Inside

Harvey Hahn, MD, shares his journey from fat to fit  •  Network named a 15 Top Health System
WE NEED PHYSICIAN EXPERTS!
Are you willing to volunteer your expertise in any of the following areas?

Contribute content ideas
Speak at community events
Author Physician Quarterly articles
Serve as media spokesperson

Email physicianquarterly@ketteringhealth.org or call (937) 762-1053

I think it is important to engage with our patients and the public in a non-clinical setting because we all have the same goal—better health. Events like this reinforce that we are all in this together. We are all in the patient role at some point in our lives and these events can break that barrier down for community members.

Heather Pulaski, MD, on creating stronger patient relationships through Healthy Women (p. 10)

Life can be very complicated, so I try to keep it simple. Each day, I thank God for His blessings—He has been good to me.

David Small, MD, reflecting on his 47-year career with the network (p. 31)

[Researchers] observed that imbalances in six main areas can lead to burnout…The striking fact about their research is that workload, or the amount of work that must be done in a specific time period and with sufficient resources, is only one of the six “mismatches” and may not even be the most important.

David Doucette, MD, on identifying causes of physician burnout (p. 38)
On March 30, Kettering Health Network celebrated Doctors Day by inviting patients and community members to thank the doctors who’ve made a difference in their lives. We received hundreds of thank-you messages. Here are just a few of the comments that demonstrate the impact one physician can have. To read all the messages, visit ketteringhealth.org/doctorsday

**ANNETTE BOMBrys, DO, OBSTETRICS/GYNECOLOGY**

Because of you I have delivered three healthy children. I couldn’t be more grateful to you for the wonderful care you provided to me while I was pregnant, ensuring my babies and I got the care we needed, making sure we were all healthy and doing well. You will forever hold a special place in my heart.

**MICHAEL WELKER, MD, ORTHOPEDICS**

Thank you for all the help and encouragement throughout the past year with my two knee replacements. You gave me my life back, and I appreciate it so much. You are the best!

**JAMAL TAHA, MD, NEUROSURGERY**

Thank you for giving me my life back. My back surgery was a success and I can finally after many years have a full life again. You are a wonderful surgeon and person.

**GREGORY GORDON, DO, HEMATOLOGY/ONCOLOGY**

Dr. Gordon is a fantastic physician, whom I owe my life to. He has taken such good care of me, and is such a compassionate, kind, wonderful person.

**JULIE BROERING, MD, FAMILY PRACTICE**

Thank you for your awesome care for my whole family but especially my mother. Your attention to details and patience with the elderly is admirable. When she returned to the area and you saw her for the first time you quickly realized something was off and took the extra time to dig to the bottom of the issue, and now I have my mom back! She completely prescribed. The one big thing she took to heart was your conversation about living with cancer. You told her not to schedule her life around her treatment but to schedule her treatment around her life. That is what she did. When I too was diagnosed with cancer she wanted me to go to you. I am glad fate took a hand in this and you are now my doctor. Thank you for everything you do.

**THOMAS REID, MD, GYNECOLOGY ONCOLOGY**

Thank you for the seven years of care you gave my daughter. She was confident in the treatment and procedures you prescribed. The one big thing she took to heart was your conversation about living with cancer. You told her not to schedule her life around her treatment but to schedule her treatment around her life. That is what she did. When I too was diagnosed with cancer she wanted me to go to you. I am glad fate took a hand in this and you are now my doctor. Thank you for everything you do.

**LIATH VENKATESH, MD, INTERNAL MEDICINE**

Thank you for the great care you provide for myself, my daughter, and my mother. You are such a caring and accessible doctor. Thanks for all your help. We appreciate you a lot.

**SALMAN RAZI, MD, PULMONARY MEDICINE**

When life goes awry, it’s doctors like you that make things bearable.

**ZIWAR KARABATAK, MD, CARDIOLOGY**

When I first visited you, I was scared to death. When you said I might need a stent and then placed three or four of them, I was certain I was a “goner.” Due to your knowledge and professionalism, I am living. Thirty years later, I have come to trust and believe in you. Your work is a frequent topic of admiration at cardiac rehabilitation. Thanks again.

**HEATHER PULASKI, MD, GYNECOLOGY ONCOLOGY**

I can honestly say that Dr. Pulaski is the best doctor that I’ve ever had! She took the time to explain things to me in a way that I felt comfortable and content with what she was doing. My family felt the same way! Thank you, Dr. Pulaski, for reminding me that there are still doctors out there that take the time to treat the person and not just the illness!

**J. MICHAEL THUNEY , MD, FAMILY PRACTICE**

Thank you for always being kind and compassionate. You took such good care of my late husband, and continue to do so for the rest of us in my family. You always take time to listen and never hurry your patients. That is a wonderful quality in a doctor.

**EHAB HUSSEIN, DO, PULMONARY MEDICINE**

Thank you, thank you, thank you. What can I say about a great doctor, who is so compassionate and has taken such good care of me? He is one of a kind. He takes his time, explains everything to me, and you could not ask for a better pulmonary physician to take care of you. I am so blessed to have such a great team of physicians who all work together to keep me going, and thriving. I am going to beat cancer’s butt, and it is all due to Dr. Hussein, Dr. Gordon, Dr. Hale, and Dr. Weighall! God bless all of you!

**FAISAL KHAN, MD, CARDIOLOGY**

Before saying that you are an extraordinary doctor, I want to tell you that you are an extraordinary human being. Thanks for showing so much care and concern. You care about your patients and take the time to talk to them. You go the extra mile and are well liked. Thanks for being the great person that you are.

**KEVIN REID, DO, INTERNAL MEDICINE**

Thank you for all you have done to keep our family healthy. You’re the best friend and doctor. We trust you like no other.

**FAISAL KHAN, MD, CARDIOLOGY**

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**ALL DOCTORS**

My recent cancer journey made me more appreciative than ever for the many doctors in different specialties often unknown to me, who work behind the scenes with my primary specialists to care for me. I never really thought about pathologists, for example, but when I read the names of the doctors who signed my reports I realized they were the ones whose expertise and diligence made a difference in helping my oncologist get my biopsy results and know the next steps to take in my surgery and treatment. So to you doctors who plug away faithfully out of the limelight to administer our anesthetics, assist our surgeons in the OR, read and chart our biopsies and test results, and contribute in so many ways to all that goes into patient care, healing, and recovery. THANK YOU! And God bless you!
Collaboration develops innovative, commercially viable healthcare solutions

Every solution to every problem begins with a great idea. But how do great ideas become realities? A local for-profit venture called Ascend is cracking the code, and planning to launch its first commercial product—a mobile app that is actively supported by Kettering Health Network.

Ascend is a unique partnership between the Greater Dayton Area Hospital Association (GDAHA) and Kaleidoscope, a Cincinnati-based innovation and product design firm. Kettering Health Network, Premier Health, and Dayton Children’s Hospital share a 50 percent stake, and Kaleidoscope owns the other 50 percent stake.

Ascend also collaborates with the Air Force Research Laboratory at Wright-Patterson Air Force Base to solve healthcare problems with military research technology.

