Accessing personalized care

Ohio State employees and their family members have expressed appreciation for an access policy that quietly went into effect in January. As of January 9, the 48-hour access policy of Ohio State’s Wexner Medical Center is available to all OSU Health Plan members.

Here’s how the policy works: If an OSU Health Plan member visiting an Ohio State family physician is referred to a specialist, that patient will be offered an appointment with an Ohio State specialist within the next 48 hours. The patient has the option of seeing the specialist quickly or choosing a later appointment.

Prior to this policy, OSU Health Plan members were seen on a first-available basis, which could result in a longer wait time.

“The 48-hour access policy is an example of our patient-centric approach to health care that we provide for our patients every day. This policy is a specific commitment to all of our Health Plan members and emphasizes our commitment to health and wellness,” explains Steven G. Gabbe, MD, CEO of Ohio State’s Wexner Medical Center.

But for Ohio State…
When the doctor is a patient

Walter Roehll, MD, a respected cardiologist from Middletown, Ohio, had experienced intermittent heart palpitations, an unusual sensation sometimes described as a “racing heart.” He recalls that he wasn’t too concerned because the palpitations would always stop. However, one day when the active 81-year-old came home from his usual run, he felt oddly light-headed.

Roehll took his blood pressure and saw that it was low. Knowing that something was wrong, he told his wife they should go to the local Emergency Department. When they arrived, Roehll instructed the staff to run an ECG on him. The technician had just hooked him up to the ECG when Roehll heard: “Code 99!”

He knew that Code 99 was an emergency signal for staff to immediately aid a patient. But it wasn’t until medical staff rushed to his bedside that Roehll realized he was the patient in trouble. A glance at the ECG monitor revealed that his heart was beating 180 times per minute, an indication that the heart condition was serious.

“It usually deteriorates into a more fatal situation,” explains the cardiologist about his own condition.

Fortunately, Emergency Department staff were able to get his heart back into a more normal rhythm. Once he was stabilized, Roehll was checked into the hospital for further testing.

Roehll knew that his fast heart rate, termed ventricular tachycardia, could be life-threatening if not treated. From the hospital, Roehll called his friend William Abraham, MD, director of Ohio State’s Division of Cardiovascular Medicine. Roehll had confidence in Abraham and had referred his own patients to the Ohio State physician.

Roehll visited Abraham, who asked Ohio State cardiac electrophysiologist Raul Weiss, MD, to assist. The decision was made to implant a defibrillator to take care of the heart irregularities even though testing did not reveal the source of the heart problem.

Back in Middletown, the defibrillator activated as needed to help control Roehll’s irregular heartbeat. However, the cardiologist decided to return to Ohio State, determined to uncover the source of his heart ailment.

When Ohio State’s electrophysiology team discovered the source of Roehll’s heart irregularity, even the Middletown cardiologist was surprised by its unusual location.

“Usually it’s on the inside of the heart, but mine was on the outside of the heart,” he explains.

Roehll was pleased that the Ohio State electrophysiology team was able to isolate the problem and fix it — all in one procedure.

“Ohio State practices medicine the way it should be practiced,” says Roehll.

Since the procedure, Roehll keeps in touch with his Ohio State heart team by phone. Holding a state-of-the-art monitoring device over his heart, Roehll transmits heart data to Ohio State for review via phone lines. Meanwhile, his heart function has improved and he’s back to his active lifestyle and caring for his own patients.

Learn more about patient stories that illustrate the remarkable care provided every day by the staff of The Ohio State University Wexner Medical Center at medicalcenter.osu.edu.
Since its founding in 1985, the Service Board of Ohio State’s Wexner Medical Center has worked tirelessly to support medical research and education and to enhance the patient care experience.

Today, more than 250 Service Board members offer positive support to our patients through numerous volunteer and fundraising activities. Members stay current with advances at Ohio State’s Wexner Medical Center through general meetings so that they can act as community ambassadors for our Medical Center. Guest presenters at recent Service Board meetings have included Martha Gulati, MD, on women’s heart health; Joanne Lester, PhD, CRNP, on cancer survivorship; and Candace Hartzler, LIDC, on the effects of addiction on families.

