

Premier Pulse

News for Premier Health Physicians

VOLUME 6 | ISSUE 8 | AUGUST 2019

Extending Gratitude and Offering Support

By Jennifer Hauler, DO, system chief medical officer, Premier Health



They say every cloud has a silver lining. Whether it is a delusion we use to carry ourselves through difficult times or a conscious choice to look for the good, it is an idiom that

many support. The horrific events the city of Dayton has faced, with destructive tornadoes over Memorial Day weekend and the recent Oregon District mass shooting, have only served to strengthen my personal belief in this statement. While our hearts ache for those who have lost property and, most importantly, acquaintances, co-workers, friends, and precious loved ones, I could not be more proud of the manner in which the Dayton Police Department, the Dayton Fire Department, other health systems, and the Dayton community have responded to these events. This is our bright spot. Premier Health sat front and center in

these tragic events, working to make right from wrong.

The ability of our system to navigate these challenges while continuing to manage daily operations and provide the highest quality care to all of our patients comes from the work that is done here every day. The constant juggling act and countless hospital and city-wide drills performed over the years enabled us to perform at such an incredible level. One performs what one practices. These are the skills that we had hoped to never use, but they were there nonetheless.

We don't have normal jobs. We don't clock in and out. Manning local fire/EMS agencies so exhausted workers could rest following the tornadoes...organizing food and supplies for tornado victims...having the presence of mind as a medical resident while enjoying a night out to provide valuable minutes of advanced warning to the emergency department following the Oregon District shootings...attempting cardiopulmonary resuscitation on scene to victims, as one of

our nurses did...staying over shift and/or coming in unscheduled to assist – your skill and dedication are dwarfed only by your compassion.

What matters now is that we heal and take care of one another. While the physical wounds are devastating enough, it is the psychological trauma that often lingers. Flashbacks, nightmares, anxiety, negative thoughts or moods, hopelessness, memory problems, detachment and avoidance, lack of interest in pleasurable activities, and feeling emotionally numb can all be signs of post-traumatic stress disorder – a mental health condition triggered by either experiencing or witnessing a terrifying event. Symptoms can appear at any point and can last for days, weeks, months, and even years after the inciting event. It does not take a tornado or mass shooting for one to experience such symptoms. A single patient encounter for any variety of reasons can be sufficient to induce such symptoms. It is critical to get help if you are experiencing these symptoms or see

Continued on back

Streamlined Referral Process for Back and Neck Pain



When patients have back or neck pain issues, you can help them find the right care quickly with Premier Health Spine – a referral center managed by a central team that places patient referrals with appropriate specialists throughout Premier Physician Network.

Our central team refers patients to experienced physicians and advanced practice providers in multiple disciplines, including orthopedic surgeons, neurosurgeons, pain management, chiropractic services, and physical medicine and rehabilitation.

To help expedite care, advanced practice providers see both new and existing patients and help coordinate any testing patients might need before seeing a specialist. Non-operative treatments are considered first, with surgery as an option when appropriate.

To refer a patient to Premier Health Spine, search location/department “Premier Health Spine” in Epic. Independent physicians can fax a referral form to **(937) 208-5143**.



Max Berdichevsky, MD
Orthopedic Spine Surgery
Centerville
Middletown



Chauncy Eakins, MD, MS
Physical Medicine &
Rehabilitation
Englewood



**Daniel Gaudin, MD,
Ph.D., FACS**
Functional Neurosurgery,
Spine Surgery
Dayton



Benjamin Gilliotte, MD
Physical Medicine &
Rehabilitation
Dayton



Antony Jacob, MD
Physical Medicine &
Rehabilitation
Dayton



**Peter Letarte, MD, FACS,
FAANS**
Neurosurgery &
Neurotrauma, Spine Surgery
Dayton



Jonty McCoy, DC, CCSP
Chiropractic Care
Centerville



Neal Mehan, MD
Neurosurgery – Spine
and Back
Dayton



Michael Pedoto, MD
Physical Medicine &
Rehabilitation
Dayton



David Propst, DO
Orthopedic Spine Surgery
Centerville



Jennifer Smail, MD
Orthopedic Spine Surgery
Middletown

New Vein Services, Refurbished Employee Wellness Center, and Community Activities

