

Premier Pulse

News and Information for Premier Health Physicians
and Advanced Practice Providers

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A Day of Work for Us, A Life Event for Patients

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



On a Sunday morning before church, I was scrolling through LinkedIn and ran across a statement that stopped me. The post said, “A day of work for you is a life event for your patient.” Sometimes as medical professionals, we lose sight of the patient. Betty’s name gets replaced by the moniker pneumonia in 205. The patient is reduced

to their disease process.

There is a movie that came out in 1991 called *The Doctor*. It involved an arrogant surgeon, Jack McKee, who was emotionally detached from patients. The storyline progresses as Jack develops a life-threatening tumor. I recall one scene when he presented for an appointment and arrogantly walked up to the desk and said, “I’m Dr. McKee, and I have an appointment.” The administrative assistant at the front desk said, “I know who you are,” and asked him to sit and wait for his appointment. He was introduced to another patient with terminal cancer through his process of

becoming a patient. His interactions with her fears and doubts in the physician medical treatment process allowed him to see the inhumanity of the process.

Medicine is a noble calling. I use the word “calling” deliberately and with reverence. It is a calling because, as a physician, we have been blessed with the intelligence, agility, and responsibility that this profession demands. Yet, at times, the one area we lack is the patient-centered focus that sets us apart as clinicians. Compassion, unfortunately, is not a standard issue with our medical degree. Dr. McKee became a patient and had to experience the system of which he was a part of. The movie ends with him having all his medical students in a triage room. An army of nurses comes in with IVs, catheters, NG tubes, etc... and he tells the medical students to get into gowns and get ready to go through all the tests that “We order on our patients.” AAMC would most likely frown on that extreme step, but his goal was to elicit empathy and compassion because “A day of work for us is a life event for a patient.”



Global Access For Lab Test Results

Physicians occasionally ask how to access a new patient's lab results when another provider has ordered labs. CompuNet has developed a solution for providers to search a patient's lab history across CompuNet's entire patient population through a HIPAA-compliant online tool called Global Search.

Global Search gives CompuNet client providers access to a patient's entire lab history prior to a patient's first visit and does not require an initial lab order to view a patient's lab history. The application provides access to real-time results, greatly reducing the need to call other providers for a patient's lab history data.

The web-based Global Search ("break the glass" functionality) tool is accessible through Luminate Health, a digital healthcare company serving the laboratory industry. Luminate Health also supports CompuNet's patient lab result portal, My Labs Now®.

To sign up for Global Search, please contact your CompuNet account representative. Your CompuNet account representative will submit your access request to Luminate Health, and you will be notified of your access within several days. If you do not know who your CompuNet account representative is, please contact Dewanna Sampson at **(937) 297-8206** or dnsampson@compunetlab.com.

Compunet Xenia Patient Service Center Relocates

On Wednesday, April 26, CompuNet will move into the new Premier Health Primary Health Care building in Xenia, occupying 1,618 square feet within the 15,000-square-foot building. The new CompuNet patient service center will employ two full-time and two part-time staff members. It will offer lab collections for physician-ordered labs and patient self-order direct access testing collections.

CompuNet will vacate its current space at 1214 N. Monroe Drive on April 24. and be open for business at 2066 West Main Street, Xenia, the morning of April 26. Hours at the new location will remain the same (Monday – Thursday, 7:30 a.m. to noon; 1 p.m. to 4:30 p.m.; Friday, 7:30 a.m. to noon).



CLINICAL LABORATORIES

Premier Health's Long-term Partnership with agilon health

Expands Access to Value-Based Care in Southwest Ohio

On Thursday, March 30, Premier Health announced its long-term partnership with agilon health, inc. (NYSE: AGL), the trusted partner empowering physicians to transform health care in our communities. This partnership will accelerate the health system's transition to a full-risk, value-based care model for its senior patients. Through the partnership, Premier Health aims to enhance outcomes and the experience for patients and providers under this new care model beginning in 2024.

agilon accelerates the transition to a value-based, Total Care Model for senior patients that improves outcomes and lowers costs. Today, agilon partners with leading community-based physician groups across Ohio, including Central Ohio Primary Care, Community Health Care, Physicians Group of Southeastern Ohio, Pioneer Physicians Inc, PriMed Physicians, The Toledo Clinic, and Wood County Hospital. Premier Health will join agilon's 2024 class of new partner organizations, expanding the company's growing peer network to more than 2,700 primary care physicians committed to the delivery of a value-based, Total Care Model in their communities.



