

Premier Pulse

News and Information for Premier Health Physicians and Advanced Practice Providers

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Listening: The Lost Art

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



Have you ever been in mid-conversation with someone and seen them take out their phone and start scrolling? Or have you ever been in a conversation

with your spouse, and they fell asleep while you were in mid-sentence? I'll admit that I have been an offender in both scenarios. These scenarios are some of the quickest ways to show someone you are not listening. If you look at our HCAHPS questions in both the nursing and physician domains, there are questions surrounding listening.

Why is listening such a lost art?

One reason is that plenty of people like to hear themselves speak but fewer like to listen to what is being said. Communication is the ability to share ideas. Too many times, we make

communication equivalent to talking when this could not be further from the truth. Communication is sharing and receiving ideas and concepts. The receiver must thoroughly **understand** what was said, or the communication loop did not happen.

A line in the movie "Avatar" encapsulates this concept. In the world of Pandora, there is a tribe of inhabitants called the Na'vi. One of the statements that the Na'vi say is, "I see you." The statement has nothing to do with vision but everything to do with understanding. When the Na'vi says, "I see you," they're saying I understand what you have said and how you are. The core of being able to **see a person** is based on listening.

What does listening promote?

- relationship building
- learning
- respect
- a culture of communication

- true conflict resolution
- open-mindedness
- progress
- improved decision making

How do you show active listening?

- Make eye contact
- Make appropriate facial expressions
- Ask questions
- Don't interrupt (i.e., don't think about your rebuttal; soak in the statement made by the other person first)
- Paraphrase (i.e., when you restate what was said, it shows the other person you listened)

Our patients are yearning for a health care system that **sees them**. They want to be heard and understood; this is the first step toward "Inspiring Health" in our community.

Source: Kloefkorn, S. (2019, June 28). <https://eskill.com/blog/art-listening/> [web log]. Retrieved December 12, 2022, from <https://eskill.com/blog/art-listening/>.



200 MONARCH Platform Robotic Bronchoscopies Performed at Miami Valley Hospital

On November 30, 2022, the 200th Monarch™ Platform robotic bronchoscopy was performed at Miami Valley Hospital by Dharmesh Gandhi, MD; Murthy Gollamudi, MD; Soumitra Sen, MD; and the Miami Valley Hospital endoscopic team. Premier Health was the first health system in Ohio to use this promising new technology to fight lung cancer with the goal of earlier diagnosis and treatment.

The Monarch™ platform enables highly trained pulmonary specialists to navigate and search the delicate, distant branches of the lung and

obtain tissue samples from hard-to-reach nodules for biopsy. As lung cancer screening increases, the nodules become smaller and harder to reach, making early-stage diagnosis and treatment more difficult. The Monarch™ platform provides improved reach, vision, and control for viewing the inside of the airways. The Monarch™ platform integrates robotics, software, data science, and endoscopy advancements. The Miami Valley Hospital Foundation raised funds for the purchase of the technology, which should benefit lung cancer patients by providing them with an earlier diagnosis.

Premier Health Among 2022 Healthiest 100 Workplaces in America

For the second year in a row, Premier Health has been named one of the Healthiest 100 Workplaces in America by Healthiest Employers® for its investment in the health and well-being of employees. This award honors organizations that demonstrate care for their people by investing in health and well-being solutions and initiatives. Scoring is based on each organization's Healthiest Employers Index — a metric that reflects six categories:

- Culture and Leadership Commitment
- Foundational Components
- Strategic Planning
- Communications and Marketing
- Programming and Interventions
- Reporting and Analytics

Companies are recognized because of their commitment to workplace wellness and their exceptional health and benefits offerings. The questionnaire, scoring, and benchmarking were developed with the help of a national, non-biased group of representatives from the academic, medical, and wellness communities.

Earlier this year, Premier Health also was recognized in the 2022 Healthiest Employers of Ohio, placing third in the extra-large company category. This program honors people-first organizations that prioritize the well-being of their employees.



New Medical Staff Leadership and Value of “Managing Up”

By Percy Mitchell, MD, medical staff president, Atrium Medical Center



Medical Staff President
William Andrew, MD



President-Elect
Jill Aston, MD

The time has arrived for our Medical Staff Operating Council to welcome new leadership to serve for the next two years. William Andrew, MD, will be the next medical staff president, and Jill Aston, MD, will serve as president-elect.



Anesthesia
Craig Henry, DO



Emergency Medicine
Mark Gebhart, MD



Family Medicine
Michelle Eakins, MD



Medical Imaging
John Weske, MD

We now have 12 department chairs: Communication with department chairs is essential for our staff to move forward positively. There are issues specific to each department that, when discussed with your department chair, can clarify concerns quickly before they are elevated to formal complaints and written notifications.