Atrium Medical Center



Atrium Medical Center has received the Mission: Lifeline® Gold Plus Receiving Quality Achievement Award for implementing specific quality improvement

measures outlined by the American Heart Association for the treatment of patients who suffer severe heart attacks. Gold Plus is the highest level of recognition from the heart association for facilities that receive severe heart attack patients. The award was earned by meeting specific criteria and standards of performance for quick and appropriate treatment through emergency procedures. Atrium is one of two hospitals in the Cincinnati market to receive the Gold Plus Receiving Quality Achievement Award.

Atrium's Wound Care Center and Hyperbaric Services have introduced new vein services through Healogics VeinCare. "The VeinCare program uses minimally invasive laser frequency treatment in the outpatient setting to provide advanced treatment. This treatment will give many patients with venous leg ulcers the ability to heal faster and may even prevent future ulcers," said Christina L. Hall, program director. These vein services are a first in the Premier Health system.

More than 700 Atrium employees and their family members attended the employee picnic held for the third consecutive year at Stricker's Grove. Half of the \$5 ticket price went toward the Friends in Need (FIN) Fund at Atrium Medical Center Foundation, which provides financial assistance to employees during a crisis.

Two Atrium directors have moved into new or expanded leadership positions affecting several hospital departments. John McKinney, director of facility management services and corporate safety officer, has assumed responsibility for the maintenance and campus police teams. Lyndsey Pittman

has moved into the position of director – finance/EVS/nutrition/volunteers and has assumed responsibility for nutrition services at Atrium.

Atrium was a sponsor of first aid services provided by the Middletown Division of Fire at the Ohio Challenge, a hot air balloon festival in Middletown. Festival organizers estimated 30,000 people attended the two-day event.

Atrium President Keith Bricking, MD, was the featured speaker during the Middletown Rotary meeting July 30. In his talk, Dr. Bricking highlighted services and new technology at Atrium, as well as the hospital's impact in the community.

Liberty Family Medicine and Premier Weight Loss Solutions joined Atrium on July 30 to promote their services at the West Chester Liberty Chamber Alliance Business Expo. More than 120 regional businesses participated in the event, which is open to chamber members and the community.

Miami Valley Hospital

Four of Wright State University's 2019 Top 10 Clinical Faculty Educators in Emergency Medicine are Miami Valley Hospital physicians. Please join us in congratulating Andrew Hawk, MD, medical director of CareFlight Air and Mobile Services; Randy Marriott, MD, medical director of the EMS Center of Excellence; Jeremy Moore, MD; and Thomas Susec, MD.

Miami Valley Hospital is doing its part to help in combating food insecurity. The hospital is partnering with the non-profit

Continued on next page





organization Homefull, which launched a new program by bringing a fresh fruits and vegetables stand to the hospital main campus for employees and visitors. The stand opened in the lobby of the employee entrance on July 12 and will be open each Friday from 11 a.m. to 1:30 p.m. At the launch event, Montgomery County Commissioner Judy Dodge was in attendance and spoke to the employees who gathered.

Miami Valley Hospital hosted a grand re-opening of the newly refurbished Employee Wellness Center on the main campus. The center includes updated exercise equipment from the fitness center at Good Samaritan Hospital, purchased through the Good Samaritan Foundation employee giving campaign. Revitalization of the Employee Wellness Center has been a longstanding goal of the foundation. Funds raised for the



renovation were donated by Miami Valley Hospital employees during previous Miami Valley Hospital Foundation employee giving campaigns.

The Premier Health Department of Public Safety held its annual awards ceremony at Miami Valley Hospital. Several team members from

the department and other Premier Health departments were recognized for outstanding achievements throughout the year.