Giving great ideas legs

“Every hospital in the Dayton area faces similar challenges, and Ascend gives us an opportunity to solve them together,” says Richard Haas, senior vice president of Kettering Health Network, who was chairman of the GDAHA board when Ascend launched in 2015. “Even in a city like Dayton, which has innovation in its DNA, it is difficult for ideas to get legs. Ascend’s team of designers, developers, engineers, and business analysts is working with medical professionals to create products that will enhance patient care and improve outcomes. Commercially viable products will be spun off into new business ventures or sold to other companies, which will strengthen our local economy and reinforce Dayton’s reputation as a technologically innovative city.”

Ascend and GDAHA share space in the Tech Town business park offices on Taylor Street in Dayton. The Ascend team includes about 10 employers, who for the last two years have been working with the board to ramp up business operations, including putting profit sharing and intellectual property agreements in place. At the same time, Ascend team members have been meeting with physicians, nurses, other medical professionals, and administrators at the three participating health systems to generate a long list of healthcare delivery challenges and possible solutions.

First to market

Ascend has winnowed its original list of 98 product ideas to nine, some of which are well on their way to fruition. The company’s first commercial product will likely be Vye, a mobile eye-tracking app that delivers real-time concussion assessments. To use it, the user holds a phone in front of his or her face. As the eyes follow a stimulus, the app compares that action to the person’s stored baseline information. If the user’s eyes are not moving as they normally do, it could indicate a brain injury.

Getting involved

In addition to submitting product ideas of their own, physicians can be involved in Ascend by serving on an advisory board, as a subject matter expert, as a “chief medical officer” for a specific product, or in clinical research trials associated with Ascend products.

“Because Ascend works so closely with physicians and other medical professionals, we know our ideas are rooted in the real world and address real needs,” says Rick Peters, Ascend chief executive officer. “This level of collaboration is what really sets Ascend apart and will accelerate our success.”

ONE PHYSICIAN’S EXPERIENCE WITH ASCEND

Michale Lakes, DO, emergency medicine, began working with Ascend in early 2016, when he was asked to participate in the company’s First Responders/Emergency Department Project Kick-off. “The goal was to identify barriers to care in the ED and the pre-hospital environment, and to develop marketable solutions for those problems. Dr. Lakes now serves on Ascend’s clinical advisory board.

What is your current role with Ascend?

I work with Ascend’s innovators to review proposed projects, giving my thoughts on their potential uses in real-world healthcare situations and, to a lesser extent, my opinion on their viability as commercial products.

Have you ever submitted an idea of your own?

Yes—in fact, we are currently developing a product that helps both the public and emergency medicine services personnel recognize stroke symptoms and connect patients to the neurologist and stroke team faster. We are currently coding the software and plan to test it soon.

Why are you excited about Ascend?

I am confident that there are hundreds of great healthcare innovation concepts floating around in the heads of nurses, advanced practice providers, and physicians in our region. It is nearly impossible for these ideas to be realized without some outside product development expertise. Ascend has the capacity to develop these ideas through its collaboration with the member hospitals. We have a real opportunity to leverage technology to improve the delivery of health care in our region and beyond.

For more information, call Rick Peters or Stephanie Eichman at (937) 424-2378 or email info@ascend-innovations.com.

Ascend makes it as easy as possible for physicians, nurses, and others to submit innovative ideas and be part of the product development process. To submit your idea, visit ascend-innovations.com or search for “Ascend” on the Kettering Health Network intranet.

Ascend forms formal selection decisions biannually, and the current submission cycle closes August 2017. For more information, call Rick Peters or Stephanie Eichman at (937) 424-2378 or email info@ascend-innovations.com.
How Healthy are You, Doc?

Two physicians share what they’ve done to improve their own health

The science behind a plant-based diet

I grew up as a vegetarian. One day about 10 years ago, I read an article about glycoproteins that changed my life. The author, Ajit Varki, is a scientist at University of California-San Diego, and his research persuaded me of the benefits of a completely plant-based diet. I haven’t eaten cheese or had a glass of milk since.

The fact is that from a biochemical and genetic standpoint, our bodies are not designed to process animal-based food. Food from cows, pigs, lamb, and other four-legged mammals contains a molecule called sialic acid. When we eat these foods, our cells incorporate this molecule and insert it into our cell membranes. This antigen binds toxic bacteria, causes inflammation, and can increase our susceptibility to many diseases, including cancer, arthritis, heart disease, and diabetes. Fowl and fish also cause biochemical changes in our bodies, although to a lesser degree.

For most people, going vegan (or mostly vegan) is a gradual process. Even small changes in your diet can help, so consider a first step of cutting red meat. Next, cut dairy, then fowl, and then fish. If you cannot give up these foods entirely, consider eating less of them and eating them less often.

I’ve been a vegan for 10 years, and today—at 65 years old—I feel great. I play singles tennis four or five days a week, take zero medications, and never worry about getting sick. But don’t take my word for it—do the research yourself. What you learn could change your life for the better.

Running as a family incorporates healthy habits into family time for Dr. Hahn, his wife, and two sons.

From fat to fit

At the age of 43, I was 45 pounds overweight with a body mass index of 31. I was self treating for high cholesterol and hypertension, and in denial about my health status. It took a torn meniscus in my knee to see what I was doing to myself. I was becoming one of those guys who is too out of shape to play with his kids. I began to see the real possibility of having to use a cane at 55.

Five years later, I’ve lost the weight and am off all my meds. Exercise played an important role. I knew I needed to find something I really enjoyed, so I started with lifting weights and doing cardio at the gym. Then I tried running—something I hadn’t done much of before. To motivate myself, I began participating in races. I started with a 5K and eventually worked my way up to marathons. I’ve run in 10 so far, and in May of this year I ran an ultra-marathon, which is 50 kilometers (just over 31 miles).

Getting in shape sets a great example for my sons, who are 18 and 10. They run with my wife and me on weekends. I’m glad they are developing good habits early in life—I don’t want them to have to worry about diabetes and hypertension when they get older.

It was a lot harder to encourage my patients to lose weight when I was overweight myself. Now, I share my story with patients who want to shed pounds and get in better shape. Some of them have lost a significant amount of weight, allowing them to avoid bariatric surgery.

by Robert Melacheno, MD, anesthesiology

Kettering Mobile Care made 22,500 transfers in its first eight months of operation—well above initial projections. So this spring we expanded our fleet from 26 to 30 emergency response vehicles, all of them dedicated to transporting patients into and out of the health system’s hospitals, emergency departments, and outpatient facilities. The much-needed service is a partnership between Kettering Health Network and Buckeye Ambulance, a Dayton-based company that shares the network’s commitment to providing high quality care, increasing patient access, and minimizing wait times.

Better communication, coordination

Communication and coordination were a challenge with previous emergency transport providers, resulting in longer wait times and inefficiencies. To address these issues, we created the Kettering Health Network Transfer Call Center. It is based in the Prestige building and staffed 24/7 by nurses, who sit in the same space as the Kettering Mobile Care dispatch team. The nurses can ask for a transfer from the dispatch team before they even end the conversation with the requesting provider. All patient information is stored in Epic, which means team members and providers can access it immediately, rather than relying on phone conversations.