Members also conduct or support service activities such as Community Day, Burn Unit golf outing, Rhodes Hall Plaza lighting, Breakfast with Santa for staff and families, and holiday stockings for newborns.

In addition, money is raised through membership dues; football parking at the Martha Morehouse Plaza; jewelry, book and flower sales; and special events. To date, the Service Board has contributed more than $1 million that has translated into much needed and appreciated benefits for those we serve.

Financial support is provided for scholarships, the Patient & Family Emergency Fund (through the Tree of Lights campaign) and department grants that enhance patient care and satisfaction. In 2011-12, the Service Board funded 49 grants totaling $63,989. For 2012-13, 49 grants have been funded totaling $68,829.

Becky Coffey, RN, of Ohio State’s Burn Center ($5,000):
This grant reduces the camping fee for burn survivor family camp, which provides the opportunity for burn survivors and their families to meet and interact with other families of survivors in a supportive atmosphere. A burn survivor who completed a high ropes course stated, “I never thought I could climb that tower. I was able to show my kids that I could and that I am still the dad who can do things with my children despite my burns.”

Leslie Moore, RN, of Head and Neck Cancer Services ($3,300):
I am so appreciative of the funding for the humidifiers. I gave one to a patient who is a veteran. He was so appreciative to receive it in hopes of helping with his mucositis from radiation treatments. His wife teared up because she is trying so hard to take care of him, and this gave her a glimmer of hope that he could get some relief.

Sue Lebens, OT, Outpatient Occupational Therapy ($1,500):
Many patients in outpatient rehab walk using a wheeled walker that requires both hands are always placed securely on the walker for safe maneuverability. However, people need to hold and carry objects when walking. The solution is a walker bag that hangs on the walker and holds items. The bags improve safety and independence. Few patients had the time or money to purchase one. This grant provides funding for the materials, and the bags are sewn and assembled by volunteers of the James Stitching Sisters. Our patients love picking out their free bag and immediately hang it on their walker.

Barbara Goedde, Social Worker, Transportation Assistance, Primary Care Network (3,000):
Many patients have to choose between paying for gas to get to their appointment and paying for the medications that are prescribed for them. Patients have said they couldn’t even afford to get to the doctor to get the medications they need to keep them alive. This grant provides funds for cab vouchers to and from appointments with the patients’ family medicine physicians. In six months, it provided transportation for 82 appointments.

“The transportation grant allows access to medical care for patients who wouldn’t otherwise receive the care they need,” adds Benita Petri, MD, OSU Gahanna Family Medicine.

Cate Swendal, Recreation Therapist, Rehabilitation Services at Dodd Hall ($1,164):
The iPad purchased with this grant has helped spinal cord injury patients learn to use their hands in a whole new way. Because the iPad has an accessible setting, it can be functional for a person who has very weak arms/hands to use with ease and success. The iPad offers several different apps that are amazing for my patients here at Dodd. Several patients purchased an iPad after using this one because the iPad gives them independence accessing the Internet, email, Skype and more.

Here’s what staff have to say about how these funds help personalize the care provided at Ohio State’s Wexner Medical Center.
CCTS leads nation in ResearchMatch participation

During the first quarter of 2012, Ohio State’s Center for Clinical and Translational Science (CCTS) has enrolled the most participants in research studies at its institution via matches made through ResearchMatch, the NIH-sponsored volunteer registry that helps match researchers and volunteers.

As of April 30, Ohio State’s CCTS led the nation in the number of participants enrolled in studies through ResearchMatch (2,228), researchers who are using the system (133) and volunteers registered (3,403). Within 50 miles of Ohio State, there are 2,296 registered volunteers, which is more than 10 percent of the national registry.

“ResearchMatch provides a secure and convenient way for all of us — researchers and volunteers — to positively influence the future health of our community and nation,” says Rose Hallarn, CCTS program director and Ohio State’s ResearchMatch institutional liaison.