Sergeant Lonnie Lane from Miami Valley Hospital North, **Officer Steve Dunkin** from Miami Valley Hospital, and **Dispatcher Ken Lakin** from Miami Valley Hospital South received the highest honor of Team Members of the Year.



The Miami Valley Hospital Foundation marked the 30th anniversary of the Valley Classic on July 29 – the longest-running charity tournament at NCR Country Club. Over three decades, more than \$4 million in proceeds has benefited numerous patient programs and units at Miami Valley Hospital, including the Neonatal Intensive Care Unit, the Palliative Care Program, Cardiac Rehabilitation, the Shaw Emergency and Trauma Center, and many others. Remarkably, 20 longtime sponsors account for half of the \$4 million total. The evening program included a salute to longstanding sponsors, planners, and past committee chairmen. New this year, special first-place trophies were awarded to the winning foursome in the recently created Women's Division. The Valley Classic is coordinated through the Miami Valley Hospital Foundation by a 13-member volunteer steering committee, chaired for the fourth consecutive year by John Bill. Life Connection of Ohio led more than 25 other sponsors and numerous in-kind, raffle, and



the Disease™, an evidence-based fitness and mobility program offered at UVMC. The free seminar focused on how to cope with Parkinson's disease by making changes in lifestyle through nutrition, exercise, and stress management.

The UVMC Diversity Committee presented a quarterly Celebrating Diverse Cultures program for the UVMC family July 10 in the hospital cafeteria conference rooms. The event – A Taste of Macedonia – was hosted by cardiologist **Ristenka Prrarova, DO**. It featured Macedonian history, culture, and



auction donors. Proceeds benefit diabetes patient education through the Bull Family Diabetes Center. An anonymous donor donated a butterfly chair to the Miami Valley Hospital South garden. This chair was a part of the auction at the Miami Valley Hospital Foundation Valley Classic Golf Tournament.

Miami Valley Hospital Emergency Department staff sponsored activities and collected donations for the tornado disaster effort, generating \$2,000. As a result, there was a special check presentation in one of the trauma bays with Michelle Riley, CEO of The Foodbank, in attendance to accept the donation. Miami Valley Hospital President Mike Uhl was also in attendance, along with Chief Nursing Officer Peggy Mark and Community Health Director Shaun Hamilton.



Miami Valley Hospital North celebrated its first anniversary of inpatient beds by hosting a tailgate party for employees.

Upper Valley Medical Center

Upper Valley Medical Center hosted a Delay the Disease™ Parkinson's Disease Seminar on July 26 at the Miami County YMCA Youth and Senior Center in Piqua. Guest speakers were Paul Kremer and Lauren Seger, who are physical therapists certified in Delay



food sampling. More than 100 employees, physicians, and volunteers attended.

An appreciation breakfast was held July 11 in the UVMC Cafeteria to thank everyone for their hard work and dedication. All employees, medical staff and volunteers were invited to enjoy a complimentary breakfast served by UVMC executives and members of management forum.

In other community outreach activities, UVMC was main stage sponsor for the Piqua Fourth of July Festival on July 4; welcome bag sponsor for the Troy Skate Club Annual Competition hosted July 11-14 at Hobart Arena; tent sponsor for the Koester Pavilion Patriotic Cookout on July 11; and booth sponsor for the Main Street Piqua Farmers Market on July 11, 18 and 25, the Troy Main Street Farmers Market on July 13, 20, and 27, the Rock Piqua Concert on July 20, and the Troy Main Street Final Friday Game Night on July 26.



Updated Blood Order Set Simplifies Process, Helps Meet Transfusion Goals

A new blood order set will go live on Sept. 10, 2019. The new format will simplify the ordering process and will incorporate the current transfusion recommendations into the decision algorithm.

Several changes are important to note. Blood orders will no longer be embedded in other order sets. In their place will be an electronic link to the new blood order set. A systemwide educational process is in effect to help achieve a smooth transition to the new ordering process. While placing an order, the maximum number of units per order will be limited to five (5) units for red blood cells (RBCs) and two (2) units for platelets. Both RBC and platelet orders will default to one (1) unit.

