCAHPS (Hospital Consumer Assessment of Healthcare Providers

and Systems), my true intent is to draw you back to our calling as physicians and hope that you find the personal fulfillment that I did. For your information only, I have included the questions patients are asked when evaluating their physician communication. Truly, scores aside, would you not want your patients to answer “always” to these questions?

1. During this hospital stay, how often did doctors treat you with courtesy and respect?
2. During this hospital stay, how often did doctors listen carefully to you?
3. During this hospital stay, how often did doctors explain things in a way you could understand?

This series has been intended to challenge you to slow down and consider the importance of your words and body language during patient interactions. AIDET (acknowledge, introduction, duration, explanation, and thank you) is not a script. Rather, it is simply a disciplined reminder of the skills/behaviors that leave our patients feeling cared for and respected; decrease their anxiety; and have been scientifically shown to improve their clinical outcomes.*

(continued on back)

DOCTORS’ DAY Friday, March 30, 2018



In recognition of the care you provide to patients and their families, the community, and to all of us at Premier Health, we thank you. Doctors’ Day comes around once a year, but know that your passion for providing quality care is appreciated every day.

Premier Health Announces Rehab Joint Venture with Encompass Health

Premier Health and Encompass Health, formerly known as HealthSouth Corporation, have announced plans to build a 60-bed freestanding rehabilitation hospital near Miami Valley Hospital. This joint venture will ensure more seamless care of patients with complex medical needs while better managing the cost of such services.

The Rehabilitation Institute of Ohio, a joint venture of Premier Health and Encompass Health, is expected to open at the corner of South Main and West Apple streets in early 2020. The hospital will be designed to complement future development at the nearby former Montgomery County Fairgrounds property, which is owned by Premier Health and the University of Dayton.

Encompass Health's HealthSouth Rehabilitation Hospital of Dayton at Elizabeth Place will relocate to the new hospital, and Encompass Health will oversee the new hospital's operations. Our rehab unit employees will remain Miami Valley Hospital employees for the next two years.

After the rehab hospital is complete, Miami Valley Hospital rehabilitation employees will be eligible to transfer to and become employees of the joint venture. The goal is to offer all

employees currently employed on the MVH rehab unit a position at Rehabilitation Institute of Ohio. They can also choose to remain with Miami Valley Hospital or Premier Health.

Miami Valley Hospital has a great legacy of providing quality inpatient rehabilitation services for patients and their families in Southwest Ohio. As we invest for the future, we expect this new hospital will create considerable value for our patients by delivering quality care efficiently. We're pleased to be partnering with Encompass Health, which already has a presence in Dayton and brings a strong reputation for rehabilitative care to the project.

Premier Health remains committed to doing its part to address the Dayton region's overbedding issue. In bringing together Miami Valley Hospital's inpatient rehabilitation operations and the HealthSouth facility at Elizabeth Place, the community will see a net reduction in inpatient rehabilitation beds.



Two Premier Health Hospitals Named to List of "America's 100 Best Hospitals"



MIAMI VALLEY HOSPITAL
2016-2018

GOOD SAMARITAN HOSPITAL
2018

Miami Valley Hospital and Good Samaritan Hospital in Dayton have been named to Healthgrades' list of "America's 100 Best Hospitals." They are the only two Dayton-area hospitals to receive the distinction. Miami Valley Hospital earned the recognition for a third year in a row.

For 2018, Miami Valley Hospital and Good Samaritan Hospital are two of only six hospitals in Ohio to receive the award, which is one of Healthgrades' highest distinctions. It is given to the top 2 percent of hospitals in the nation for demonstrating clinical excellence across a broad spectrum of care.

"We are proud that Premier Health is known for its quality," said Mary Boosalis, president and CEO of Premier Health. "These awards reflect the outstanding care provided to local citizens each day by our physicians, nurses and other employees who strive to improve the health of the communities that we serve."

The award is based solely on a hospital's clinical quality outcomes over a multi-year period, according to Healthgrades. Patients at "America's 100 Best Hospitals" are more likely to have successful treatment without major complications.