We all must keep in mind the value of “managing up” without falling into the dangers of enabling. Honest communication is often difficult but most helpful in the long run.

Happy holidays to everyone and may the next two years be less stressful than the last two!



Medicine
Jamie Yunger Jr., MD



Hospital Medicine
Heather Markwell, MD



Neuropsychiatry
Jon Lazzara, DO



OB-GYN
Heather Hilkowitz, MD



Orthopedics
Jennifer Smail, MD



Pathology
Alan Prok, MD



Pediatrics
Amanda Graf, MD



Surgery
Heather Adkins, MD

Respiratory Virus Test Options

While the winter season typically means an increase in respiratory viruses, this year has seen a significant rise in flu cases along with respiratory syncytial virus (RSV) and COVID-19. The “triple-demic” has led to surges in emergency department visits and hospitalizations.

CompuNet has a full menu of respiratory virus tests available within Epic. Please note the test order codes and ordering details.

TEST	PREMIER EPIC CODE	SWAB TYPE	TRANSPORT	SUPPLY ORDER CODE
COVID (Wet)	LAB10319	Nasopharyngeal Swab	VTM only - Refrigerated	VTM: 176819 each
Flu A/B	LAB5372	Nasopharyngeal Swab	VTM only - Refrigerated	VTM: 176819 each
RSV	LAB5361	Nasopharyngeal Swab	VTM only- Refrigerated	VTM: 176819 each
Flu A/B and COVID	LAB5372+ LAB10319	Nasopharyngeal Swab	VTM only- Refrigerated	VTM: 176819 each
Flu A/B and RSV	LAB5478	Nasopharyngeal Swab	VTM only- Refrigerated	VTM: 176819 each
RSV and COVID	LAB5361+ LAB10319	Nasopharyngeal Swab	VTM only- Refrigerated	VTM: 176819 each
Flu A/B, COVID and RSV	LAB5478 + LAB10319	Nasopharyngeal Swab	VTM only- Refrigerated	VTM: 176819 each



If you have questions regarding respiratory virus testing, please contact Ike Northern, system technical director of infectious diseases, at (937) 297-8334 (winorthern@compunetlab.com), or Jessica Hutchinson at (937) 297-8208 (jelhutchin@compunetlab.com).



Premier Pulse Survey:

We want to hear your thoughts about the monthly physician and advanced practice providers newsletter. Your thoughts are important to us, so please take two minutes to complete the survey.



**Scan the QR code
to take the survey.**



Premier Health Recognized As Top Diversity Organization

Premier Health has been named a top diversity organization by Modern Healthcare. This year, nine organizations across the nation received this award.

According to Modern Healthcare, organizations were recognized for demonstrating their commitment to diversity in their workforces, including at the executive and board levels. Premier Health was recognized specifically for:

- its emerging talent academy, which provides potential new leaders an opportunity to participate in a 12-week leadership development program;
- its seven employee resource groups, which provide opportunities for community engagement, networking, leadership development, and fostering a sense of inclusion and belonging.

Additionally, Premier Health has 16 C-suite executive leaders, 56% of whom are women, and 25% of whom identify as a person of color. The board of trustees for Premier Health is 33% women; 24% of board members identify as a person of color.

Pediatrician Travels Country for March Madness



Amy Jones, MD

What is your clinical specialty?
Pediatrics

Where did you go to school?
Miami University-Undergrad

Wright State University School of Medicine-Medical School

What brought you to Premier Health?

As we started our own family, my husband and I were looking for jobs in the Dayton or Cincinnati area to be close to family. I met with Dr. Jodie Reiling and was immediately drawn to her and the Premier organization! (then it was Samaritan Family Care)

Why did you choose medicine as a career?

I have always loved working with children and was a medical assistant in a pediatric office in high school and college.

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

My pediatrician, Dr. Ellen Buerk, encouraged me to pursue medicine.

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

I attend the second round of March Madness yearly with my husband and friends. We pick a location somewhere around the country and head there!

Where is your hometown?

Oxford, Ohio

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

Miami Redhawks, UC Bearcats, and any underdog at March Madness.

What is the last book you read?

"Run, Rose, Run" by Dolly Parton and James Patterson

What is your favorite song in your playlist?

"Colder Weather" by Zac Brown Band

What is your favorite food?

Chips and salsa

What is your favorite hobby?

Family time and concerts

What is your favorite animal, and why?

I don't really have a favorite animal.

Where is your favorite vacation spot, and why?

Any lake in the south. I've grown up boating and have very fond memories!

