

Jan./Feb. 2008

## Upcoming Events

**American Heart Month**  
American Heart Association

**Six-Month Performance Reviews**  
Due in Feb./March

**Coming March 13 -16**  
TriHealth Fitness & Health Pavilion hosts the Colossal Colon health fair and symposium. Learn to combat colorectal cancer and other diseases of the colon. Call (513)254-9625 or visit [www.colossalcolon.com](http://www.colossalcolon.com)

## Milestones

Happy employment anniversaries to the following Group Health employees:

**Barbara M. Volk**, Administration—Medical Coding, 20 years

**Heidi A. Godbey**, Patient Accounting, 15 yrs.

**Julie A. Rowshed**, Clifton Rehab Medicine—Physical Therapy, 15 yrs.

**Paula Ann Rubin**, Clifton Radiology, 15 yrs.

**Donna J. Hoffman**, Western Hills Radiology, 10 yrs.

**Lynette Enoch**, Clifton Rehab Medicine—Audiology, 5 yrs.

**Madonna S. Lewis**, Kenwood Front Desk Operations, 5 yrs.

**Thank you for your dedicated service!**

## Focused, Disciplined Growth

Recently, the City of Mason announced plans to partner with TriHealth and Group Health Associates in developing an innovative new healthcare facility on the Mason City campus. The expanded structure will include 30,000 square feet – more than two-thirds of which will be occupied by Group Health Associates. The wellness/medical facility adjacent to the existing community center will include primary care physicians and specialists. In addition, rehabilitation and post-rehabilitation care, including physical therapy, will be integrated with the existing fitness center.

The construction doubles the current Group Health presence in Mason, both in square footage and in the number of physicians who will eventually practice there. The facility will be part of the Mason City campus, which includes a state-of-the-art community center and Mason High School. Plans call for breaking ground before June 30, with construction to be completed by that date in 2009.

Being chosen to partner with this rapidly growing city is a huge achievement, said Tim Gramman, Group Health Associates chief operating officer. “We competed with many other healthcare organizations on this, and our proposal won out.”

The significance goes far beyond winning a contract, he noted. The project also validates Group Health’s quality initiatives. “It shows we have done a good job of optimizing our existing facilities, which in turn allows us to plan for growth,” he said, noting renovations in Norwood and Kenwood’s first floor. “We’ve earned the credibility by our focused, disciplined growth to start thinking about new facilities. This Mason building is the start of an exciting stage of growth for Group Health.”



*Front desk specialist Tamara Jump finds the renovated Kenwood reception area much more efficient. The changes in Kenwood’s first floor areas are part of the organization’s disciplined approach to facilities.*

Mason is a key location for the plan of disciplined, focused growth, said Gramman. “This will be a prime facility in a prime location and a prime marketplace – one of the fastest growing communities in the area. I don’t think we could find a better spot for significant growth.”

### Existing Facilities Renovated, More to Come

The plan was announced just as Group Health completed renovations of its facilities at Kenwood and Norwood. “We’re very pleased with the completed Norwood project that has shrunk the administrative space in half,” said Gramman, “and we are putting the finishing touches on the complete renovation of Kenwood’s first floor.” At Kenwood, Group Health consolidated services from two buildings to one.

Gramman noted 2008 will also focus on other facilities, as well: “We continue to work with TriHealth to plan for the future of the Clifton Group Health office, with a new facility in mind,” he said.

## Above & Beyond: Stories of Excellence in Patient Care

Mike Koellhoffer’s mother-in-law lost her heart medication during holiday travel from Belgium. Mike figured he could get the medication supplied in Cincinnati, but a call to Clifton Urgent Care found that the beta-blocker was not used in the U.S.

**Andrew Theuerling, LPN**, answered the call that night and promised to call Koellhoffer back after speaking to the physician on duty, **Aaron Kay, MD**. “Frankly, as it was Dec. 23rd, I was not real hopeful,” remembered Koellhoffer. True to his word, Theuerling made an appointment with Dr. Kay for that evening.

Dr. Kay examined her and prescribed a different — and according to Koellhoffer even more effective — beta-blocker. “I was impressed with the professionalism, efficiency and warmth shown us,” wrote Mr. Koellhoffer in a letter. “You can be sure this story has helped build my family’s loyalty to Group Health and we deeply appreciate your quality associates like Mr. Theuerling and Dr. Kay.”

*Do you have a story showing excellence in patient care? Email Teri Gaskin at [Teri\\_Gaskin@trihealth.com](mailto:Teri_Gaskin@trihealth.com).*

## Physician Update

Group Health welcomes three new physicians: **Jacqi Angles, DO**; **Samira Kayumi, MD**; and **Christine Smith, MD**. We also congratulate **Kira Ann Zimmerly, MD** on her certification by the American Board of Pediatrics.