Headquartered in Denver, Healthgrades is a leading online resource for comprehensive information about hospitals and physicians.

Colleagues and Partners Motivate Physician to Stay with Premier Health



Dr. Joseph Rubino III, MD, sees patients at the Miami Valley Hospital South office of Premier Orthopedics.

What is your clinical specialty?
Orthopedic sports medicine

Where did you go to school?

College – Villanova
Medical school – Georgetown

What brought you to Premier Health?

I came to Premier Health for my orthopedic surgery training, and I stayed because of my great colleagues and partners.

Why did you choose medicine as a career?

I chose medicine because I wanted a career in which my days were personally fulfilling, and I could work as long as I continue to enjoy it.

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

Dr. Delahay at Georgetown because of his tireless devotion to teaching, and Dr. Lynn Crosby for his work ethic and devotion to his patients.

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

I am a good cook.

Where is your hometown?

Bethesda, Maryland

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

Washington Redskins, Washington Capitals, Dayton Flyers

What is the last book you read?

"Atlas Shrugged"

What is your favorite song in your playlist?

"Sympathy for the Devil"

What is your favorite food?

Indian

What is your favorite hobby?

Golf

What is your favorite animal?

Other people's dogs!

Where is your favorite vacation spot, and why?

Snowmass, Colorado – great outdoor family time

Describe something for which you are especially thankful:

Dr. Pompe for giving me the opportunity to become an orthopedic surgeon. And...my family for supporting me through the many years of training.



Pick a Side

iPhone or Android?

iPhone

Early bird or night owl?

Night owl

Beach bum or mountain hiker?

Mountain

Dress shoes or tennis shoes?

Tennis shoes

Paperback or e-reader?

Paperback

Coffee or tea?

Coffee

Cooking or baking?

Cooking

Sweet or salty?

Salty

(Left) Dr. Rubino helped coach his son's championship-winning baseball team last summer, with community support from Premier Sports Medicine.

Neuroscience Institute Welcomes New Physicians

Premier Health Neuroscience Institute brings together a diverse team of leaders in neuroscience care and research who offer truly comprehensive and coordinated care. Our subspecialists are experts in their fields, combining the latest in clinical care and neuroscience research to advance medicine. Our goal is to focus on the patient to assure a timely and accurate diagnosis, an organized care plan, improved quality of life, and the best outcomes for all of our patients.

We are excited to announce the addition of several new providers to our team:



Chauncy Eakins, MD, MS
– physical medicine and rehab

Dr. Eakins received his medical degree from Ross University SOM, and completed a residency at Kingsbrook Jewish Medical Center.



Daniel Gaudin, MD – functional neurosurgery and spine

Dr. Gaudin received a PhD from Laval University, and his medical degree from University of Montpellier College of Medicine. He completed a residency in neurosurgery at University of Montpellier, and his functional neurosurgery fellowship at University of Montpellier in France.



Peter Letarte, MD, FACS, FAANS – trauma neurosurgery and spine

Dr. Letarte received his medical degree from Northwestern University. He did a surgical internship at Oakland Naval Hospital and residency at the University of Wisconsin. He also completed a neurotrauma fellowship at

the University of Pittsburgh. Dr. Letarte is a captain in the United States Naval Reserve, and has served as a surgeon in the military for more than 30 years.



Mangala Venkatesh, MD – general neurology

Dr. Venkatesh received her medical degree from Christian Medical College in India, and completed a neurology residency at Ohio State University Hospitals.

Neal Mehan, MD – general neurosurgery and spine, starting in July 2018

Dr. Mehan received his medical degree from the University of Cincinnati. He will complete his neurosurgery residency at Hofstra Northwell School of Medicine.



Michael Kentris, MD – epileptology, starting August 2018

Dr. Kentris received his medical degree from Lake Erie College of Osteopathic Medicine. He completed his neurology residency at Wright State University. Dr. Kentris is currently in a post-doctoral clinical fellowship in the clinical neurophysiology program at Vanderbilt University in Tennessee.