Describe something (a thing, person, place, experience, etc.) for which you are especially thankful:

My husband and I were both back home visiting our parents for Easter weekend 1998 and were able to reconnect. I am thankful for this!

Pick a side

iPhone or Android

iPhone

Early bird or night owl

Early bird

Beach bum or mountain hiker?

Mountain hiker

Dress shoes or tennis shoes?

Tennis shoes

Paperback or e-reader?

Paperback, definitely!

Coffee or tea?

Coffee

Cooking or baking?

Cooking

Sweet or salty?

Salty



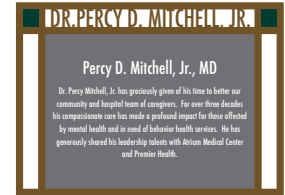
Premier Hospitals Among Nation's Best for Maternity Care

Money and the Leapfrog Group have recognized Miami Valley Hospital and Atrium Medical Center as among the nation's Best Maternity Care Hospitals. Miami Valley Hospital South also was recognized, with maternity services at that location stopping in July. 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 attain the recognition. Miami Valley Hospital offers Level III obstetrics and neonatal services, and Atrium Medical Center provides Level II obstetrics and neonatal services. Money reported that the 259 hospitals on the list are a combination of hospitals providing care for uncomplicated pregnancies and hospitals providing care for high-risk deliveries through neonatal intensive care units. The Leapfrog Group is a nonprofit organization that aims to help consumers make informed decisions about their health and access safe, high-value care. More than 2,200 hospitals completed Leapfrog's hospital survey in 2022. Money is a personal finance publication.

New Medical Office Building, Health Fairs, Recent Foundation Gifts



DR. PERCY D. MITCHELL, JR. BEHAVIORAL HEALTH FOYER



Atrium Medical Center

Percy D. Mitchell, Jr., MD, was honored at Atrium Medical Center's annual medical staff appreciation dinner for his more than 30 years of compassionate care and leadership. The foyer of Atrium's Behavioral Health Unit will be named to honor Dr. Mitchell and his efforts to better the community and the work of hospital caregivers. In addition, the Percy D. Mitchell Behavioral Health Endowment has been established through Atrium Medical Center Foundation in appreciation of Dr. Mitchell's dedication to our community and the difference he has made in the lives of so many Atrium patients. This endowment will ensure our community has access to the very best and responsive mental health counseling and support services. To make a gift to the Percy D. Mitchell Behavioral Health Endowment, please click here or call the Atrium Medical Center Foundation at **(513) 974-5144**.

The Atrium Medical Center Foundation recently received a gift of \$12,000 from the Kiwanis Club of Middletown to purchase a BiPap machine for Atrium. This donation will enhance pulmonary care for patients who choose Atrium.

Atrium's Chief Medical Officer Andre Harris, MD, and Kara Froehlich, program manager of the hospital's Comprehensive Medical Center, were guest speakers at the Lebanon Area Chamber of Commerce's monthly luncheon.

Atrium Medical Center shared career information, gave hospital tours, and provided hands-on learning experiences to nearly 150 students and educators during November as part of its commitment to local workforce development.

Ann Brock, Atrium's trauma outreach coordinator, was honored by the West Chester-Liberty Chamber Alliance during its Women of Excellence gala. Atrium was a sponsor of the black-tie gala highlighting the work of 10 women who have impacted business, education, culture, or philanthropy in southwest Ohio.

Premier Health's chief clinical officer, Keith Bricking, MD, shared health care business trends and outlooks as a speaker at the Business of Healthcare Summit organized by the (Cincinnati) Health Collaborative. The gathering of Cincinnati regional health system leaders offered an opportunity for Premier Health to network and share its

successful strategies for navigating the current and future challenges in health care.

Miami Valley Hospital Campuses

Miami Valley Hospital Foundation received a \$480,000 grant from the Maxon Foundation U.S. Bank, N.A., for a new CT scanner. The new GE Discover RT Gen ES CT scanner will replace the hospital's current CT scanner, which is more than 15 years old. The new CT scanner enhances the manual skill and dexterity of the interventional radiologist by providing outstanding imaging quality, allowing for precise targeting of tissue, cells, and organs that otherwise could not be treated.

Miami Valley Hospital Foundation hosted Emmett's Place Paint the Town event at the Boonshoft Museum of Discovery. This event serves as a fundraiser for Emmett's Place, located in the hospital's Neonatal Intensive Care Unit (NICU). The facility is



an area of respite and hospitality for the immediate family members of newborn infants hospitalized in the NICU, and for hospitalized pregnant women and their families experiencing a longer than usual hospitalization.