**Jacqi Angles, DO**, pulmonologist, will share on-call duties for patients at Mercy Mt. Airy and Mercy Western Hills. After graduating from the Philadelphia College of Osteopathic Medicine, she completed her residency in internal medicine and pediatrics and completed fellowships in pulmonary/critical care and sleep medicine. She is certified by the National Board of Osteopathic Medicine.

**Samira Kayumi, MD** will start seeing pediatrics patients in Clifton in March. She earned her MD at Ross University School of Medicine in Dominica, followed by residency in categorical pediatrics at Long Island College Hospital/Beth Israel Medicine Center. Dr. Kayumi is board eligible for the American Board of Pediatrics.

**Christine Smith, MD** will see Physical Medicine and Rehabilitation (PMR) patients at Clifton and Kenwood. She received her MD from the University of Cincinnati and completed her residency in PMR at the University of California Irvine Medical Center where she has been Chief Resident in PMR.

## Advancements & Certifications

### Promotions

**Michele Brakie** – Coding & Compliance Manager

**Sharon McClung** – Practice Manager, Springdale

### Certifications

**Jennifer Colyer** – Certified MA (CMA)

*If we missed your promotion or certification, email the details to Teri Gaskin at [Teri\\_Gaskin@trihealth.com](mailto:Teri_Gaskin@trihealth.com)*

## Imaging Department — a Picture of Health

The Imaging (Radiology) Department at Group Health Associates boasts an impressively low turnover rate among employees, said manager Ron Weitze.

And that's good news for patients, the organization and for Ron. With an average of 12.5 years of Group Health employment, the Imaging staff "makes my job easier," he said. "As a manager I'm confident the staff members know what they're doing and they're comfortable bringing their questions, suggestions or problems to me. We run the department collaboratively," said Ron. "Participative management is what I like to call it."

The department includes 37 employees, including radiologic technologists, mammographers, ultrasonographers and x-ray front desk specialists at six locations: Anderson, Clifton, Kenwood, Mason, Springdale and Western Hills.

### Keeping Up with Technology

X-Rays are used most frequently in orthopedics, chest and gastrointestinal studies, said Ron. Because imaging is critical for diagnosis, healthcare must keep up with the latest developments.

Mammography at Group Health now features the use of CAD – computer-assisted diagnosis. CAD offers a second-look for all screening mammograms, an additional step that can yield improved detection of potential breast cancer. Group Health's CAD capabilities have been strengthened by the R2 Image Checker® technology.

Ultrasound is a mainstay of obstetrics care and is also used for general images of the abdomen and pelvis. According to Ron, the addition of two new ultrasound machines will give Group Health 3-D capability for better looks at higher resolutions. The two

newest machines are headed for Western Hills and Mason, bringing all the locations up to the same high level of technology.

### Streamlining the Process

In 2007, the department performed approximately 55,000 procedures. Most of them are read by radiologists with reports sent to the ordering physicians. In some of the specialty areas, films are interpreted by the specialist provider. There's good news there, too, as the process has been made more efficient by moving to E-Script for transcribing the imaging reports.

"Over the last six months, in cooperation with the transcription department, we've made significant improvements in turnaround time," Ron reported, an effort that has translated into improved care and greater customer satisfaction.

### Kenwood's New Practice Administrator

Group Health Associates welcomes **Terry Miller, RN**, newly hired Practice Administrator at Kenwood. A TriHealth employee since 1972, she has most recently managed TriHealth's three perinatal diagnostic units, its midwifery practice and several physician practices along with support services for all these areas.

**Joni McElroy**, director of clinical operations for Group Health, noted that Terry has been responsible for developing and implementing innovative initiatives at TriHealth. "Her inside knowledge of TriHealth practices will be very valuable to all of Group Health Associates," said Joni.

Terry will begin this position in **March**.

## Good Samaritan Outpatient Center at Glenway

Good Samaritan Outpatient Center at 6350 Glenway Ave., just across from Western Bowl, offers convenient services to those patients who cannot be accommodated at Group Health offices. Routine labs and x-rays are available from 8 am – 5:30 pm M-F and 8 am – 12 pm Sat. No appointments are needed, just a doctor's order, and service is walk-in. Those patients who want to schedule an appointment anyway can call 513-569-6602.

Note: the Center's current open MRI will be

replaced in May, 2008, by a closed one. To schedule an MRI, call 513-661-2010.

### Other services offered at this facility:

- Mammography M-F
- Non-OB ultrasounds MWF
- Dexascans M-F
- Electrocardiograms
- Pulmonary functions varied days
- Physical therapy (Call 362-5741 to schedule)  
Mon.-Thur. 7 am - 5:30 pm  
Fri. 7 am - 4:30 pm