These are representative of just a few of the subspecialties within neurosciences that we have created. As a result, our teams share expertise and information with each other more quickly, providing comprehensive evaluation and treatment for complex, rare, and common neurological conditions. We look forward to continuing our rapid growth in the Neuroscience Institute through expanding our treatment options and offering the latest advances in our region to build healthier communities.

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 unedited appreciation received in recent months:

Atrium Medical Center

Dr. Hirth was amazing and all of the labor and delivery staff was great! Would recommend having babies here.

Dr. Henderson was an excellent doctor. He was very thorough & explained everything when doing the thoroughness. Very knowledgeable & caring.

I feel confident that my husband and myself receive the best care possible from **Dr. Jennewine** and staff in his office. We recommend him to all our family and friends. As a matter of fact, my 2 sons and daughter-in law, and step daughter go to Dr. Jennewine.

Dr. Albright is excellent! I trust him completely.

Dr. Jarrett has been my primary care physician for over 25 years. I can call him 24/7 with any medical problem.

Good Samaritan Hospital

I appreciate the time **Dr. Allen** takes with me. He is knowledgeable and a great Dr.

Dr. Cox is simply the best.

I use MyChart to maintain my appointments and test results. **Dr. Grice** is quick to



comment on my results, making sure I've seen them, and explaining any complicated numbers. I don't know how she finds the time, but it's an incredible benefit to me.

Dr. Barrow is excellent! He takes his time with all of his patients!

Miami Valley Hospital

Dr. Metry is very easy to talk to. She gives her advice and shares her knowledge in a non-judgmental way. This is why I like her so much.

Dr. Danis was very professional, courteous, and helpful!

Dr. Pollack is by far the best doctor I've ever had. She truly cares for her patients and always answers any questions that I have.

Since we moved here, I've been seeing **Dr. Raghupathy** and have absolutely loved her medical care. She consistently treats me with kindness and genuine concern. She

explains everything very thoroughly and comprehensively.

I Drive 40 minutes to see **Dr. Sharret**. I wouldn't go anywhere else by choice.

Dr. Ruff spends as much time as needed to answer questions and explains everything to me to where I can understand. And I have already recommended others to him and they really like Dr. Ruff as much as I do.

Dr. Sutherin conducted himself the way all doctors should - smiling, kind, empathetic, & professional!!

Upper Valley Medical Center

I was very unhappy with doctors until I found **Dr. Kulkarni**. She is skillful, intelligent, respectful, and caring. I can't imagine going to any other doctor. She is unique and awesome.

The care and consideration given by **Dr. Cullis** and his staff is excellent!

Slots Open for Medical Spirituality Conference

Registration is now open for the 2018 Medical Spirituality conference sponsored by Wright State University Boonshoft School of Medicine, Premier Health, and Hospice of Dayton. It will take place at the Sinclair Community College Ponitz Center on Thursday, April 19, from 8:45 a.m. to 4:30 p.m.

This year's conference, titled "The Soul Work of Living and Dying," will feature Lucy Kalanithi, MD, and Steven Z. Pantilat, MD. Dr. Kalanithi is the wife of neurosurgeon

and author Paul Kalanithi. She will share her perspective about his writings and experience with a diagnosis of Stage IV lung cancer. She was the steward of his manuscript and book, "When Breath Becomes Air," published after his death. As a partner to his process, she offers unique insight into sharing his battle with cancer and the troubling questions of life, death, and purpose.

Dr. Pantilat is a renowned international expert in palliative care and author of "Life

After the Diagnosis: Expert Advice on Living Well with Serious Illness for Patients and Caregivers." His work offers both compassionate support and practical advice for negotiating the tumultuous terrain of living with chronic and life-threatening illness.

Continuing medical education credits are available. For more information and to register, visit medicine.wright.edu/med-spirit.

Personalized Approach the Focus of Premier Health's Diagnostic and Imaging Services

Delivering outstanding care begins with the fundamental understanding that each patient's needs are unique, and the best outcomes are often the result of a personally tailored treatment plan. This has long been the approach of the Premier Health diagnostics and imaging services teams, which partner with area clinicians to design and implement treatments that meet the specific needs of each patient.