The network’s Transfer Call Center hotline number is (937) 762-1900.

by Marni Teramana, DO, emergency medicine physician and medical director of Kettering Mobile Care

Growth benefits patients—and their physicians

Kettering Mobile Care Expands

Seamless care

As an emergency medicine physician, I appreciate how the new system saves time and improves continuity of care. To request a patient transport, my health unit coordinator calls the Transfer Call Center hotline and talks to one of the nurses. The nurse alerts the receiving facility, and the dispatch team mobilizes the appropriate vehicle. Once the receiving physician accepts my patient, the Transfer Call Center gets both of us on the line so that I can share critical information about the patient’s initial diagnosis, symptoms, care provided, and what kind of care they may need upon arrival.

When the Kettering Mobile Care team arrives to pick up my patient, I know they will provide the same high level of care that we provide throughout Kettering Health Network. Everyone who is part of Kettering Mobile Care is very excited to provide this service for the community, and will continue to build on its strengths in the months and years to come!
Engaging Women as Key Healthcare Decision-Makers

Healthy Women program supports society’s chief medical officers

Women hold 80% of all healthcare decisions in their hands. They are proactive researchers, care advocates for their families, and social network super-users who place large amounts of trust in peer-to-peer networks and recommendations. Their influence in health care easily seals them as society’s chief medical officers.

Despite having such power and leverage in selecting the doctors they and their loved ones see, women face challenges that can hinder their healthcare decisions. Busy schedules, a shortage of reliable information, and wariness of the healthcare industry are all obstacles that inhibit access to providers.

Kettering Health Network is making strides to remove barriers that prevent women from getting the health care they and their families need.

Healthy Women

Kettering Health Network has designed the Healthy Women program to educate and empower women in health and well-being.

Healthy Women events are offered throughout the region to connect women with resources that help them and their families live their best lives. Events provide an opportunity for women to gather, learn, share in their health and wellness journeys, and celebrate one another.

In addition to events, the Healthy Women program includes access to a monthly newsletter sent to program participants with informative health articles and inspiring patient testimonials, quarterly prize drawings, and an exclusive, members-only event. Local businesses are being invited to join as partners in the program to offer discounts on health products and services.

Shaping the sphere of influence

Making providers accessible to women through fun and educational outlets that can be attended by groups of friends fosters a positive environment where women are more likely to build trust with each other and with Kettering Health Network providers.

“I had several attendees approach me after the event to ask questions, and it is my hope that they went to their own gynecologist and asked about HPV testing and vaccination,” Dr. Pulaski says. “By reaching out to women through events like this, not only can we can stimulate conversation in the community but it is also a great opportunity to network and build practices and reputations.”

Get involved

Healthy Women events enable providers to form relationships with community members, educate women on new treatment options, and even acquire new patients.

“It is so humbling that all of these women are coming out to hear us speak—and they genuinely want to learn,” Dr. Pulaski says. “It is also not that much work to present because you are talking about what you practice every day—it is second nature to have this kind of educational dialogue.

“Participating in events like these makes you feel more involved, helps deal with burnout, and gives you a sense of pride,” she says. Her positive experience motivated her to sign up to present at another Healthy Women event.

If you have a topic you believe would be beneficial for a women’s health event or an idea for an article, email physicianquarterly@ketteringhealth.org or visit ketteringhealth.org/womenshealth to get involved.

OFFERING OPTIONS

We know health care is not a “one-size-fits-all” model. Women know that too, which is why we are continuously investing in innovations and new technologies to provide women with choices for their care and treatment. Recent additions include:

- **da Vinci Xi® Surgical System**, available at Kettering Medical Center, allows women to receive minimally invasive surgeries—hysterectomies to myomectomies—with faster recovery times and less scarring.
- **Cryopreservation** Kettering Reproductive Medicine offers cryopreservation to preserve eggs of women who are scheduled to undergo cancer treatment or wish to start a family later in life.
- **Nitrous Oxide** Soin Medical Center now offers labor and delivery patients nitrous oxide as an anesthesia option, and the service will soon be available at Kettering Medical Center.
- **Midwifery** Kettering Physician Network Advanced Women’s Healthcare added nurse midwives to its practice in 2017.
- **Kettering Midwifery**
- **Kettering Midwifery**
- **Kettering Midwifery**
- **Kettering Midwifery**
Single payment plan benefits patients, employers, payers, and physicians

As the healthcare landscape continues to change, many large employers are looking for ways to enhance their group insurance offerings and provide better care for their employees. To help meet this need, Kettering Health Network has partnered with several surgery benefit programs that offer bundled services for orthopedic surgery and are also marketing these offerings directly to commercial employers.

As the highest volume provider in the Greater Dayton area for inpatient spine surgery and hip and knee replacement, Kettering Health Network offers employers extensive experience and high quality for their employees.

"Companies want to offer their employees high-quality orthopedic surgical care while also controlling their costs," says Diane Ryckman, executive director, orthopedic and rehabilitation services at Kettering Health Network. "We've negotiated contracts with key network providers at each hospital and established single case rates for various procedures. When a patient chooses us for orthopedic surgery, we receive one payment to cover everything from preadmission visit to physician fees to the post-op visit. It's our responsibility to manage the risk through established patient selection criteria and care protocols."

Safer Hazic, DO, of Orthopedic Associates of SW Ohio, sees great potential for bundled payment programs to improve coordination of care and quality of care.

"These programs encourage coordination between all parties involved in the patient's care to facilitate quality and value-driven efforts to ensure patients excel perioperatively," Dr. Hazic says. "For example, early mobilization is imperative following many orthopedic procedures. Patients as well as our clinical care team understand their roles perioperatively as they relate to optimizing the parameters to allow early mobilization, decrease the length of stay, and utilize value-based resources to get patients back home more quickly."

Patient travels 3,872 miles for knee replacement surgery

Sue Dulaney could have stayed in Anchorage, Alaska, for her knee replacement surgery. But doctors there simply didn’t have the experience she was looking for.

Dulaney, who works as a supervisor for Alaska USA Federal Credit Union, had a uni-spacer device put in her knee in 1970 following a serious injury. The surgical repair held up remarkably well, but her knee became increasingly painful in 2016. "My doctor said I needed a knee replacement, but orthopedic surgeons in Anchorage do a pretty small volume of those," she says. "I wanted to find someone with extensive experience in revision surgery who would be able to save as much existing tissue as possible."

Dulaney limited her search to places where she had family: North Carolina, Ohio, Texas, and Virginia. She researched providers participating within her employer's bundled payment plan, and Kettering Medical Center ended up at the top of her list based on surgeon experience and high patient satisfaction. Orthopedic surgeon Kenneth Pohl, MD, performed her surgery at Kettering Medical Center on Oct. 4, 2016. "Dr. Pohl and his staff were wonderful, and they really prepared me for what to expect," she says.

Dulaney spent two days in the hospital and 10 days in a nearby hotel before traveling to her daughter’s home in Cincinnati for a two-week visit. "The opportunity to receive care from such a well-respected surgeon at a hospital like Kettering Medical Center far outweighed any inconvenience," she says. "I’m very satisfied with the results."
Bundled Surgical Services (continued from page 14)

When Columbus resident Jeff Gibbs decided to have hip replacement surgery last year, he wanted to find a surgeon willing to perform an anterior approach, which is associated with less tissue damage and faster healing. The surgeon in his traditional insurance plan didn’t feel comfortable with the anterior approach, so Gibbs researched bundled payment options available through his employer and found Michael Welker, MD, a Kettering Health Network orthopedic surgeon.