Ordering clinicians will be required to answer “Why are we transfusing?” by choosing the corresponding response from Premier

Health’s transfusion guidelines. The guidelines will be displayed in a drop down box to assist in this decision. For patients at risk of fluid overload, an option to slow the transfusion rate to 100 ml/hour after the first 15 minutes will be available for RBCs, platelets, and plasma. A transfusion summary report that includes the current type and screen status, relevant labs, blood type, special blood requirements (i.e. irradiated, etc.), and transfusion history will be displayed on the left when the prepare order is opened. Finally, no changes will be made to neonatal, massive transfusions, or uncrossmatched emergency release blood orders.

If you have any questions or difficulty with implementation, please reach out to Barb Steel, MD, at bsteel@premierhealth.com.

Premier Health First in Greater Dayton to Offer Minimally Invasive Epilepsy Surgery

Miami Valley Hospital has become the first treatment facility in greater Dayton to utilize the Visualase™ MRI-Guided Laser Ablation system for epilepsy patients.

The hospital is one of only 110 locations throughout the United States to gain access to this advanced technology, which enables specialists to use a less invasive option to ablate seizure-causing tissue in epilepsy patients while monitoring the procedure’s progress in real time.

According to the Epilepsy Foundation, one in 1,000 individuals with epilepsy die from sudden, unexpected death – also known as SUDEP – each year. In SUDEP cases, no other cause of death is found when an autopsy is done. The best way to reduce the risk for SUDEP is to take steps to control seizures. Surgery – like that which is offered with Visualase™ – is one such step.

Miami Valley Hospital is a Level 3 Epilepsy Center accredited by the National Association of Epilepsy Centers. The center’s team works together to determine if patients are good candidates for the Visualase™ system.



Changes to Patient Education

Beginning Wednesday, Sept. 18, Premier Health's patient education system will change from Krames to Healthwise. The current workflow and process for delivering the education will stay the same, but there will be many improvements:

- Consistent, aligned patient education across the continuum of care
- Cost-efficient customization
- Video education available in MyChart and Sonifi; links to videos noted in patient literature and on our website
- Corresponding print materials for all video education
- More robust selection of patient instructions
- More than 3,700 patient instructions from one to three pages in length; 1:1 English and Spanish; instructions on most common diagnoses available in 15 languages
- Patient instruction sheets feature a link and QR code to access information about health conditions
- Better search functionality
- Easy connection to nursing workflow in Epic (coming soon)

Sonifi Changes

A new design for Sonifi, our interactive TV system for patients, began rolling out at Miami Valley Hospital North on Tuesday, Aug. 20, and at Atrium Medical Center on Wednesday, Aug. 21. The changes are following a staggered go-live schedule with Upper Valley Medical Center going live on Aug. 27, Miami Valley Hospital South going live on Aug. 28, and Miami Valley Hospital going live on Aug. 29.

Sonifi will be easier to use. The process for assigning video education and ordering meals will not change, but some content will change:

- The system will be more patient-friendly with fewer clicks to see and find selections. Submenus have been eliminated, making content easier to find.
- A new feature, My Dashboard, is specific to each patient and shows a quick snapshot of time-sensitive tasks. Clinical, patient experience, entertainment, and distraction options are prioritized:
 - Action indicators visually notify patients of pending tasks (education, meal ordering)



- Smart services – items appear and are updated based on the patient's interaction with the system (resume movie, last-watched channel, etc.)
- More than 650 videos available to assign to patients
- New welcome channel branded with date, time, and weather
- A looping digital signage channel showcases important topics: hand washing, room service, internet access, and more. This channel also is accessible in the "hospital information" section.
- More genres of music and longer playlists

Premier Health and YMCAs Team Up

The Coffman YMCA in Springboro and the Miami County YMCAs in Piqua and Troy have teamed with Premier Health to offer athletic training services to their members. The full-time athletic trainers will provide free injury assessments, treatment, and injury prevention advice to YMCA members as part of enhanced relationships between Premier Health and the YMCAs.