Historically, the process from the start of basic research to developing new drugs, treatments, cures, devices or standard procedures has often been delayed due to the time it takes to fully recruit participants.

“ResearchMatch is a way to enhance the pace at which research can be completed by shortening the time it takes to enroll participants in studies,” explains Hallarn. Researchers and volunteers can learn more about CCTS services, including how ResearchMatch can help advance medical discoveries and treatments, by visiting ccts.osu.edu or contacting Rose Hallarn at Rose.Hallarn@osumc.edu.

Faces

Theodors N. Teknos, MD
Professor, Department of Otolaryngology – Head and Neck Surgery
Director, Division of Head and Neck Surgery
The David E. Schuller Chair in Otolaryngology

What do you like best about practicing medicine at Ohio State’s Wexner Medical Center?
We maintain a collegial and multidisciplinary approach to science-based patient care compared to other large academic institutions. Healthcare delivery here is more patient-focused and humanistic, and that is refreshing.

What excites you most about the future of medicine?
That medicine as a whole is evolving toward personalization of care. At Ohio State, medicine is already more patient-centered than elsewhere, which puts us in a position not only to be more humanistic but also to treat every patient as biologically unique and to tailor treatment accordingly.

How do you think P4 Medicine will change your specialty over the next 10 years?
We have a team that is uniquely poised to deal with the emerging epidemic of human papillomavirus (HPV)-related oral cancers. One of our doctors, Maura Gillison, defined the connection between HPV and oral cancer. We now have the research capability to tailor treatment for patients with this disease.

Name a medical career mentor and tell us what you learned from him/her.
Jim Nettetville, MD, my fellowship director at Vanderbilt, had the best patient/doctor rapport I’ve seen for being close to his patients and responsive to their needs. He taught me that you can be a caring surgeon while also honing your craft. I learned from him that it’s OK to share your patients’ pain, it’s OK to cry with them if there’s bad news, and it’s OK to celebrate with them when the news is good.

What advice do you have for young physicians early in their careers?
Bring your whole being into the doctor/patient relationship, not just your medical expertise. If you’re sensitive to your patients’ entire existence, they’ll heal better and you’ll feel better about your work. Also, medicine can be all-encompassing, so balance your personal and professional lives to maintain your humanity.

What are your hobbies or volunteer activities?
My greatest accomplishment is my family life. I have a wonderful and supportive wife, and we have five children. A lot of my non-work activities center on my passion, which is to eradicate cancer. I sit on the board for Joan’s Fund, which raises money for head and neck cancer research at Ohio State. My wife and I also ride in Pelotonia, an annual bicycling tour to raise money for Ohio State cancer research.

Medical Briefs

Campos named chair of Psychiatry
John Campo, MD, a nationally recognized expert in child and adolescent psychiatry, has been named chair of the College of Medicine’s Department of Psychiatry, pending final approval of the University’s Board of Trustees. Campo has been at Ohio State since 2006 and is the former chief of the Division of Child and Adolescent Psychiatry and medical director of Pediatric Behavioral Health, a joint position serving Nationwide Children’s Hospital and Ohio State. He has served as interim chair of Ohio State’s Department of Psychiatry since January 2011. Campo also will be chief of Psychiatry at Ohio State’s Wexner Medical Center and professor of Clinical Psychiatry and Clinical Pediatrics.

Lester and Davidson honored
The Oncology Nursing Society (ONS) recently honored Joanne Lester, PhD, a research scientist and clinical assistant professor in the College of Nursing, and Gail Davidson, RN, a disease management coordinator in Surgical Oncology. Lester, a member of the Cancer Control Program at Ohio State’s Comprehensive Cancer Center – Arthur G. James Cancer Hospital and Richard J. Solove Research Institute, received the Excellence in Survivorship Advocacy Award. She is investigating a non-hormonal intervention to relieve vaginal dryness in breast cancer survivors. She is also conducting a study supported by the National Comprehensive Cancer Network (NCCN) to investigate distress experienced by leukemia and breast cancer survivors. Lester, who also is an advanced oncology certified nurse, is the lead editor for a recent ONS book entitled Cancer Rehabilitation and Survivorship: Transdisciplinary Approaches to Personalized Care. Davidson, who received the Excellence in Surgical Oncology Award, is an oncology certified nurse who manages regional liver therapy, neuroendocrine cancers and gastrointestinal cancers with a focus on improving the quality of life for gastrointestinal cancer patients.