“Dr. Welker had done plenty of these procedures, and Sycamore Medical Center had good ratings,” says Gibbs, who works in business class sales for Time Warner. “I didn’t have any out-of-pocket costs. I took a joint replacement class at the hospital the day before my surgery during my pre-operative consult, so I felt well prepared. The surgery went great, and I’m very happy with my recovery.”

Patient success stories like this do not surprise Carusone at all. “Kettering Health Network hospitals have been doing joint replacement surgeries for 46 years, and we are like a well-oiled machine providing consistent, well-coordinated care,” Carusone says.

Physician participation in the bundled payment programs is coordinated through Kettering Physician Partners.

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The PA Payoff

How one doctor expands his practice by hiring physician assistants

Talk about a hot career—according to the Bureau of Labor Statistics, the number of physician assistants (PAs) in the health care workforce is on track to grow by more than 30% between 2014 and 2024. That would come as no surprise to “early adopters” such as Allen Ferguson, DO, a family medicine physician in Eaton who is affiliated with Kettering Health Network.

Dr. Ferguson has worked with nurse practitioners and physician assistants for the last 10 years, and says these advanced-practice providers offer many benefits for him and for patients. “Physician assistants and nurse practitioners are able to spend a little more time with patients, and also make it possible for us to expand our office hours, which is huge now because people want to come in at their convenience,” says Dr. Ferguson. “Also, having a PA or nurse practitioner at the practice means we can still provide great patient care even when I am not there, whether because I’m seeing patients at one of our local nursing homes or taking some time off.”

Dr. Ferguson’s PA, Kasidy DePew, graduated from the Master of Physician Assistant Studies Program at Kettering College in 2015. The seven-semester program is rigorous and fast-paced, and led by instructors who work as physician assistants within Kettering Health Network. “The last three semesters are clinical rotations—that’s the really fun part, where you get to see patients and put your knowledge into practice,” DePew says. “I did an elective clinical rotation with Dr. Ferguson, and was so thankful that he asked me to come work for him after graduation.”

In DePew’s first months on the job, Dr. Ferguson would talk with her about each of her patients and guide clinical decisions as needed. “Now, our interactions are similar to what I might have with another physician—I consider her a colleague, even though I continue to provide oversight,” Dr. Ferguson explains. “Kasidy has a very strong medical knowledge base, and is good with patients. Her interest in pediatric care has attracted more young families to our practice, and many of our female patients really like having a female provider.”

DePew says she continues to benefit from Dr. Ferguson’s years of experience—and generosity. “Any time a doctor hires a physician assistant, he or she is putting a lot of trust in that person,” DePew says. “I greatly appreciate his confidence in me, and the time he has taken to help me get established.”

Kettering College’s Master of Physician Assistant Studies Program was one of the first in the country and is now one of the largest in the state of Ohio.

Established in 1973
Cohort Size: 60
High pass rate: The class of 2016 earned a 100% first time pass rate and the classes of 2015 and 2014 earned a 98% first time pass rate on the National Commission on Certification of Physician Assistants examination.

Newly updated facilities: The PA program offers innovative learning spaces, including 15 examination rooms where students train on Epic from the very beginning of their course of study.

Accreditation: The Accreditation Review Commission on Education for the Physician Assistant recently extended the Kettering College program’s accreditation to 2024. This is an affirmation of quality at a time many newer PA programs nationwide are struggling to meet accreditation standards.

Kasidy DePew’s experience at Kettering College was part of the inspiration for her sister’s decision to apply to the school’s occupational therapy doctorate program. Kylee Muncy (left) will begin the program this fall, soon after graduating from Cedarville University with an allied health/occupational therapy major. “Kettering College has excellent facilities and clinical training opportunities,” she says. “Being at a faith-based school will give me a chance to grow in my faith and develop quality relationships with my patients. I’m so excited to get started!”

DePew (right) is embarking on a new adventure of her own: parenthood. She and her husband recently welcomed twins—a boy and a girl.
A software program determines which donated eyeglasses pinpoint a patient’s eyeglass prescription, and Dr. and Mrs. Love operate handheld device that travels to Guatemala and Ecuador, and to Havana a second time. In addition, we’ve traveled to India twice and Mexico several times with other mission groups. It sounds like a cliché, but I always receive far more than I give.

The Accidental Medical Missionary

I never intended to travel to Cuba with a medical mission group. In fact, when I called Caring Partners International (CPI) for the first time in 2003, I was simply trying to donate a used argon eye laser. The organization’s president, Robert Lerner, MD, enthusiastically accepted the donation, then asked me to take it to Havana myself! The next thing I knew, I was at General Calixto Garcia Hospital giving lectures to medical students, residents, and ophthalmology faculty! Since then I’ve gone on three more trips with CPI—to Guatemala and Ecuador, and to Havana a second time. In addition, I’ve traveled to India twice and Mexico several times with other mission groups. It sounds like a cliché, but I always receive far more than I give.

As a volunteer ophthalmologist on these mission trips, I have come to realize that my training and knowledge while caring for people in need. I want to do more than just fix someone’s vision, I want to share the gospel with them. My goal in going on these missions is to share my training and knowledge while caring for people in need. I really want them to see Christ through me. During my first visit to Cuba, we had to share the gospel carefully, and were always observed by a member of the Communist Party. But two years later, there had been a thaw in relations between Fidel Castro and the church, and on that trip, hospital administrators actually prayed with us! We distributed New Testament Bibles translated into Spanish, and it was encouraging to see people sit down on the spot and read.

I assumed I’d be doing eye surgeries on these mission trips, but instead I’ve provided general medical eye care and distributed prescription eyeglasses. On a recent trip to Guatemala, we gave away 1,709 pairs of glasses—some to children who had never seen clearly before. I will never forget the experience of caring for a young girl with crossed-eyes—in some Third World countries, that is considered a sign of an evil spirit. I gave her corrective eyeglasses, and her eyes immediately went straight. Her family was overjoyed. They no longer had to worry about their daughter being an outcast.

CPI trips are for anyone who wants to serve others—including those who don’t have medical training. Remaining trips in 2017 include those to Guatemala and Thailand toward the end of the year. To learn more, visit www.caringpartners.org.

The Accidental Medical Missionary

Life-changing Legacy

Patient travels 8,000 miles for hernia repair at Soin Medical Center

In the summer of 2015, Felix Torres was among the 930 people seen by Legacy of Healing doctors during their mission trip to the remote province of Chaco, Argentina. Felix suffered from a complex hernia, one that had developed due to a poorly healed gunshot wound in his youth. Because of the pain and his increasingly limited mobility, Felix, 34, found himself unable to work or support his wife and two children.

Unfortunately, due to the severity of his case, Felix was not among those who qualified for surgery during the mission group’s five-day trip.

“They saw this patient down in Argentina on the mission trip and knew he needed more extensive care,” says Lauren Sweet, coordinator of Kettering Health Network’s hernia center at Soin Medical Center. “So they got in touch with Dr. Schneider and sent him pictures of this gentleman. He just wasn’t able to do his everyday tasks that he needed to do to support his family. We decided we could take care of him better here.”