"At Premier Health, we don't have a 'cookbook radiology' approach," said Michael Gelbart, MD, a radiologist at Atrium Medical Center and Upper Valley Medical Center. "Much of what I see out there is an approach that just does the same thing for everybody, especially when it comes to MRI and mammography. It's better to have a more patient-centered plan where each patient gets what they need, which may not be the same as the

person next to them."

The advent of digital mammography, for example, has equipped radiologists with advanced technology to aid in the early detection and treatment of breast cancer. Three-dimensional breast tomosynthesis imaging reveals multiple slices of each breast, which enables radiologists to detect smaller lesions at a much earlier stage than could ever be done through traditional two-dimensional mammography. In addition, Premier Health's specialists utilize even newer tools to help take early detection to a new level.

Premier Health became the first in the state to use the Hologic hyphen Affirm stereotactic biopsy system which uses 3-D tomosynthesis to target small lesions. This technology allows technicians to visualize tissues more easily and pinpoint very small and subtle lesions or very faint calcifications that you may not be able to see on the older, two-dimensional systems.



Breast imaging is just one of several services the diagnostics and radiology teams offer. According to Shane Smith, MD, a radiologist at Miami Valley Hospital and Good Samaritan Hospital, most of Premier Health's radiologists do the majority of their work in sub-specialized fields, such as neuroradiology, interventional radiology, or musculoskeletal radiology.

"We pride ourselves in offering cutting-edge variety and quality of studies across

the spectrum," said Dr. Smith. "For example, we offer prostate MRI, which can be fused with real time ultrasound to urologists in guided biopsies of suspicious lesions identified on the MRI."

Premier Health's interventional radiologists also utilize a robust Yttrium-90 (Y90) hepatic mass ablation program for the treatment of liver cancer, while neuroradiologists offer functional MRI services for operative planning for brain mass resection to protect a patient's language and motor areas. A nuclear medicine study known as a DAT-scan is also now being provided to evaluate the brain for the detection of Parkinson's disease.

As radiological technology has improved, it's encouraging to note that the level of a patient's exposure to radiation continues to decrease.

Radiation dosing has been decreasing on the whole as all exams now are dose modulated based upon a patient's size and weight. This is helpful, for example, for low-dose CT scanning for lung cancer screening for patients at high risk for the disease, and also for calcium scoring for patients who are at risk for coronary artery disease.

Premier Health's diagnostics and imaging services teams welcome the opportunity to partner with area physicians to deliver quality care for their patients, no matter what the need might be.

"We love to answer questions. Doctors should feel free to contact our offices directly if they have a question about a technique or treatment, or what exam they need to order," said Dr. Gelbart.



What is a Physician Advisor?

As we progress from a fee-for-service health care system to a value-based system, we need a doctor with special expertise in reducing inefficiencies, regulatory requirements, and the nuances of payer coverage to help navigate those changes. That doctor is called a physician advisor.

The physician advisor's role has been ill-defined in the past, but now is emerging as a specialty of its own – one that integrates quality management, resource utilization, patient safety, regulatory compliance, avoidable care delays, inefficient care, clinical documentation, ICD-10 coding and compliance, education of medical staff and trainees, inappropriate treatments, excessive cost and waste, and uncoordinated transitions of care.

Why does Premier Health need a physician advisor? It all boils down to medical necessity; that is, the need for the patient to be hospitalized. Medical necessity comprises three elements:

1. Severity of illness – how sick is your patient? Very sick – needs hospital care. Not so sick – could be managed at home. Talk about simplifying a very complicated issue, but it must be assessed every day for every patient.
2. Intensity of service – the services that the patient requires can only be provided in the hospital. These services are often not what you would think – for instance, nursing care, monitoring, and low-tech treatments are common reasons to hospitalize; while high-tech evaluations and treatments often can be done in the outpatient setting.
3. The risk of death or an adverse event – if you think your patient will die or suffer serious consequences if not in the hospital, that is a reason to put him or her in the hospital, and a reason to keep him or her in the hospital.

