

# Health Update

*Caring for Our Communities*

Spring 2012

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## Emergency Medicine with Personal Touch

### Also Inside:

Cancer Care Center Expansion  
Brings New Era

Physician Focus

# Meeting Local Health Care Needs

UVMC is committed to meeting the ever-changing needs and growing demand for quality health care services in our communities. Here is an overview of some of the major services provided by our local health system last year:

Inpatient Admissions.....	7,289
Emergency Department Visits.....	42,693
Surgeries.....	9,151
Babies Delivered.....	689
Laboratory Tests.....	571,308
Imaging/Radiology Procedures.....	110,554
Cardiopulmonary Procedures.....	122,760
Sleep Lab Procedures.....	483
Cardiac Cath Lab Procedures.....	388
Cancer Care Visits.....	16,807
Dialysis Treatments.....	10,602
After Hours Care Visits.....	9,015
Rehabilitation Services Visits.....	48,323
Occupational Health Procedures.....	35,387
Behavioral Health / Outpatient Visits.....	8,056
Behavioral Health / Inpatient Admissions.....	1,748

A healthy community starts with access to affordable health care services, and includes much more. Upper Valley Medical Center serves the area in ways that go beyond the provision of health care, including millions of dollars in jobs, taxes and other benefits.

**More than \$36 million in charity/uncompensated care** was provided by UVMC last year, along with a host of community health outreach programs that go beyond traditional medical care. UVMC provided support to the Health Partners Free Clinic and offered a local charity care program to help uninsured/underinsured Miami County patients who do not qualify for other assistance.

Thousands of individuals throughout Miami and the surrounding counties benefit from UVMC's **health-focused programs** including health fairs, wellness screenings, fitness classes, support groups, speakers presentations and other educational programs. In addition, free blood pressure and glucose screenings continue to be provided monthly at community sites. For a schedule of dates/times/locations, call CareFinders at **1-866-608-3463**, or email us at **UVMC.com**.

## Serving Our Communities



We are pleased to bring you this edition of Health Update to keep you informed about ongoing enhancements to services, facilities, technologies and overall quality patient care at Upper Valley Medical Center.

The UVMC family has had an exciting spring with opening of our expanded Cancer Care Center and new John J. Dugan Infusion Center (see pages 5 and 6). More than 400 individuals from the community and the UVMC family attended open house events at the Center in April. We are extremely grateful to the UVMC Foundation and the Dugan family for their generous support of the expansion project, which truly takes local cancer services to a new level of advanced, patient-oriented care.

Also this spring, UVMC completed a hospital Main Lobby renovation project which allowed us to add a new Winans Coffee Shop, expand our Gift Shop and reconfigure our patient welcome/reception area for better visibility and access. With all of these projects, the response from patients and the community has been very positive.

Along with upgrading facilities and technologies, UVMC and all of the Premier Health Partners (PHP) are more committed than ever before to enhancing the quality of the patient experience and assuring the most positive outcomes possible. Major initiatives have been launched to improve communication with patients and between caregivers. Being clinically competent as a health care provider is not enough. Patients and their families need to see and feel that they are at the center of every interaction while in our care.

I would like to express deep appreciation to the UVMC family – our employees, physicians and volunteers – whose dedication to quality, compassionate care is what will continue to make the difference for the patients and families we serve.

Sincerely,

Thomas R. Parker

President & CEO, Upper Valley Medical Center

# Physician Focus:

## Katherine Bachman, MD, Obstetrics & Gynecology



Katherine Bachman, MD, had her eye on another medical specialty until experiencing the obstetrics

rotation through Case Western Reserve University School of Medicine.

“I fell in love with it,” Dr. Bachman recalled. “I thought, ‘This is amazing, to deliver a baby is amazing.’ It is an experience you do not have in any other area of medicine.”

Dr. Bachman grew up in the Cleveland area and earned a master’s degree in biology from Boston College before attending medical school at Case Western Reserve in Cleveland. She worked in a neuroscience lab during the first two years of medical school before taking a year off to perform research at National Institutes of Health after being accepted into the Health-Howard Hughes Medical Institute-National Institutes of Health Research Scholar’s Program.

After medical school, she stayed in the Cleveland area for residency in Obstetrics and Gynecology at MetroHealth Medical Center and The Cleveland Clinic Foundation, and then took a position with a medical practice in New Hampshire.

Following the birth of her daughter, Katie, Dr. Bachman and husband Rob Fleming returned to Ohio, with Dr. Bachman practicing in St. Marys.

When she joined **Upper Valley Women’s Center** last year, Dr. Bachman brought more than 10 years of OB/Gyn experience.

She said she enjoys the small community feel offered by practicing in Miami County, but also the advanced technologies and resources available to physicians at Upper Valley Medical Center.