Lauren worked with Felix’s primary care doctor at Loma Linda Adventist Sanatorium in Argentina, Kettering Health Network administrators, and government officials to help bring Felix nearly 8,000 miles to Ohio for treatment.

“Everybody saw someone in need, and no one wanted to sit around and do nothing,” says Kettering Physician Network surgeon Chris Schneider, MD, who evaluated Felix upon his arrival and performed the surgery with Kettering Physician Network surgeon Brian Ondulick, DO.

“Administration was in full support. It strikes at the Kettering mission of faith-based care, and that’s how it started,” Dr. Ondulick says. “Dr. Schneider and I evaluated him at the Kettering Surgery Institute of Dayton, Inc. during the mission group’s five-day trip. “They saw this patient down in Argentina on the mission trip and knew he needed more extensive care,” says Lauren Sweet, coordinator of Kettering Health Network’s hernia center at Soin Medical Center. “So they got in touch with Dr. Schneider and sent him pictures of this gentleman. He just wasn’t able to do his everyday tasks that he needed to do to support his family. We decided we could take care of him better here.”

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Delivering Diabetes Care

Kettering Health Network’s diabetes education services, now Kettering Health Network Diabetes and Nutrition Center, is expanding services to offer comprehensive diabetes and nutrition care for patients whose needs extend beyond primary care.

“This is truly a partnership with primary care doctors,” says Lea Ann Dick, network director of diabetes services. “We rely on strong collaboration with patients’ primary physicians to deliver the specialized services our patients need.”

Endocrinologists will see patients for general endocrine care including obesity, hypogonadism, osteoporosis, thyroid, parathyroid, adrenal, and pituitary gland disorders. Specialized diabetes medical management, including insulin pump therapy and continuous glucose monitoring, will remain a strong component of the services available. Starting in mid-June, Kettering Physician Network Endocrinology and Diabetes will be expanding the locations for endocrinologist services beyond the Hamilton and Southview sites to the Springboro Health Center.

Partnersing to provide specialized care

“A primary care physician might refer to an endocrinologist when specialized testing is needed for diagnosis, when a conventional treatment does not work, or when patients need in-depth education regarding their disease,” says Baker Machhadieh, MD.

"Many of the endocrine-based diseases are complex and lifelong and require a focused approach that incorporates the ever-changing world of medicine and treatment options. While primary care providers are highly trained in all areas of medicine, unfortunately, they often find that the average 15-minute visit is not enough time to delve into some of these complicated cases."

To reach the Access Center for scheduling at any location, call (937) 401-7588.

Expanding Care in Middletown

Kettering Health Network launched construction of a new facility in Middletown with a groundbreaking ceremony on May 2. Network leaders announced plans to add a health center and emergency department at the new site, located on State Route 122 just southeast of I-75.

“From the beginning, we wanted to offer patients access to high-quality healthcare at a location convenient to them. This new facility fits in perfectly with the Kettering Health Network mission to provide high quality care within the community,” says Kettering Physician Network family medicine physician Leah Avera, MD, who will practice at the Middletown facility. “No longer will the people of Middletown and the surrounding areas have to travel out of their own city to experience the excellent service Kettering Health Network provides.”

The 67,000-square-foot medical facility will include a full-service emergency department, outpatient lab and imaging services, and a medical office building for physician practices. It is expected to create 110 new jobs, including registered nurses, respiratory therapists, imaging and lab technicians, and support staff.

“I am excited by the collaborative nature the new facility will provide for our patients, physicians, and staff,” Dr. Avera says. “There will be access to testing and laboratory services all within the same building. My staff and I will also have a closer relationship with the specialists there, which will make for better communication, more timely referrals, and ultimately higher quality care.”

The facility is scheduled to be completed in mid to late 2018.
Employee Golf Outing  
August 7, NCR  

Grandview Foundation Eagle Seekers Golf Outing  
August 14, Dayton Country Club  

GospelFest  
August 27, Fraze Pavilion  

Network Medical Staff Dinner  
September 20, Dayton Marriott  

Fort Hamilton Hospital Foundation Ticket to Hollywood  
September 23, Hamilton Courtyard Marriott  

Good Neighbor House Golf Outing  
September 25  

Richard Manchur has been named president of Southview Medical Center. Richard has served in the Grandview Medical Center System since 2008, most recently as vice president of ancillary services at Grandview. He has also served as director of operational design and strategic support as well as director of the cardiovascular service line. Richard helped to build the first cardiac catheterization lab at Southview and later led the initiative to offer percutaneous coronary intervention (PCI) at the campus.

Bill Mangas, the network’s director of prehospital emergency care, received the Tom Long Lifetime Achievement Award from The Greater Miami Valley EMS Council. The award is designed to recognize outstanding individuals who have made a life-long contribution to the high quality of emergency medical services within the greater Miami Valley.

Kelly Welsh, APRN-CNP, has been selected to serve on the Ohio Association of Advanced Practice Government Relations Committee. Kelly will represent the Kettering Physician Network medical group and Kettering Health Network as she collaborates with the Ohio Board of Nursing. She will help advise and assist in the legislative processes and policies regarding the changing role that advanced practice providers play in improving healthcare delivery.
Kettering Health Network has once again been named as one of the 15 Top Health Systems in the country by Truven Health Analytics™. This is the fifth time Kettering Health Network has been recognized with this achievement. Only three other healthcare systems in the nation have received the award more than five times.

“Everything we do as a faith-based organization centers around how to provide the best care for our patients,” says Fred Manchur, chief executive officer of Kettering Health Network. “This recognition is because of our dedicated physicians, nurses, employees, and volunteers, who provide exceptional, compassionate care to every person who comes through our doors.”

Truven Health Analytics is a leading provider of information and solutions to improve the cost and quality of healthcare. The ninth annual Truven Health 15 Top Health Systems study identifies the top health systems in the United States, based on balanced, system-wide clinical and administrative performance.

Among the key findings in this year’s study: Winning health systems achieved lower ER wait times, higher survival rates, and fewer errors than non-winning health systems.

Additional winning health system performance metrics include:

• **Lower Cost Per Episode:** The 15 Top Health System winners spent 5% less per care episode than non-winning peer systems.

• **Shorter Hospital Stays:** The 15 Top Health System winners discharged patients from the hospital a half-day sooner than non-winners.

• **Higher Patient Satisfaction Scores:** Winning health systems attained average Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) scores that were seven percentage points higher than non-winning peers.

Network Hospitals Excel in Patient Safety

Six hospitals receive top marks in latest Leapfrog Hospital Safety Grade

In its spring 2017 hospital safety score, The Leapfrog Group recognized the following Kettering Health Network hospitals with an "A"—its top grade in patient safety:

• Fort Hamilton Hospital
• Grandview Medical Center
  (includes St. Anthony Medical Center)
• Greene Memorial Hospital
• Sycamore Medical Center
  (includes Kettering Behavioral Medicine Center)

“We are thrilled to receive this recognition by The Leapfrog Group,” says Brenda Kuhn, chief quality officer for Kettering Health Network. “All the hospitals in our network scored above average and rank among the safest hospitals in the nation. These grades demonstrate our continued success in providing quality care to our patients.”