Every day, for every patient, we need to decide whether it is necessary to keep him or her in the hospital. The physician advisor helps us do that with a multitude of tasks, such as:

- Status determination – inpatient, observation, or outpatient in a bed.
- Utilization review of our scarce resources – personnel, equipment, and supplies.
- Length of stay management – assists the care team with progression of the patient.
- Readmission risk assessment and action plans.
- Liaison to the insurance companies.
- Participation in care conferences and huddles.
- Transition of Care planning – works with the case managers and social workers.
- Denials management and appeals – peer-to-peer discussions with payer medical directors.
- Education on documentation and coding.
- Expertise of CMS regulations and commercial payer contracts.
- A resource for expertise in compliance with professionally recognized standards of care.

The physician advisor is the doctor you should seek out for any question that is germane to the care of your patient in the hospital. If I can't answer your question, I probably know someone who can. Over the next several months, I will be addressing some of the major issues pertaining to hospital care in our time. It is no exaggeration to say these issues will affect the health of Premier Health and that of our patients for the foreseeable future. Our very survival depends on our paying attention to these issues, and addressing them in a prudent and expeditious manner.

As for how to get in touch with a physician advisor, the essence of the job is accessibility. We will be at your side to solve any problem

you might have in nursing units, in huddles, and at the elbows of case managers, social workers, CSI, and the Clinical Documentation Specialists. We will eventually have a physician advisor present at all sites in the system, but in the interim, please don't hesitate to pick up the phone and get me involved no matter where you are.

Thanks for reading this – I'll be waiting for your call.

Bob Morrison



Dr. Morrison is the associate chief medical officer at Miami Valley Hospital and is now the physician advisor for Premier Health. He can be reached in his office or by cellphone.

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Honoring High Performance and Awarding Grant Funding

Atrium Medical Center



Save the date for this year's Butler/Warren County Heart Walk. Following a record-setting year for participation and fundraising, a date has been set for this year's walk. The 2018 walk will be held Saturday, Sept. 29, on the Atrium campus in Middletown. Premier Health and Atrium Medical Center host the walk and are the signature sponsors. The walk is held in partnership with Atrium Family YMCA and the American Heart Association's Greater Cincinnati chapter, which coordinates efforts in the region to reduce death and disability from heart disease and stroke.

Good Samaritan Hospital

The cancer program at Good Samaritan Hospital has achieved full accreditation status from the Commission on Cancer. The Commission on Cancer, a program of the American College of Surgeons, recognizes cancer care programs for their commitment to providing comprehensive, high-quality, and multidisciplinary patient-centered care. The CoC is dedicated to improving survival and quality of life for cancer patients through standard-setting, prevention, research, education, and the monitoring of comprehensive quality care.

Miami Valley Hospital

Miami Valley Hospital hosted the "Quad Annual Patient Experience Metric Olympics" to recognize units that improved the most from 2016 to 2017 data. The bronze medal went to MVH Ambulatory Surgery, which improved their communication domain from 89.4 percent to 92.1 percent. The silver medal winner was Inpatient Rehab, which saw their recommended facility domain jump from 77.6 percent to 92.1 percent. And the gold medal-winning department was Inpatient Behavioral

Health, which improved in the two most important categories to see improvement on units – communication with RNs, and responsiveness. Communication with nurses improved from 79.6 percent to 87.09 percent, and responsiveness jumped from 62.8 percent to 66.5 percent.

partnership that, once completed on County Road 25-A north of Troy, will house mental health and addiction treatment providers, public health, and related support services. The Historic East Piqua Development plan includes health and wellness, recreation, and infill development opportunities



Upper Valley Medical Center

Brian Downs, MS, AT, CSCS (pictured above), an athletic trainer with the UVMC Center for Sports Medicine, recently received a Lifesaver Recognition Award from the National Athletic Trainers' Association. The award publicly acknowledges members who use their skills as certified athletic trainers to save a life. Downs and several other individuals responded quickly to a man who collapsed at a Covington High School basketball game in December, and were credited with saving the man's life.