Provider Praise

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

I appreciate **Dr. Jeremy Crouch** and his team. I always feel comfortable and respected when discussing personal matters.

Todd Hicks, MD: I love this office, never had a problem in the two years. The staff is so great. The doctor listens.

Leslie Holtke, APRN: Excellent care and warm welcome.

Dr. Jeffrey James: Was an excellent communicator. I appreciate his professionalism.

Dr. Annadorai Kalahasthy is very patient, smart, and very caring. I have been with him for a long time, love him!



SERVICE LINE UPDATE: WOMEN'S SERVICES

Miami Valley Hospital Designated Choice

By Beth Blank, Director of Service Line Strategy, Women's Services and William Andrew, MD



Several prestigious organizations have nationally recognized the exceptional quality care you provide to your patients. Miami Valley Hospital and Atrium Medical Center have been recognized by Money and the Leapfrog Group as among the nation's Best Maternity Care Hospitals.

Miami Valley Hospital was the only Level III hospital in the region to receive this award, while Atrium was the only Level II hospital in Cincinnati to obtain this recognition. There are 259 hospitals nationally on the list that combine providing care for uncomplicated pregnancies and high-risk deliveries through neonatal intensive care units.



U.S. News and World Report recently ranked Miami Valley Hospital as a top maternity hospital, one of the most prestigious honors highlighting outstanding quality and outcomes.

These recognitions are truly a market differentiator and a true testament of the care that you provide.

We will continue to focus on quality and the socialization of your outstanding care while being the destination of choice for providers to practice and patients to seek treatment.

Trauma and Critical Care Update 2023

This year's Trauma and Critical Care Update will take place Friday, May 19, from 7 a.m. to 5 p.m., at the Sinclair Community College David H. Ponitz Center. This event is designed to provide current information on the challenges health care professionals face when caring for critically ill or injured patients.



Keynote Speaker

Edward E. Cornwell III, MD, FACS, FCCM
The LaSalle D. Leffall Professor of Surgery
Howard University College of Medicine
Washington, D.C.

Dr. Cornwell will discuss "Outcome Disparities in the Trauma Population" and "Penetrating Trauma."

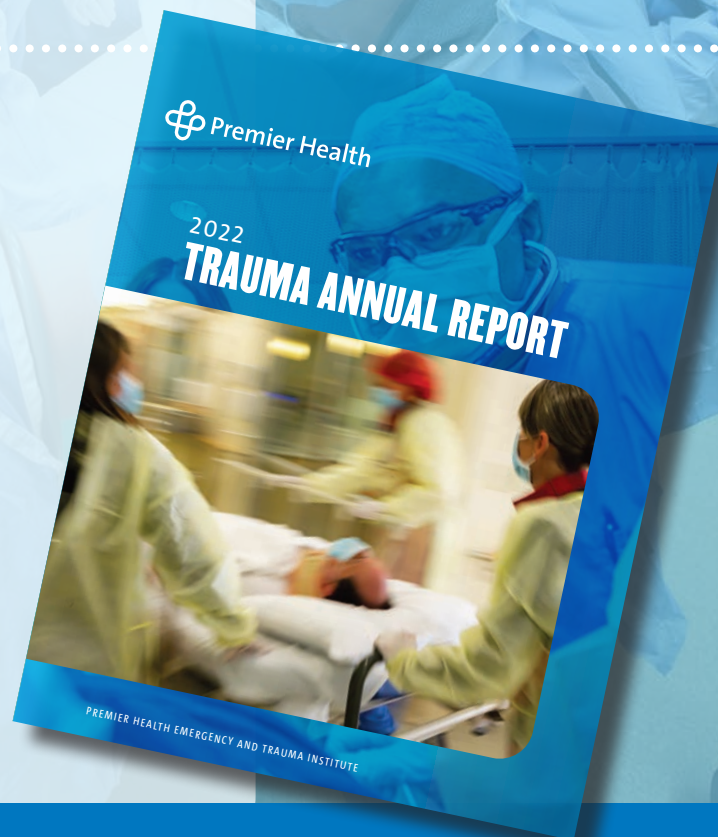
Additional topics covered at this event will include:

- Orthopedic Trauma
- Traumatic Brain Injury
- Airway Control in the Presence of Facial Fractures
- Use of Topical Hemostatic Agents
- Case Reviews
- Hypothermia
- Pediatric Farm Trauma
- Initial Burn Management
- Catastrophic Abdominal Injuries

The cost for physicians to attend is \$105. To learn more or to register online, visit premierhealth.com/traumaupdate. If you have questions, contact Lyndsey Ross at laross@premierhealth.com. We look forward to seeing you in May.

2022 Premier Health Trauma Annual Report

Premier Health is proud to provide the region's most experienced emergency and trauma care. Our 2022 Trauma Annual Report gives a complete picture of our trauma program, including life-saving technologies, shared best practices and relationships beyond the walls of our trauma centers, Miami Valley Hospital Chest Wall Injury Collaborative Center, the Massive Transfusion Protocol Committee, our Trauma Recognition Program, and a look back at the remarkable 41-year career of Candy Skidmore. We invite you to view the full report online at premierhealth.com/TAR



Healthgrades Award, Accreditation Updates, Patient Flow Project

Atrium Medical Center

Atrium Medical Center's echocardiography lab has been recognized with a special 20-Year Bronze Accreditation Milestone Recognition by the Intersocietal Accreditation Commission (IAC). In celebration of its 30th anniversary of granting accreditation to echocardiography facilities, IAC launched an accreditation milestone recognition program for facilities achieving a long-time commitment to quality patient care. Atrium was first accredited in 2001, received the special bronze recognition for first achieving accreditation at least 20 years ago, and was accredited in 2023.

Atrium's Senior Emergency Department has been re-accredited through the American College of Physicians, showing its dedication to providing older patients with well-coordinated, quality care. The voluntary Geriatric Emergency Department Accreditation (GEDA) program, which includes three levels similar to trauma center designations, provides specific criteria and goals for emergency clinicians and administrators to target. The accreditation process provides more than two dozen best

practices for geriatric care. The GEDA accreditation level depends on how many of these best practices an emergency department can meet. As a Level 3 emergency department, Atrium must incorporate many of these best practices, along with providing interdisciplinary geriatric education while having geriatric appropriate equipment and supplies available.

Leadership Warren County's class of 2023 toured Atrium as part of its "healthcare day." The group of leaders representing businesses and governments throughout Warren County toured a CareFlight helicopter and Mobile Intensive Care Unit vehicle, practiced hands-only CPR with Atrium cardiology clinicians, and learned about the behavioral health program for first

responders struggling with anxiety, post-traumatic stress, drug/alcohol abuse, or other mental health issues.

More than 60 students and educators toured Atrium and heard from employees representing some of the most in-demand careers across Premier Health. The tours are part of workforce development efforts and featured panels with representatives from Premier Health Learning Institute, nursing, respiratory therapy, patient access, and surgical technology. Monroe High School, Lebanon High School, Mason High School, and the Warren County Career Center participated.

In other community relations news: Atrium was a sponsor of the West Chester-Liberty Chamber Alliance's annual dinner, where Atrium Foundation president Mike Stautberg served as the event's emcee; Atrium was a sponsor of The Urology Group's 50th anniversary tribute to Vietnam veterans held at the Cintas Center in Cincinnati; and a Community Blood Center blood drive at Atrium collected 55 donations to meet 105 percent of its goal.