The enhanced services began on July 24 at the Coffman YMCA and on Aug. 5 at the Miami County YMCAs.

Gary Blake, Premier Health vice president, service integration, orthopedics and sports

medicine, said the new agreements are a natural progression of the expertise and outreach that Premier Health already provides to 37 school partners.

"Premier Health has one of the largest athletic trainer school partnerships in the state. With a mission of building healthier communities, the program allows for Premier Health athletic trainers to provide a safe, responsive and educational environment for our student athletes," said Blake.

Bri Brinkman, MS, AT, will provide athletic training care at the Coffman YMCA. Jonny

Nemeth, AT, will provide the athletic training services at the Miami County YMCA branches.

The Coffman YMCA, whose agreement is with Premier Health and Miami Valley Hospital, is the largest volume YMCA in the region with more than 2,000 member visits per day.

"This provides a great opportunity for Premier Health to partner and provide injury assessment, prevention, and management through the athletic trainer program," Blake said.

Hospitalist From Nigeria Has Diverse Background



Eseoghene Ayisire, MD, Miami Valley Hospital Hospitalists Group team lead, sees patients at Miami Valley Hospital.

What is your clinical specialty?
Internal medicine

Where did you go to school?

In Nigeria, my home country. I did six years of medical school. We follow the British system, so we go straight from high school to university (medical school).

What brought you to Premier Health?

The diverse illness spectrum in a big teaching hospital was my main attraction. I felt like it would provide me the opportunity to continue to learn in the ever-changing field of medicine.

Why did you choose medicine as a career?

Like many people in this field, I wanted to make a difference in the other person's life. When I was growing up, I thought of it as the "only noble" way to give back to a community. Of course, I was misguided and I now know that there are tons of noble professions.

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

I easily recall two people in 2011. I was unsure of what the next phase of my life would entail. I had relocated to England in June of that year, and I had no idea what was coming next. I went to a local ER and spoke with them about joining the workforce. Then I met Mr. Akin Idowu, a UK-trained surgeon who was the head of the emergency department in Queens hospital, Romford England. He agreed to mentor me, helped me hone my diagnostic skills, and set me up for success as a junior physician (senior house officer) in England.

Next was Dr. Ravakhah, a palliative care physician who doubles as the program director of the internal medicine residency in St. Vincent charity hospital, Cleveland. I

first met him in 2011 during my interview. From 2012 through 2015, he made me understand the concept of illness psychology, to see patients as humans first before seeing them as patients. It was then I understood that I was no different from the patient on the bed.

More recently, I have found myself seeking guidance from Dr. Matt Reeves, especially in navigating complex situations and difficult conversations.

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

I think you should ask my wife that question, ha ha! We've known each other for about 20 years, married for 10 of those.

Where is your hometown?

I am from a tiny town called Kokori in Delta State, Nigeria.

What is the last book you read?

"Life after the Diagnosis" by Dr. Steven Pantilat – It's about what patients feel or go through after having a life-altering diagnosis revealed to them.

What is your favorite song in your play list?

"Lord, I need you" by Matt Maher

What is your favorite food?

Jollof rice, a Nigerian delicacy

What is your favorite hobby?

Playing chess

What is your favorite animal?

I don't think I have a favorite, though I

find myself flipping the TV to National Geographic often to watch them.

What is your favorite vacation spot and why?

I love St. George, Grenada. It is rejuvenating, or should I say therapeutic, for me. White sand, blue sea, waves lapping at your feet, easy going people. I can go on and on.

Describe something for which you are especially thankful:

Oh, my God! I am thankful for my family – my wife and kids. We are blessed with a son, 6 years old, and a daughter, 4 years old. My life revolves round these people.

Pick a side

iPhone or Android?

iPhone

Early bird or night owl?

Early bird

Beach bum or mountain hiker?

Beach bum

Dress shoes or tennis shoes?