“I love the interaction with patients. I like that small town, family feel,” Dr. Bachman said. “I think it is important for patients to feel you are listening to them, hearing them. They need to know that somebody listened.”

Dr. Bachman also enjoys teaching, serving as an assistant clinical professor at the University of Toledo College of Medicine.

And she continues to learn herself, now focusing on robotic surgery through Premier Health Partners and the da Vinci Epicenter Program at Good Samaritan Hospital in Dayton. After observing robotic surgery and training on a simulator, she’s excited about the possibilities robotic surgery offers.

“I think that women need minimally invasive options. The robot will open up new dimensions with more advanced cases,” she said.

When she’s not at work, Dr. Bachman likes to focus on family, home and catching up on her sleep. “I like being Mrs. Fleming and Katie’s mom,” she smiled.

Upper Valley Women’s Center is an Upper Valley Professional Corp. practice with offices in Troy, Piqua and Tipp City. To learn more, call **(937) 773-0428**.

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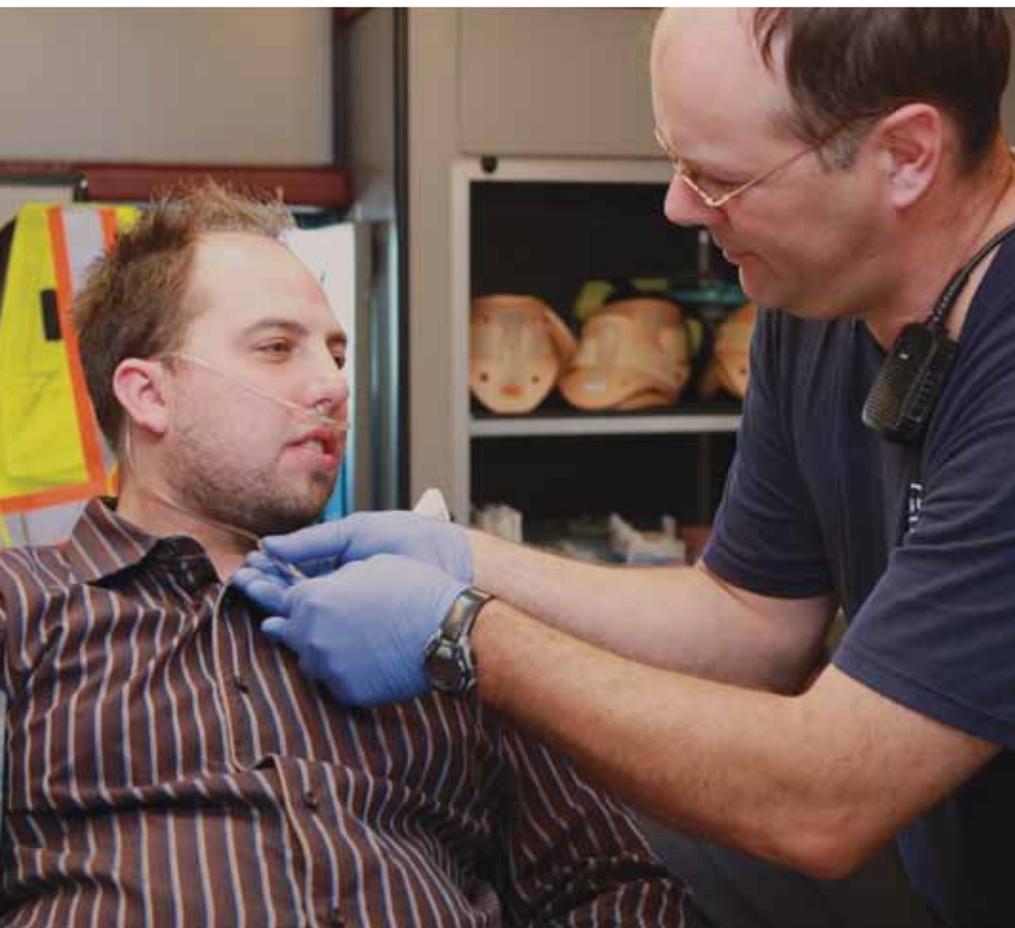
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# Emergency Medicine with Personal Touch



The Emergency Department professionals at UVMC are more highly credentialed and have access to more advanced technology than ever before.

When it comes to medical emergencies, you can trust that you or a loved one will be in the right hands at UVMC today.

The Emergency Department professionals at Upper Valley are more highly credentialed and have access to more advanced technology than ever before.

The ED physicians, while local doctors, are part of a national provider of emergency medicine. They and the

highly experienced nursing team have continued to raise the bar in the UVMC ED to assure safe, effective emergency services that patients expect and deserve. From solid relationships with area emergency squads to advanced triage protocols to get patients the care they need more quickly, the dedicated ED team is ready to handle most any emergency need.