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Miami Valley Hospital

Premier Health sponsored successful Big Hoopla/NCAA First Four series events and games. Premier Health had representation on the local organizing committee, and the sports medicine team participated in the Hoopla STEM challenge. Through this sponsorship with GDAHA, some employees were provided tickets to the NCAA First Four tournament games as part of ongoing employee recognition.

Premier Health participated in the annual Centerville High School college and career fair. Careers represented at the event were for jobs in high demand. Miami Valley Hospital South hosted approximately 80 Centerville High School students for a panel discussion and campus tour. The Learning Institute, Workforce Development, Facilities, Respiratory Therapy, Patient Care Tech, and Surgery provided representatives on the panel.

Miami Valley Hospitals hosted retirement celebrations for Marc Belcastro, DO, and Mary Garman.

Doctors Day was celebrated on all Miami Valley Hospital campuses.

Upper Valley Medical Center

Upper Valley Medical Center received the Healthgrades 2023 Patient Safety Excellence Award™. This is the seventh consecutive year for UVMC to earn this distinction, which places the hospital among the top 10 percent of all short-term acute care hospitals as evaluated by Healthgrades. This award recognizes hospitals for preventing serious patient injuries, avoiding preventable complications and mortalities, and eliminating harm throughout the hospital.

Dr. Scott Kanagy, chief medical officer, UVMC was joined by gastroenterologist Kenneth Reed, MD, for Troy and Piqua radio morning show interviews on March 20 to discuss topics related to National Colorectal Cancer Awareness Month.

The UVMC Patient Flow Project and other 2023 highlights were featured in



the annual Progress Edition published by the Miami Valley Today in February.

During the first quarter, UVMC launched free monthly health screenings for the community at sites throughout Miami County for a year. The screenings include blood pressure and glucose checks provided by Premier Community Health. The UVMC Foundation, Miami County Foundation, Piqua Community Foundation, and Troy Foundation are helping to fund the screenings.

In other community engagement activities, UVMC sponsored Lincoln Community Center's Annual Jazz and Soul Food Night at the end of February for Black History Month and also sponsored the Piqua Community Foundation PITCH Piqua event March 2 at the Piqua Plaza Banquet Center, as well as the Troy Chamber of Commerce EmpowHer program for women March 3 at Edison State Community College. Marketing handouts were provided at these events.

UVMC Emergency Medical Department clinical nurse Charles Oduro, RN, was named the hospital's 2023 Cameos of Caring Nurse.

Administration hosted an appreciation breakfast for UVMC employees, providers, and volunteers on March 8 in the hospital cafeteria.

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Premier Physician Network

Premier Health recently announced that it will enter a long-term partnership with agilon health, inc., accelerating the health system's transition to a full-risk, value-based care model for senior patients. The new partnership and agilon's platform will provide additional data, payor relationships, and contract support to give Premier Health's primary-care physicians more resources to focus on the total care of its most vulnerable patients.

Welcome to our new PPN providers who joined us in March! Please help us welcome (L-R) Manish Sheth, MD, Premier Blood and Cancer Center; Melissa Meyer, NP, Premier Blood and Cancer Center; Lindsey Hammett, PA, Premier Health Urgent Care – Springboro; Marie Crouchley, PA, Associated Specialists of Internal Medicine; and Devon Cook, PA, Premier Vascular Surgeons. (Hammett is not new to PPN, having formerly served with Beaver Creek Family Medicine. She is now taking on a new urgent care role.)

PPN has two new surgeons at Cardiothoracic Surgery Associates: Nnamdi Azie, MD, and Joseph Houda, MD. Dr. Azie has a special interest in aortic surgery, minimally invasive heart surgery, transcatheter aortic valve replacement, complex adult cardiac surgery, valvular heart surgery, endovascular surgery TEVAR, carotid endarterectomies, and lung resections.

Dr. Houda has a special interest in robotic surgery, minimally invasive surgery for gastroesophageal reflux and benign esophageal disorders, lung and esophageal neoplasms, and video-assisted thoracic surgery. Both are accepting new patients. Call the Cardiothoracic Surgery Associates at (937) 208-3220 with any questions.



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