Tennis shoes

Paperback or e-reader?

Paperback

Coffee or tea?

Tea

Cooking or baking?

Cooking

Sweet or salty?

Sweet



Taking the Mystery out of Type 2 Myocardial Infarction

By Andrew Maigur, MD, system director, Physician Advisor Program



The 2018 American College of Cardiology guidelines on the universal definition of myocardial infarction (MI) drastically changed our understanding of

MI, moving from a definition based on ST segment changes on an electrocardiogram (EKG) to one based on pathophysiology. Here is my attempt to make it simpler:

Definition: an elevated high sensitivity troponin, with a significant rise or fall (delta of 20 percent or 3ng/L), plus supply and demand mismatch etiology, plus one or more of the following:

- Symptoms of myocardial ischemia, such as chest pain or angina equivalents
- New ischemic EKG changes (unusual in Type 2 MI)
- Imaging evidence, such as wall motion abnormalities on echocardiogram, etc.
- Identification of intracoronary thrombosis (unusual in Type 2 MI)

In the case of an asymptomatic Type 2 MI (elderly patients, those with diabetes, women, etc.), the documentation must be explicit.

Common supply demand mismatch etiologies include:

- Non-coronary:
 - Severe hypoxic respiratory failure
 - Severe anemia
 - Hypotension/shock including septic shock
 - Severe tachy/brady arrhythmias
 - Hypertensive crisis +- left ventricular hypertrophy (LVH)

- Coronary:
 - Coronary artery vasospasm
 - Coronary embolism
 - Coronary dissection
 - Fixed coronary artery disease (usually in the setting of non-coronary etiology)

So, what difference does this make to the clinician? I'm glad you asked.

We now have an International Classification of Diseases (ICD) 10 code 121.A1 for Type 2 MI to reflect sicker patients with increased short- and long-term mortality. Treat the underlying cause, and pursue further cardiac evaluation based off of risk stratification with an inpatient or outpatient cardiac evaluation. Type 2 MI is an exclusion criteria for acute myocardial infarction (AMI) core measures; is a major co-morbidity/ complication (MCC); and impacts length of stay (LOS), severity of illness (SOI) scores, risk of mortality (ROM) scores, and case mix index (CMI). This diagnosis is particularly prone to payor denials, hence the importance of documenting clinical indicators that support the diagnosis along with the specific etiology for supply demand mismatch.

When ordering high sensitivity troponin, consider whether you are ruling in or ruling out a Type 1 MI or Type 2 MI. With the first elevated troponin, you can make an uncertain diagnosis, analyze the trend for a delta greater than 20 percent, and link supply demand mismatch with the underlying etiology.

My philosophy as a hospitalist/physician advisor is to take excellent care of patients and document well to get credit for having done so. We want the patient to look as sick and complex in the medical record as they appear in real life. Happy Documentation.

Trial Uses Augmented Reality to Stabilize Broken Ribs

Miami Valley Hospital's Clinical Research Center is conducting a clinical trial using augmented reality during surgery to stabilize broken ribs. Augmented reality is a technology that superimposes a computer-generated image on a user's view of the real world, thus providing a composite view that enhances the natural environment or situation.

Using the Microsoft HoloLens headset, a 3-dimensional hologram of the patient is projected to the surgeon to serve as a roadmap. The holograms are centered into the field of view, leaving both the center and peripheral vision unimpeded. The images are interactive in real-time and controlled by the surgeon using simple hand gestures.

"This study will help to determine if an augmented reality headset can be used in real-time in the operating room as a viable way to fix broken ribs," said Gregory Semon, DO, primary investigator and assistant professor of surgery at Wright

State University. "This technology allows the surgeon to see exactly where the rib fractures are, which means smaller incisions, less pain after surgery and quicker recovery for the patient."

The standard protocol for patients who have sustained injury to the chest and rib areas is to undergo a computerized tomography (CT) chest scan. The images that are captured, as a necessary means of treatment, can then be applied to this clinical study. The images are reconstructed in 3-D and uploaded to the headset. Patients are not subjected to any additional tests or imaging modalities and there is no cost to participate.