Good Samaritan Foundation-Dayton hosted its annual Rays of Hope breakfast. The in-person event raised nearly \$70,000 for Mothers Empowered, Samaritan Health Clinic, and the foundation's Breast Cancer Assistance Fund. This year's event was emceed by Tamika Williams-Jeter, women's head basketball coach at the University of Dayton. It featured stories from four individuals on how the foundation and its donors have helped.

Miami Valley Hospital received a \$110,000 grant from Montgomery County Alcohol, Drug Addiction, and Mental Health Services (ADAMHS) to support Promise to Hope. This comprehensive program, which the foundation funds, provides medication-assisted treatment for moms, as well as withdrawal treatment for infants to improve health outcomes for newborns exposed to drugs during the fetal period. The program assists mothers from the initial identification of addiction to several months post-partum to keep mother and child together in a stable home environment.

Good Samaritan Foundation-Dayton received a \$30,000 grant for the Michael Sawdey Samaritan Women and Families



Clinic at St. Vincent de Paul Gateway Shelter. The grant, which the CPPS Heritage Mission Fund provided through Sister of the Precious Blood, will support the operational costs of the clinic.

Miami Valley Hospital hosted the 2022 Dayton Area Chamber of Commerce Leadership Dayton cohort for its health care day. The group received a hospital overview from Roberto Colon, MD, and toured CareFlight and the NICU.

Several Premier Health leaders attended the "Friends in Health" reception hosted by the University of Dayton.

Upper Valley Medical Center

In November, Upper Valley Medical Center Inpatient Rehabilitation Program was accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) International for three years. This designation represents the highest level of accreditation that can be given to an organization and reflects the organization's substantial conformance to the CARF standards.

Scott Kanagy, MD, and Jacqui Rose, director of imaging, were interviewed on Troy and Piqua radio stations on Nov. 7 to discuss



Continued on next page



the new PYLARIFY imaging system for early detection of prostate cancer and other advanced diagnostics. In observance of National Prostate Cancer Awareness Month in November, UVMC provided free prostate cancer screenings for the community on Tuesday, November 1.

UVMC, in partnership with Lincoln Community Center, held a health care career fair on November 10. UVMC departments and Premier Health human resources hosted booths for students in grades three through college and adults.

UVMC managers and departments participated in a Women in STEMM Expo hosted for Miami County high school students at Edison State Community College on November 4. UVMC was a top sponsor of the Edison State Community College Annual Holiday Evening held on November 30.

Premier Physician Network

A new medical office building is under construction at 2066 W. Main St. in Xenia. It will house obstetrics and gynecology providers, primary care, and laboratory services when it opens in spring 2023. Familiar faces will fill the 15,000-square-foot building. Premier Health Primary Care – Clyn will relocate to the new medical office building. Latha Venkatesh, MD, and Bryan Schinaman, PA-C, will join Premier Health Family Medicine – Xenia. Shirelle Applin, MD, of Premier Health Family Medicine – Xenia, will relocate her Progress Drive practice to the new building on West Main Street. These providers will be based in the facility full-time. Katherine Lin, MD, of OB-GYN of Greene County, will move to the new building. Kevin Edwards, MD, of the same practice located on Progress Drive, will split time between the new space and

his Yellow Springs office on Kahoe Lane. CompuNet Clinical Laboratories will also provide lab services in the new location, and the service site at North Monroe Drive will close. Providers will communicate with existing patients in early 2023 when relocation details are set.

Premier Physician Network was again the headline sponsor of the 2022 Mix 107.7 Concert for a Cure. Thanks to all our PPN providers and volunteers for helping at our table with the T-shirt sales and passing out provider bios and practice information to attendees. Concert for a Cure is a great way to meet potential patients while supporting a great cause. The team was able to raise more than \$6,000 to benefit the Noble Circle Project, a local volunteer-driven organization that provides transportation, meals, and visits for women with cancer.

Provider Praise

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

Dr. Manis: Took his time with me, discussed treatment options, and suggested a course of treatment that seemed aggressive yet appropriate in my case.

Dr. Brad Snider: I love that I can get an appointment on the same day if I call early enough. I also love Dr. Snider's expertise, which is why my family and I have gone to South Dayton Family Physicians since we

moved to Kettering in 1997. Dr. Snider is a top-notch practice.

Very pleased and comfortable with **Dr. Travino** and his staff.

Dr. Angela Kohnen: Thank you for offering the online visit. It worked out great.

Dr. Brenda Chewing: I feel very comfortable with my care provider. Glad I switched to Premier Health.

Wonderful office. **Dr. Nestor** is knowledgeable and interested in helping her patients. She and her staff are amazing!

Dr. Jason Schatzel: Showed great concern and addressed all problems I brought to him. He has my highest recommendation.