**And as part of the Premier Health Partners** network, UVMC has the advantage of important direct access to trauma center emergency services at other PHP facilities if needed.

As Dee Mullen, RN,BSH,MHA, director of Emergency Services at UVMC, said, “We treat any emergency here, and if a patient needs to be transported, we are able to do that quickly and smoothly.”

In an emergency, it is most important to get to the nearest hospital ED and let the medical professionals make the life-saving decisions.

“Even if it requires cardiac intervention or a trauma center, we are very efficient at stabilizing the patient and arranging the transfer should it be needed,” said Ivy Thoman, RN,MS,ACNS,CEN, clinical nurse specialist.

## Reducing Wait Times

A new initiative at the UVMC ED called Pull ‘til Full has emphasized that triage (determining medical priority) is a process, not a location. “We triage the patients while they are waiting. So the lab results can be ready and waiting when the doctor sees them. This speeds up the process,” said Cheryl Meyer, RN,MSN, Nursing Team Manager.

“We implemented this about a year ago, and it has been a huge patient satisfier.”

Closely related to the Pull ‘til Full initiative is **Advanced Triage Protocols** now used at UVMC. While patients are



waiting, certain treatments can start. There is a pre-approved list of orders for specific ailments that can be done in order to hasten the patient's experience in the ED.

Less dire cases are routed to Minor Care. "For those patients who fall into the category of minor injuries or illnesses, we send them to Minor Care where they will be treated quickly. The type of conditions seen at Minor Care include rashes, fevers, sore throat, ear aches, pink eye, sprained ankles," explained Mullen.

UVMC works with the area emergency squads to provide them education and training and help squad members maintain and update their certification. This is an important service because many patients arrive via ambulance, and a good working relationship with the various squads' personnel makes the whole process more efficient for the patient and the ED staff.

Many people are familiar with the expression "Time is muscle" when discussing a heart attack. The time it takes to open up the blockage and restore blood flow is crucial in saving heart muscle. This should begin at the nearest hospital. The professionals at UVMC are trained to make the difficult decisions of whether to admit a patient or transfer the patient.

As part of Premier, UVMC has an established working relationship with Miami Valley and Good Samaritan hospitals. Should a patient need to be taken to either of these hospitals,

transfer via CareFlight, mobile ICU or other emergency transport can quickly be arranged.

UVMC also has its own patient transport ambulances stationed at the ED for use as needed.

**All the physicians at UVMC's Emergency Department are Board Certified** in emergency medicine, or Board eligible, noted David Cohen, MD, Medical Director of the ED.

The nursing staff is ACLS (advanced cardiac life support) and CPR (cardiopulmonary resuscitation) certified. The staff is also PALS (pediatric advanced life support) certified. UVMC has a collaborative agreement with Children's Medical Center in Dayton to provide clinical expertise in advance practice pediatric nursing.

"We see a lot of pediatric cases. In fact, 17 percent of our visits are pediatric. For pediatric cases that are less severe, we can admit them right here,"

*(Continued on back page.)*

## Reassuring Caregivers Make a Difference

Robyn Groshek, 32, was just eight weeks pregnant with her second baby. After a routine Pap test, she experienced bleeding. Initially she wasn't terribly concerned but as it continued and worsened over a couple of days, she became alarmed.

"My sister had had a miscarriage and I was very worried about that," said Robyn. She phoned her husband at work in Sidney and shared her concern. "He left work and came straight home. We called my doctor who said to get to the emergency department right away."

Robyn's father-in-law arrived to baby sit 17-month-old Lucy. The Grosheks checked in at the UVMC Emergency Department, and Robyn recalls waiting less than five minutes.

**"They were so calming and friendly.** The first thing they did was give me a warm blanket. It was a great experience."

The physician examined Robyn and determined immediately the baby was fine and it was simply irritation from the Pap test. Robyn said her doctor's calm, confident demeanor immediately made her and her husband relax.

"I remember her name was Dr. Eaton and my nurse was Deb. They were terrific. I felt like I was their only patient. They never made me feel rushed." Robyn said a volunteer even walked her husband to where he could get Robyn a cup of ice chips. "Little things like that make UVMC so nice."



Robyn's other experience at UVMC was the birth of her first child, Lucy. "With number two due in July there is no question we'd go to UVMC. Our experience there has been great. It's a clean, modern hospital that's close and comfortable. We don't feel overwhelmed when we're there."



# Cancer Care Center Expansion Brings New Era



Cancer care is entering a new era at Upper Valley Medical Center. An expanded, renovated Cancer Care Center opened its doors to patients this spring. The two-story Center offers significant enhancements to patient convenience and comfort as well as the latest in technological advancements.