As the region's only Level 1 trauma center, Miami Valley Hospital facilitates groundbreaking research through the scope and volume of patients seen daily. Patients admitted to Miami Valley Hospital who meet the criteria for the procedure will be enrolled in the study with their consent.



From left: Thomas Sensing, DO, and Gregory Semon, DO, conduct a clinical trial using augmented reality to stabilize broken ribs.

For the first test in July, surgeons practiced on a cadaver. About 12 local subjects will be invited to take part in the research to determine the viability of using augmented reality in real-time in the operating room to stabilize broken ribs. Thomas Sensing, DO, general surgery resident at Wright State University, is the co-investigator.

U.S. News & World Report Ranks Miami Valley Hospital Sixth in Ohio

Miami Valley Hospital ranked sixth among all Ohio hospitals in the latest annual rankings released recently by U.S. News & World Report. The hospital again had the best performance among all hospitals in Southwest Ohio.

Miami Valley Hospital also ranked 47th in the nation in urology care. The hospital received a "high-performing" designation in 11 additional areas of care: nephrology; orthopedics; pulmonology and lung surgery; aortic valve surgery; heart bypass surgery; heart failure; colon cancer surgery; chronic obstructive pulmonary disease (COPD); hip replacement; knee replacement; and lung cancer surgery.

"Year in and year out, Miami Valley Hospital sets the bar for our region when it comes to quality hospital care," said Mike Uhl, president of Miami Valley Hospital. "I'm so proud of our compassionate team of providers, nurses, and clinical and support professionals for bringing this level of excellence to our hospital each and every day."

U.S. News & World Report also recognized Atrium Medical Center as a high-performing hospital in the treatment of congestive heart failure.

"Atrium Medical Center's wide range of cardiac services helps ensure that local residents can receive quality heart

care close to home," said Keith Bricking, MD, the hospital's president. "This recognition affirms the excellence that our compassionate team of providers, nurses, and clinical and support professionals bring to our hospital each and every day. I'm very proud of their dedication and commitment to our patients."



New Regional Referral Center

By Candy Skidmore, vice president, service line integration, emergency and trauma



The Emergency and Trauma Institute is excited to announce the opening of the Premier Health Regional Referral Center on Sept. 4, 2019. The regional referral center will provide acute care

access to our Premier Health facilities when requested by referring hospitals, nursing homes, and physicians needing to transfer or directly admit a patient. With one call, the regional referral center will ascertain an admitting physician, transportation if needed, and a bed for the patient.

Previously, the Access and Transfer Center, CareFlight Air and Mobile Services communications center, and bed control

were in separate locations and primarily served Miami Valley Hospital. Combining these services into one new center will provide improved communication and coordination, as well as expand these critical services to the entire Premier Health system.

The referral center will continue to provide many internal functions for our system, including stroke alerts, AMI alerts, and hip fracture alerts. Physician paging for our emergency departments will also continue in the center. Additionally, the center will manage patient logistics for the entire system – managing all bed placement and patient movement. An expanded transportation center will continue to provide needed transportation for our patients, including the CareFlight communication center, as well as our transportation hub for general ambulance transports.

Cutting edge technology that includes real-time information will provide complete understanding of a patient's journey through our hospitals from admission to discharge, ensuring that patients receive quick access to the care they need and assisting with improving discharge processing and timing and prompt placement of patients. April Anderson, MD, will serve as medical director for the new center.

Open House

The new center will be located at the Dayton Media Center, 1611 S. Main St., in Dayton. **All physicians are welcome to attend an open house scheduled for Aug. 28 from 6 to 8 p.m.**

Premier Health Now Offers Online Scheduling

Premier Health and Premier Physician Network are first in the Dayton area to offer online scheduling to new and existing patients. Patients can simply go to premierhealth.com/makeanappointment, click on the Schedule Now button and, in some instances, schedule a same day appointment with a primary care or orthopedic provider.