The Safety Grade represents how well hospitals protect patients from errors, injuries, and infections. More than 2,600 U.S. hospitals were graded, and 823 received an “A.”
Celebrating Women’s Wellness

Network hosts Women’s Wellness Day, featuring the Walk for Women’s Wellness

On May 7, community members took part in the network’s Women’s Wellness Day on the campus of Kettering Medical Center.

Kettering Medical Center Foundation’s 23rd annual Walk for Women’s Wellness was the featured event of the day, with more than 1,200 participants. The foundation raised more than $135,000 to support the Women’s Wellness Fund, which helps underserved women in the Dayton area receive lifesaving breast cancer screenings and services.

Since 1995, thousands of women in the Greater Dayton region have benefited from more than $1.6 million raised by this special event. All net proceeds stay in the community and provide diagnostic breast imaging and other women’s cancer services to underserved women. In addition to meeting vital and potentially lifesaving healthcare needs, the Walk for Women’s Wellness honors women who have fought breast cancer.

In addition to the walk, attendees also had the opportunity to tour the Kettering Cancer Center and enjoy cooking demos, a health fair, and family fun activities like face painting and balloon animals.

MatchMD Offers Communication Solutions

Mobile app provides integrated platform for all medical staff

Kettering Health Network is moving forward with implementing the mobile app MatchMD as a network paging, secure messaging, clinical on-call schedule, and ordering solution. Over the next few months, demonstrations and training for clinical end-users, office managers, and other schedulers will be provided, and policies for secure messaging, on-call schedules, paging, and order texting will be reviewed and updated.

Kettering Health Network has worked closely with MatchMD on its new platform to ensure paging integrity, HIPAA compliance, and user ease of use. MatchMD will be made available to all Kettering Health Network medical staff as well as strategic partners including home health and skilled nursing facilities.

MatchMD also has a live operator functionality option and while the network will not be supplying this functionality, physicians and their practices can add on this option for $75 per provider per month.

More information will be forthcoming regarding demonstrations, training, and implementation.

by Charles Watson, DO, Chief Medical Information Officer for Kettering Health Network

If you have questions, call the iSupport Physician Help line: (937) 384-4591 or ext. 44591.

EPIC UPDATE

The network successfully upgraded to Epic 2015 in March 2017. An upgrade to Epic 2017 is planned for the first quarter of 2018. Epic 2017 will allow for better reporting CPC+ and MACRA/MIPS. Infrastructure, storage requirements, and additional upgrades for Epic 2017 are now being implemented.

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If you have questions, contact me at (937) 914-7361 or charles.watson@ketteringhealth.org.
Welcome Providers

Kettering | Sycamore New Physicians and Advanced Practice Providers
February-April 2017

Single Accreditation System Update

Graduate medical education continues move to single accreditation system

Total joint replacement programs recognized for exceptional quality

Kettering Medical Center and Sycamore Medical Center have been designated as Aetna Institutes of Quality (IOQ) for Total Joint Replacement Programs. This designation is effective for three years beginning April 1, 2017. Kettering and Sycamore are recognized as IOQ facilities in Aetna’s online provider directory, helping Aetna members choose facilities that give consistently high-quality and high-value care.

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CARDIOVASCULAR
Patricia Lytle, DO
Kettering Cardiovascular Consultants
(513) 867-3311

DERMATOLOGY
Joel Crockett, MD
Dermatologists of Southwest Ohio, Inc.
(513) 541-0500

DIAGNOSTIC RADIOLOGY
Paul Mogerman, MD
Soraya Ong, MD
Kettering Network Radiologists, Inc.
(937) 397-6306

EMERGENCY MEDICINE
Andrew Lee, MD
Emergency Medicine Specialists
(937) 436-4658

FAMILY MED
Marie Middleton, APRN-CNP
CenterMed Family Practice
(937) 436-3117
Nicole Rodriguez Borasz, APRN-CNP
Zina Marie Ross, APRN-CNP
Primary Care - Dayton
(937) 461-0800

GENERAL SURGERY
Andrew Archer, DO
First Surgical Care
(937) 531-0195

HEMATOLOGY/ONCOLOGY
Ashantice Higgins, MD
Seerin Shatavi, MD
Kettering Cancer Care
(855) 500-2873

IM/ HOSPITALIST
Wagaa Ahmed, MD
Nicole Drez, MD
South Dayton Acute Care Consultants, Inc.
(937) 433-8990
Chalana Gunawardena, MD
Medical Intervent Group, LLC
(513) 618-7430

INTERNAL MEDICINE
Chelsea Long, APRN-CNP
KHN IP Med
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NEONATOLOGY
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Cincinnati Children’s Hospital · Newborn Care Associates
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NEUROLOGY
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Tari Lin Walker, APRN-CNS
Dayton Center for Neurological Disorders
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OB/GYN
Lisa McGarrig, APRN-CNP
Hoye & Wepnin, Ob/Gyn, Inc.
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ORTHOPEDICS
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Cassano Community Health Center
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SURGERY
Melissa Whitmill, MD
Kettering Acute Care Surgery
(937) 395-6010

IMAGING
Kettering Imaging Specialists
(937) 297-6306

Kettering Cardiovascular Consultants
(513) 867-3311

Welcome Providers
Kettering | Sycamore

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The five-year transition from American Osteopathic Association (AOA) accredited graduate education residencies to Accreditation Council for Graduate Education (ACGME) accredited programs for residency and/or fellowship education is well in progress, since the AOA will discontinue accrediting graduate programs as of July 1, 2020. Therefore, all AOA residency training programs lasting four years or longer must have submitted an ACGME accreditation application prior to January 1, 2017, while programs three years in length must submit their ACGME application prior to January 1, 2018.

To engender osteopathic principles within the single accreditation system, approximately 50 osteopathic physicians have been nominated or appointed to various ACGME residency review committees. The ACGME Board of Directors has been increased with the addition of four DOs and a senior vice president of Osteopathic Accreditation. Additionally, two new Osteopathic committees were formed: the Osteopathic Principles Committee and the Osteopathic Neuromusculoskeletal Medicine Review Committee.

The single accreditation system will prepare graduate physicians, both osteopathic and allopathic, with high-quality, consistent graduate medical education while preserving the visibility and utilization of osteopathic practice and principles in osteopathically focused residencies. These osteopathically focused programs will embody a "whole-person quality approach to care including the interrelationship of body, mind, and spirit to improve the population health of the community served as well as fulfill the quadruple aim of better health, better care, at a reasonable cost, with satisfied patients and physicians. Traits such as patient communication, compassion, and empathy will be stressed.

At Grandview and Southview medical centers, all AOA-approved medical and surgical residencies that have equivalence with ACGME review committees have submitted an application for pre-accreditation under our approved institutional sponsor, Kettering Health Network. Pre-accreditation simply means that an AOA-approved residency program has submitted a complete application for ACGME accreditation. Residency program applications found to be in substantial compliance with ACGME standards are granted initial accreditation. Applications not found to be in substantial compliance with ACGME standards will be granted continuing pre-accreditation and will be eligible to revise and resubmit their application for initial accreditation.