“Every step of the way in the process to build this center has been focused around what the patient will experience and how we can make that warm and inviting,” said Jean Heath, Director of the Center. “We listened to our patients and looked at what we could do to enhance their experience.”

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## Highlights of the expansion include:

- Separate entrance providing convenient main level access and greater privacy for cancer patients.
  - Individualized infusion rooms with new amenities for enhanced comfort and privacy.
  - Second linear accelerator offering more flexible scheduling for patients receiving radiation therapy treatments.
  - More individual consulting rooms for greater privacy and confidentiality.
  - Healing garden providing a natural, calming environment for peaceful reflection and spiritual healing.
  - Family hospitality center with a library offering helpful information via books, DVD/CDs and Kindles.
  - Centralized offices that bring together from other hospital locations those working in Cancer Care Center roles such as palliative care, clinical trials and advanced clinical oncology.
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The centerpiece of the Center's first floor addition is the John J. Dugan Infusion Center, which honors the late John Dugan, an area businessman and Miami County commissioner who was treated at UVMC before his death to cancer in 2003. Mr. Dugan's family chose to honor him through an annual fundraiser and ongoing support of the Cancer Care Center.

The Center provides infusion treatments for cancer (chemotherapy, biotherapy, hormonal therapy, etc.) and other infusion treatment for prescriptions such as antibiotics, iron, Remicade, etc. Previously infusion treatments were administered in two rooms that served up to eight patients. The Infusion Center now has 10 individual rooms, each with sliding doors for privacy, a heated massage chair for the patient, a TV and a window overlooking the healing garden.

"The healing garden is beautifully landscaped to include year-round color and attract garden visitors such as butterflies," said Heath. "To allow patients to go outside and sit where they can still be monitored and be in a safe environment is wonderful for the patients as well as their loved ones."

The two-phase expansion project provided space for the Center's second linear accelerator added last year, as well as a dedicated CT scanner. "These greatly improve the patient's experience here in the Cancer Center," said Radiation Oncologist, Ronald Setzkorn, MD.

The Center's new lobby features a donor wall giving recognition to major individual donors along with the UVMC Foundation and the Stouder Foundation whose contributions helped fund the \$11 million expansion project.

"The generous support from our community was instrumental in making this Cancer Center a reality," said Kathie Scarbrough, Executive Director of the UVMC Foundation. "The ongoing support from so many individuals and organizations supports UVMC special patient care programs, community outreach and education programs."

Surgeon Stewart Lowry, MD, Cancer Liaison Physician, said the Cancer Center project helps provide for further expansion of services as needs continue to grow. "This center is very top notch – a very modern facility," Dr. Lowry commented.

"The UVMC Cancer team is honored to be part of a hospital system that has really set the bar high in ensuring that cancer care will be in this community for a long, long time," Heath added.



"Every step of the way in the process to build this center has been focused around what the patient will experience and how we can make that warm and inviting."

– Jean Heath,  
Director of the Center



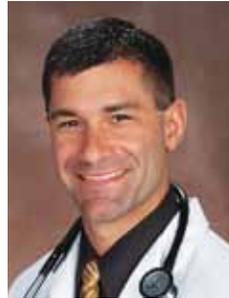
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### *(Emergency Department... continued from page 4)*

said Thoman. “We have a very good relationship with Children’s in Dayton, and can facilitate emergency transport if a higher level of pediatric care is needed.”

The ED staff has received HazMat training and is required to complete annual competencies throughout the year. “There is quite a bit of learning going on here all year long,” said Thoman.

**An electronic medical record system called EPIC** recently integrated at UVMC has helped to make the ED more efficient. In addition to enhanced direct communication with hospital departments and other providers, primary care physicians and specialists

can have the option of linking into EPIC to see first hand what their patients are experiencing in the ED. EPIC virtually ties all the parties together with the click of a mouse.

Technology is an important tool, but it is the experienced ED professionals at UVMC that make the care. If added together, the years of experience available in UVMC’s ED add up to over 640. With this experience come wisdom and discernment. Often confidence, familiarity and common sense in an uncommon and often, uncomfortable, unfamiliar environment are reassuring attributes.

Along with the medical caregivers, licensed social workers are available in

the ED round-the-clock to provide assessment and support for potential behavioral health patients and assist with others experiencing emotional distress.

In Miami County and the surrounding communities, advanced technology and medical expertise are a given, but it’s the people who define the quality of life, values and priorities. And it’s the people who define the culture at UVMC.

“It’s literally family and friends caring for family and friends,” said Meyer. “There’s a small-town warmth and genuine caring here that you might not find elsewhere. That’s what people are going to see and feel at our ED.”