The website instructs patients to identify the specialty needed, choose a location through a ZIP code search or by viewing a list of all locations or providers, and then pick a time from available openings.

“Our physicians are committed to their patients and to being accessible,” said Diane

Pleiman, president of Premier Physician Network. “When a patient needs to see their provider, we want to make it as easy as possible. Lifestyles today are intertwined with technology. Online scheduling meets many of our patients’ preferred ways of interacting through a smart device or computer.”

When scheduling online, new patients can choose from more than 80 providers in primary care and orthopedics and easily sort by location and times that are convenient for them. A profile of the provider and practice is also available. Clicking on the provider name brings up detailed information, including provider background and education; accepted insurances; office

locations and hours; and much more. Additional providers will be added soon in the areas of obstetrics and gynecology, cardiology, urology, and pediatrics.

Current patients with a MyChart account can make an appointment online with their primary care provider through MyChart. Those without a MyChart account can easily set one up from the online scheduling webpage, then make an appointment online.

New and current patients can also find a primary care provider near them and schedule an appointment by calling **1-855-PREMIER** (1-855-773-6437) on weekdays between 8 a.m. and 5 p.m.

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. Barrow is the best doctor I have ever had.

Dr. Black has always taken the time to explain things very thoroughly. It is a rare trait in this day and age! I've never felt rushed or cut off when I've seen him, and that is much appreciated.

Dr. Chandra takes his time talking with me. I never feel that he is rushing to get to the next patient.

Dr. Denen is great. I recommend him to anyone.

I love **Dr. Gilliotte**. He's awesome. I look forward to seeing him!

Dr. Harrington is an excellent doctor. I would recommend him to anyone.

Dr. Khatib is an excellent physician. He is very informative, caring and thorough. I am lucky to have him as my doctor.

Pleased with staff for my surgery and also for ER for after surgery issue. **Dr. Lim** was excellent, highly recommend him and the hospital.

Dr. Metry is on top of everything!!

I was very impressed with how **Dr. Nestor** called herself to discuss my blood results. She answered all of my questions.

Dr. Reitz is always great!

Dr. Rettig is awesome! He has helped me through many ups and downs in my life! I have recommended him many times, and everybody is happy! He has been my OBGYN for over 20 years!

Dr. Sadikov is a wonderful and smart doctor.

Dr. Saha showed genuine kindness and compassion while dealing with my stroke! She made me feel really cared for.

Dr. Schatzel is always calm, and professional. I feel free to ask questions and share the truth about my health. He is a breath of fresh air based on my past experiences.

Dr. Schuck is the best cardiologist we know of.

I am very pleased with **Dr. Schulz** as my doctor.

Dr. Thomas was exceptional with the delivery of my baby. He is the best doctor I've dealt with in a long time.

Dr. Vuong is the greatest. She has helped me get my severe asthma under control. I wouldn't go to anyone else.

Extending Gratitude and Offering Support

(continued from front)

these symptoms in others. Premier Health and the Premier Physician Network have robust employee assistance programs. If you are unfamiliar with these resources, any of your chief medical officers can assist you in getting in touch with the right person. Samaritan Behavioral Health's Crisis Care Center at (937) 224-4646 is also available to support the community.

Our hearts, prayers, and support continue for all affected by these tragedies. To the

president, governor, lieutenant governor, mayor, and supporters who have reached out from across the country – your visits, resources, and thoughts have meant the world to us. To our physicians, providers, nurses, and staff who have helped put our community back together – “thank you” will never appropriately express the depth of gratitude from Premier Health and our community. We are Dayton Strong AND Premier Proud!

Editorial Board: Dr. Marc Belcastro, Dr. Andre Harris, Dr. Jennifer Hauler, Dr. Scott Kanagy, Dr. Matthew Reeves
Vice President of Marketing and Communications: Kathy Harper; **Director, System Communications:** Ben Sutherly; **Editor:** Sarah Zoellick