Kettering Imaging Specialists
(937) 297-6306

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We anticipate that all of our residency programs will receive ACGME initial accreditation followed by osteopathic recognition, which simply means that we have the commitment as well as the capacity and resources to train residents in the holistic osteopathic approach to patients and patient care. Furthermore, we will have the ability to not only accept osteopathic graduates into our programs but also competitive allopathic graduates who satisfy prerequisite education in osteopathic principles and practice.

By Paul Martin, DO, Chief Medical Officer for Grandview and Southview medical centers.
A surgeon reflects on more than 50 years of medical practice

Dr. and Mrs. Small

If you could travel back in time to the 1960s, when I was a young surgeon, you might be amazed to see how we practiced medicine. Back then, there were no computers, pagers, telemetry, or even oxygen monitors. We didn’t have specialists in emergency medicine, critical care, or vascular surgery. We admitted cardiac patients a week prior to surgery, and kept them in the hospital for two to three weeks afterward. There was no such thing as a joint replacement, so a bad hip or knee would be fused permanently. Because we used flammable anesthetics, we rarely did cauterizations, since they posed a fire hazard.

A private hospital room could be smoking or non-smoking and might cost $10 (semi-private rooms were half price!). Physicians in training weren’t paid very well—an intern working at the county hospital earned $1200 a month. Smoking and might cost $10 (semi-private rooms were half price!). Physicians in training weren’t paid very well—an intern working at the county hospital earned $1200 a month. Smoking was allowed in the hospital. We didn’t have specialists in emergency medicine, critical care, or vascular surgery. We admitted cardiac patients a week prior to surgery, and kept them in the hospital for two to three weeks afterward. There was no such thing as a joint replacement, so a bad hip or knee would be fused permanently. Because we used flammable anesthetics, we rarely did cauterizations, since they posed a fire hazard.

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This summer, Soin Medical Center opened the Dona Sheley Women’s Health Center to offer a comprehensive range of women’s health services in one convenient location.

With the addition of a Kettering Breast Evaluation Center, the center focuses primarily on cancer prevention and detection, featuring a 3D tomography unit, breast ultrasound including ultrasound-guided biopsy and upright stereotactic biopsy, DEXA scan, and Breast Specific Gamma Imaging (BSGI), which uses a tracer fluid and a specially designed gamma camera to produce high-contrast images of breast tissue.

The addition of the center provides a fourth breast diagnostic location within Kettering Health Network and will expedite turnaround time on biopsy results.

The center was designed with patients in mind and offers a comforting, spa-like atmosphere. “The ambiance is soothing and elegant,” says Mary Cockerham, director of Kettering Breast Evaluation Centers. “The goals of the center are prevention, screening, and early detection. If we can provide a welcoming and relaxing environment for patients and combine it with the latest technology, we can improve their experience and outcomes.”

A $450,000 grant provided by Greene Medical Foundation helped make the center possible. “This is an opportunity for those in Greene County and beyond to have state-of-the-art care close to home,” says Jeff Brock, president of Greene Medical Foundation. “Our hope is that it encourages every patient to be proactive in preventative care.”

This February, physicians, staff, and network leaders celebrated the 5th anniversary of Soin Medical Center. The hospital opened in 2012 with 42 inpatient beds.

In the past five years, the hospital has become a Level III Trauma Center and Primary Stroke Center. To meet the growing needs of the community, the Emergency Department was expanded and the fourth and fifth floors were opened ahead of projections. Soin Medical Center also offers services of Kettering Cancer Care and several specialty care centers serving the northeastern Dayton region.

“Over the past five years, Soin Medical Center has grown to become a vital part of the community,” says Rick Dodds, president of Soin Medical Center and Greene Memorial Hospital. “We are incredibly grateful to Raj and Indu Soin for their leadership and generosity that helped make this facility a reality, and we are blessed to have best-in-class employees and physicians who serve our community.”

Most recently, Soin Medical Center hosted a Sounds of Summer community concert, featuring the Dayton Philharmonic. More than 2,500 community members attended the celebration.
In February, Cincinnati Magazine released its 2017 list of the Top Doctors serving the Cincinnati area, which included 11 physicians who serve or have privileges at Fort Hamilton Hospital. The Top Doctors list of 758 doctors in 51 specialties was compiled through feedback from more than 5,000 physicians about who they would trust for medical care.

"Fort Hamilton Hospital is proud that 11 of our physicians have been recognized by their peers as being top in their field," says Michael Mewhirter, president of Fort Hamilton Hospital. "Their service to our community and commitment to our patients is proof once again that we have superior providers extending quality care at our hospital."

Congratulations to the following physicians at Fort Hamilton who made Cincinnati Magazine’s Top Doctors list:

HEMATOLOGY, ONCOLOGY
Ed Crane, MD
Evan Lang, MD

NEPHROLOGY
Ritchie Chiu, MD
Pius Manavalan, MD

NEUROLOGY
Omar Ossmann, MD

ORTHOPEDICS
Krista Migliore, DO

PULMONOLOGY
Rick Sternberg, DO

RADIATION ONCOLOGY
R. Bryan Barriger, MD
John Sacco, MD

UROLOGY
Doug Feeney, MD
Dan Robertshaw, MD

The American College of Surgeons (ACS) has recertified Greene Memorial Hospital in Xenia and Soin Medical Center in Beavercreek as verified Level III Trauma Centers.

"This recognition reflects the hospital’s longstanding commitment to providing Greene County residents with the highest quality trauma care," says Linda E. Bailey, MD, medical director of Trauma Services for Greene Memorial Hospital.

Greene Memorial has the longest standing Level III Emergency Trauma Center in the state of Ohio. Soin Medical Center opened its Level III Trauma Center in October 2012.

“We are extremely proud to receive this acknowledgement from the American College of Surgeons,” says Douglas Paul, DO, medical director of Trauma Services for Kettering Health Network. “Residents in Greene, western Clark, eastern Montgomery, and Miami counties have close access to quality emergency care. The emergency and trauma department staff at Soin and Greene have a high level of expertise in trauma surgery and critical care.”

Verified trauma centers meet the essential criteria that ensure trauma care capability and institutional performance as outlined by the ACS’ Committee on Trauma. This achievement recognizes both trauma centers’ dedication to providing optimal care for injured patients.

Fort Hamilton Physicians Recognized as Top Doctors

Welcome Providers

Soin | Greene New Physicians and Advanced Practice Providers
February-March 2017

Soin and Greene Recertified as Level III Trauma Centers
Welcome Providers

Fort Hamilton New Physicians and Advanced Practice Providers
February-April 2017

Anesthesia
Ryan Hall, APRN-CRNA
TeamHealth-Anesthesia
(561) 623-2021

Cardiology
Syed Najmud, MD
Kettering Physician Network Cardiovascular Care
(937) 323-3053

Emergency Medicine
Lauren Her, APRN-CNP
Fort Hamilton Hospital
Emergency Physicians
(513) 867-2270
Carrie Fairchild, PA-C
Samantha Nuce, PA-C
Leanna Withrow, DO
Team Health - Emergency Medicine
(856) 686-4322

Family Medicine
Jennifer Hill, APRN-CNP
Kettering Physician Network Primary Care
Middletown
(513) 327-5050
Jonathan Hutchison, DO
Primary Health Solutions
(513) 454-1111

OB/GYN
Jennifer Hill, APRN-CNP
Kettering Physician Network Women’s Health
First Choice
(513) 394-4121

Orthopedics
D. Philip Stickney, MD
Howard Sutcliffe, PA-C
Kettering Physician Network Orthopedics & Sports Medicine
(513) 867-5770
Timothy Harman, DO
Orthopedic Associates of SW Ohio, Inc.
(937) 415-9100

Palliative Care
Margaret VonBusch, APRN-CNP
Carebridge Palliative Care Services
(513) 328-8150

Primary Care
Chelsea Long, APRN-CNP
Hospitalist
(937) 395-6666
Leah Avera, MD
KPN Primary Care Middletown
(513) 217-5850

We’ve Moved

LIBERTY POINTE WOUND CENTER NOW OFFERING SERVICES AT FORT HAMILTON HOSPITAL

The Liberty Pointe Wound Center has been proud to provide your patients with expert wound care. In order to continue offering top-quality care, the wound center has expanded services and moved to Fort Hamilton Hospital.