The hospital awarded community benefit grants in January to the Tri-County Board of Recovery and Mental Health Services' One Wellness Place and the Historic East Piqua Development/iPIQUA Fund. Each organization will receive \$100,000 to be distributed over a three-year period. One Wellness Place is a public-private

and strategies for the east side of Piqua bordered by the Great Miami River.

UVMC community benefit grants are awarded in support of Miami County organizations to improve residents' health and well-being. The program has awarded \$2.55 million in local grants since 2012. Last year, a total of \$462,073 was awarded to Miami County Recovery Council (MCRC), Health Partners Free Clinic, Miami County Dental Clinic, Hospice of Miami County, and Samaritan Behavioral Health Initiatives. "The UVMC Board of Directors is pleased to be able to provide these grants through the UVMC Community Benefit Fund," said Rowan Nickol, MD, chairman of the UVMC Hospital Board. The fund was established as part of UVMC's mission to support local programs that serve the health-related needs of the community.

Suspecting Sepsis

Matt Reeves, DO, MBA, chief medical officer, Atrium Medical Center

Lori Nichols, RN, MSN, CCRN, ACNS-BC, CTT, clinical nurse specialist, program manager, Senior Emergency Center, Atrium Medical Center



What scares you?

Losing a loved one, or a child? Cancer? Debt? North Korea? An equal opportunity killer?

Sepsis is the No. 3 cause of death in the United States each year – 258,000 people will die; one every 2 minutes. Per Bloomberg.com, America has a \$27 billion sepsis crisis, and the country has only recently begun to understand the scope of the problem.



A new government report, “Trends in

Hospital Inpatient Stay,” published in June 2017, suggests that sepsis cases tripled between 2005 and 2014. Whether that’s an alarming or misleading statistic, experts who study sepsis say it is actually reflective of doctors getting better at identifying cases.

Is your practice current?

Time and speed matter. Mortality increases 8 percent every hour that treatment is delayed. Because 85 percent of cases enter through the emergency department, the mantra “Suspect Sepsis. Save Lives.” is alerting staff to the medical emergency that is sepsis. Initiate the sepsis protocol and initiate the sepsis order set at first suspicion. Every minute counts.

Sepsis Core Measures include a patient meeting SIRS criteria. This early identification tool improves patient outcomes when treatment is started quickly. Ignoring or canceling the BPA delays treatment. There are no exceptions

to the 30ml/kg fluid bolus, not even CHF. Lactate acid measures x2, appropriate antibiotics, and ICU placement for careful monitoring – when quickly provided – save lives. The follow-up Focused Exam reveals if the patient is responding or if further interventions – vasopressors – are needed. You, as the physician, drive the bus, and you are supported by an increasingly educated team that also understands the need for speed.

Sepsis affects more than 26 million people worldwide each year. It is the largest killer of children and newborn infants in the world. In the United States, sepsis contributes to one in every two to three hospital deaths, and most of those patients had sepsis at admission. In total, more than 1.6 million people are hospitalized nationwide each year – one every 20 seconds.

Stay current. Provide proven treatment. Suspect Sepsis.

Registration Open for Premier Health Stroke Update

The 11th annual Premier Health Stroke Update will be held Wednesday, May 9, from 9 a.m. to 3:45 p.m. in the Bieser Auditorium of the Berry Women’s Center at Miami Valley Hospital. Lunch will be provided.

This event sells out quickly, so employees are encouraged to register early.



Keynote Speaker Elizabeth A. Marriott, MD,

is a stroke neurologist at Miami Valley Hospital and serves as the medical director for stroke.

Target Audience

Nurses; physical, occupational, and speech therapists; registered dietitians; medical imaging technologists; EMS providers; and other health care providers interested in updating their knowledge of advances in the assessment and treatment of stroke are invited to attend. Continuing medical education credits for this course are being applied for through OBN, OOTA, OPTA, ASHA, and ASRT.

Registration

Premier Health employees (\$30) and non-Premier Health employees (\$40) can register online at premierhealth.com/StrokeSymposium or call Carefinders at (866) 608-3463.

Registration is transferable but not refundable. Seating and handouts will be limited to the first 125 pre-registered participants.