If you have any questions about patient referrals, please call the Fort Hamilton Wound and Hyperbaric Center: (513) 867-3166.

Hematology/Oncology
Ashamaka Higgins, MD
Kettering Cancer Care
1-855-500-2873

Orthopedics
D. Phillip Stickney, MD
Howard Sutcliffe, PA-C
Kettering Physician Network Orthopedics & Sports Medicine
(513) 867-5770

Palliative Care
Margaret VonBusch, APRN-CNP
Carebridge Palliative Care Services
(513) 328-8150

Primary Care
Chelsea Long, APRN-CNP
Hospitalist
(937) 395-6666
Leah Avera, MD
KPN Primary Care Middletown
(513) 217-5850

Megan Bonk, PA-C
James Burkhardt, DO
Craig Critchley, DO
Linda Davidson, APRN-CNP
Kendall Erdahl, DO
Carle Garber, FNP
James McKinney, DO
Jessica Stager, PA-C
KPN Primary Care Upper Valley
(937) 339-5355

Trauma
Melissa Whitmill, MD
Kettering Acute Care Surgery
(937) 395-6010

Congratulations

Congratulations to the following Kettering Physician Network primary care practice locations for achieving NCQA PCMH Recognition, Level 3:

- Indian Creek – Oxford
- Englewood
- High Street
- Indian Creek – Ross

Save the Date
Kettering Physician Network Employee Family Picnic
Young’s Jersey Dairy
September 24
Clinician Burnout: Identifying the Problem, Part 1

As a member of the Ohio Hospital Association Physician’s Executive Council, I had the privilege of attending our most recent quarterly meeting, where we discussed physician burnout and ways to address its causes and effects. This article will address burnout screening, and next quarter we’ll look at options that are available for burnout intervention.

A pervasive problem

Provider burnout affects patient quality, patient safety, and provider and overall health care system productivity. It also impacts recruitment and retention of physicians and advanced practice providers alike. Consequently, clinician burnout is a large problem for healthcare delivery systems. National studies, including one published by the Mayo Clinic in 2015, list the average physician burnout rate at more than 54%. That rate has been on the rise and the highest rates by specialty are:

<table>
<thead>
<tr>
<th>Specialty</th>
<th>Burnout Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Medicine</td>
<td>72%</td>
</tr>
<tr>
<td>Urology</td>
<td>64%</td>
</tr>
<tr>
<td>Family Medicine and PM&amp;R</td>
<td>63%</td>
</tr>
<tr>
<td>Radiology</td>
<td>61%</td>
</tr>
<tr>
<td>Orthopedics</td>
<td>60%</td>
</tr>
<tr>
<td>Internal Medicine</td>
<td>59%</td>
</tr>
<tr>
<td>Neurology</td>
<td>58%</td>
</tr>
<tr>
<td>Dermatology</td>
<td>57%</td>
</tr>
</tbody>
</table>

It should come as no surprise that physician burnout has become a major concern in Ohio and nationally. The Advisory Board lists this as one of the top 10 challenges that need to be addressed by healthcare executive teams to remain successful.

Causes

In “The Truth About Burnout,” Christina Maslach, PhD, and Michael Leiter, PhD, identified several recurring themes during their more than four decades of research. They observed that imbalances in six main areas can lead to burnout:

1. Lack of control over workflows, processes, and responsibilities
2. Insufficient rewards not limited to just monetary compensation
3. Lack of shared values and sense of community in the workplace
4. Absence of fairness especially the absence of fair processes
5. Conflict in values between the individual and the organization
6. Workload or work overload perceived to be unsustainable

The striking fact about their research is that workload, or the amount of work that must be done in a specific time period and with sufficient resources, is only one of the six "mismatches" and may not even be the most important. The other reality is that burnout mismatches are a bigger indictment against the overall system than they are about individuals. Consequently, the best and most effective solutions will include actual improvements in the healthcare system, as well as provide better resources to help individuals cope with those issues that are unlikely to change.

Like many potential provider impairments, burnout is insidious if left unchallenged and particularly difficult to recognize. There has also been that all too common tendency to identify burnout as an individual's personal disorder rather than a symptom of coping with a much larger systemic matter. This has resulted in too much “shame and blame” over individuals hemmed by burnout. As with any issue that could be identified as a barrier to performance, most practitioners fear stigma and loss of license, lack time to seek help, and face unwillingness to self-identify and use available support.

Identifying the scope

As current chair and longtime member of the Kettering Medical Center Wellness Committee, I can corroborate the difficulty we have had in identifying providers with whom we would enthusiastically connect to sources of relief and healing. In order to, at a minimum, identify the burnout rate and pervasiveness, some hospitals and healthcare systems in Ohio give burnout surveys as part of their re-credentialing or employment packets but not requiring them to be submitted, while others include burnout questions in their engagement surveys that are tabulated anonymously by a third-party survey sponsor.

At our most recent quarterly meeting of the Ohio Hospital Association Physician’s Executive Council, we looked in depth at four available surveys that aim to identify potential burnout. While our ultimate goal was to recommend a survey for widespread use by providers associated with OHA member hospitals and systems, it would be useful for anyone reading this article to take one of the surveys for personal use. We found that the two best options for ease of use are the Mini Z Burnout Survey, sponsored and copyrighted by the American Medical Association, and the Abbreviated Maslach Burnout Inventory, both of which are available online.

Next steps

Once burnout is identified and is progressing faster than impending or existing system solutions, what next? Many CEOs, CMOs and COOs recognize that burnout is a vast problem, but far fewer have a solid approach or solution to this issue that would impact the system-wide causes of burnout or the individual aspect of coping.

Search online for the Mini Z Burnout Survey or Abbreviated Maslach Burnout Inventory, and take the survey. Willing to share your experience with facing burnout or recommend solutions? Email physicianquarterly@ketteringhealth.org to share your thoughts.
You Are Invited

NETWORK MEDICAL STAFF DINNER

Wednesday, September 20, 2017 • 6-8 p.m.
KMC/SMC and Soin/GMH Medical Staff Members Quarterly Staff Meeting at 5 p.m.
Marriott at the University of Dayton
1414 South Patterson Boulevard, Dayton

Keynote Speaker: Timothy McDonald, MD, JD

RSVP at khnmedicalstaffdinner.org