Additional symposium information will be available in April. For more information, contact Cynthia Schwartz, MS, APRN, AGCNS-BC, at (937) 734-6310 or cmschwartz@premierhealth.com.

Deliveries at Atrium Grow in First Year of Natural Beginnings Birth Center



Exceeding expectations in its first full year of operation, the Natural Beginnings Birth Center at Atrium Medical Center has met the demand of women in the Cincinnati region for a natural birth choice in a safer hospital setting.

Natural Beginnings Birth Center — the first comprehensive natural birth center located within an acute care hospital in the greater Cincinnati area — began offering services in December 2016. During the first year, 72 women opted to have their natural birth at Atrium in Middletown.

The natural birth program provides expectant mothers with services to labor without traditional interventions. Two private natural birthing suites for labor and delivery are part of the hospital's Family Birth Center, offering an additional safety net of nursing and medical staff nearby who can respond with emergency and surgical care if necessary. The remodeled suites, which opened for patients in May 2017, feature queen-sized beds, built-in jacuzzi tubs, and more space for a family-friendly experience.

"At Natural Beginnings, I had a midwife with me the whole time, helping me through it. I wanted a water birth, and the birth tub was right in the room with me. Every single person at Natural Beginnings respected our wishes, and that's enormous," said Trina Brucker, of Maineville.



Overall, deliveries at Atrium increased 6.6 percent last year — from 896 births in 2016 to 956 in 2017. Last year's growth includes babies born as part of the Natural Beginnings program.

"This is a beautiful, home-like birth center, letting you labor, deliver, and recover in the same room, with options available such as massages, aromatherapy, water birth, and other supports," said Dr. Rhonda Washington, an obstetrician and gynecologist at Atrium Medical Center.

For more information about Natural Beginnings at Atrium, including how to enroll, call **(513) 974-4291** or visit **atriummedcenter.org/naturalbeginnings**. Mothers-to-be interested in touring Natural Beginnings can also call **(513) 974-4291** to arrange a tour time.

Miami Valley Hospital One of “Watson Health 100 Top Hospitals”

IBM Watson Health has named Miami Valley Hospital as one of the nation’s top 100 hospitals.

The annual “Watson Health 100 Top Hospitals” study, formerly the Truven Health Analytics study, conducts an objective analysis of independent public data, risk-adjusted and peer-reviewed methodologies, and key performance metrics to highlight the best hospitals in the nation. Hospitals do not apply for consideration, and winners do not pay to market this honor, according to IBM Watson Health.

“We are proud that Miami Valley Hospital is being recognized for the outstanding care we deliver to our patients and their families every day,” said Mike Maiberger, president of Miami Valley Hospital and executive vice president and chief operating officer of Premier Health. “Our physicians, nurses, and

employees continually strive to live out our core values of respect, integrity, compassion, and excellence. This award acknowledges their commitment to Premier Health’s mission of improving the health of the communities we serve.”

Hospitals named to the list achieved better survival rates; fewer complications and infections; shorter stays; shorter emergency wait times; lower inpatient expenses; and higher patient satisfaction than non-winning hospitals, according to IBM Watson Health.

Overall, the 2018 Watson Health 100 Top Hospitals achieved survival rates that were 26 percentage points better than those of peer hospitals, and patients at winning hospitals experienced 13.4 percent fewer complications and 18.7 percent fewer health care-associated infections than peer

group hospitals, according to IBM Watson Health.

IBM Watson Health evaluated more than 2,700 U.S. hospitals as part of the study. The winners outperformed peer group hospitals on all 11 clinical and operational performance benchmarks evaluated in the study, and the group projects that more than \$4.4 billion in inpatient costs could be saved if all hospitals in the United States performed at the level of the 2018 winners.

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Watson Health.
100 TOP
HOSPITALS®
2018

Good Samaritan Hospital Maternity and Gynecology Services to Move to Miami Valley Hospital

As we take steps toward closing Good Samaritan Hospital’s Philadelphia Drive campus later this year, the first major service line to move to Miami Valley Hospital will be maternity and gynecology.

As part of this transfer, gynecological procedures will transfer from Good Samaritan Hospital to Miami Valley Hospital on April 9. April 12 is the last day when all deliveries – including scheduled inductions and C-sections – will occur at Good Samaritan Hospital’s Family Birthing Center. Mothers and babies can continue to receive postpartum care at the Family Birthing Center until April 15.

As part of this transition, Miami Valley Hospital has reopened its “Berry 1” unit to accommodate additional patients. Patients will also have a choice to deliver at Miami

Valley Hospital South. We are also pleased to let you know that all employees on the labor and delivery unit at Good Samaritan Hospital who indicated a desire to transfer to another Premier Health hospital have been successfully placed in new positions across our system.

As the pace of the operational transition picks up over the next several months, we invite you to check in regularly by visiting our Good Samaritan Hospital transition page, premierhealth.com/goodsamupdate/. This page will be updated frequently as various Good Samaritan Hospital units relocate elsewhere.

As of now, there are no changes to the existing locations for OB/GYN practice offices – only where future deliveries and procedures are performed. Premier Physician

Network’s Lifestages Centers for Women will continue to operate from their existing practice locations. Our CenteringPregnancy® program, Mothers Empowered, will also remain open at the Good Samaritan Hospital and Good Samaritan North Health Center locations. Five Rivers Family Health will remain at their location at 2261 Philadelphia Drive in Dayton.

Any future changes that happen with respect to specific OB/GYN offices will be communicated at that time.

We ask that everyone go out of their way to put into practice one of our core values – compassion – over the next several months. Please know that we are working as quickly as possible to finalize additional transition dates.

(continued from page 1)

The Power of “Thank You”

This article addresses the “thank you” component of AIDET, but I first would like to revisit the most important discipline we can practice: the silent discipline of sitting. Finding a way to sit down, level the eye contact, and pause a moment will be a game changer. More than 50 percent of what people sense from us when we communicate with them is the result of our body language. Many times, during my career, when an infant was critically ill or even on the verge of death, I would come to the room and ask the family if I could sit with them. No words needed to be exchanged. If I did speak, it would be as I was leaving. I would simply say, “thank you for allowing me to sit with you.”

That brings us to the “thank you” that should be the punctuation at the end of each patient encounter. Understandably, if this is not part of your routine, it can feel a bit awkward or strange. However, in just a short amount of time, you will recognize the sheer power of this expression, and it will flow naturally. There is a true humility that

is felt when someone says thank you. Some patients with naturally grateful hearts will feel like they should be the one saying thank you, and they undoubtedly might. Even more rewarding, though, is the impact an expression of gratitude can have on a patient who might be angry or resistant to our care. This impact might not be seen or felt in the moment, but the lowering of defenses that takes place when sharing a “thank you” during a challenging encounter almost always leads to a “turning” of the patient/physician relationship, especially if it has been strained.

Finally, as you thank your patients throughout the day, you may notice a subtle shift in yourself. The work will remain, the stress will continue, and the frustrations will come. However, your energy, your strength, and your ability to adapt will all be renewed by the resilience of a gracious heart.

ncbi.nlm.nih.gov/pmc/articles/PMC4349195/

Premier Healthy Living Program Wins Gold Award

Premier Health’s Premier Healthy Living program has been recognized by the Healthy Business Council of Ohio as a Gold Award winner for employee worksite wellness programs. The HBCO honored 73 Ohio employers for healthy worksite practices during the 14th annual Healthy Worksite awards presentation in Columbus on January 25, 2018. Brenda Bodenmiller, Premier Healthy Living program manager, accepted the award for the successful program.

The HBCO awards are given to employers who demonstrate a commitment to employee wellness through comprehensive worksite health promotion and wellness programs. Award applicants were scored on the extent to which their wellness programs facilitate and encourage employee health, enhance productivity, and ensure a healthy work environment. Premier Healthy Living provides employees with health resources and programs designed to promote physical activity, better

nutrition, and better individual health. This achievement demonstrates Premier Health’s commitment to the health and well-being of our employees.



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/ournewphysicians

Upper Valley Medical Center go to uvmc.com/ournewphysicians

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