East Community Day seeks volunteers
University Hospital East Community Day will take place on June 16 from 10 a.m. to 2 p.m. at OSU CarePoint East, 543 Taylor Ave. This East Community Day is Ohio State Wexner Medical Center’s largest community benefit project and provides a variety of free screenings and health information to hundreds of participants. This important and rewarding event involves numerous clinical and non-clinical volunteers. To volunteer, email Dorian.Harriston@osumc.edu.

Diabetes management classes offered
Ohio State’s Diabetes Research Center will offer classes in the Scarlet and Gray Way to Diabetes Management Program at our CarePoint East and CarePoint Gahanna locations through October 2012. Patients may attend one class free of charge, and classes are limited to 20 participants. All instructors are certified Clinical Diabetes Educators. For more information, contact Janet Zappe, RN, MS, CDE, through Outlook or call 688-6253.

Online information for Bariatric Surgery Program
Ohio State’s Bariatric Surgery Program has a new online information session for those who want to learn more about the procedure but can’t attend the program’s complimentary in-person sessions. The online session offers a detailed video, narrated by Bradley Needleman, MD, medical director of the Bariatric Surgery Program. After viewing, potential surgery candidates must complete a comprehensive test before moving to the next step within the program. View the video at go.osu.edu/bcrj. For more information, email Etene.Terrell@osumc.edu or call 293-0391.

Learn more about how The Ohio State University Wexner Medical Center is “creating the future of medicine to improve people’s lives” by visiting the News and Media Room at medicalcenter.osu.edu.
P4 Medicine: Predicting and preventing fractures

An international consortium of researchers has identified a group of genes associated with the development of osteoporosis, a debilitating bone disease that cripples more than 10 million Americans a year and costs the nation’s healthcare system an estimated $17 billion annually. Osteoporosis is characterized by low bone mass and deterioration of bone tissue, resulting in an increased risk of fracture.

The study identified 56 genes associated with bone-mineral density (BMD), the measurement used to diagnose osteoporosis. From 50- to 85 percent of variation in BMD is thought to be inherited. Forty of these variants were found to increase the risk of bone fracture; 32 of the genes identified had not been linked earlier to osteoporosis, and several of them were not previously known to be involved in bone biology. The findings could lead to a blood test to identify people who are at greatest risk of fractures.

“This study has revealed genetic predictors of bone health and osteoporosis as patients move into their much later adult years,” says Rebecca Jackson, MD, who is a co-author and a member of the GEnetic Factors for OSteoporosis (GEFOS), which led the study. Jackson, an endocrinologist and associate dean for Clinical Research at Ohio State’s College of Medicine, is also vice chair for the National Institutes of Health-sponsored Women’s Health Initiative, which is a 15-year federally funded study of women’s health.

“These findings should help us design effective risk assessments and novel therapeutics for those afflicted with osteoporosis,” adds Jackson, who is also director of Ohio State’s Center for Clinical and Translational Science (CCTS), which is dedicated to translating scientific discoveries into future disease-prevention strategies, health diagnostics and treatments.

According to the GEFOS consortium, this research leads to a better understanding of the biology of human skeletal health and fracture susceptibility. The study is based on data analyses from more than 50 studies conducted around the world involving 32,961 people of European and East Asian ancestry. In all, the scientists analyzed more than 80,000 individuals and identified and examined links to bone fractures in approximately 30,000 cases and 100,000 controls. Findings from this largest genome-wide association study of osteoporosis appeared recently in the journal Nature Genetics.

P4 Medicine: Participate in healthy bone habits

Participating in healthy habits can promote and maintain strong bones and help prevent fracture, even among those who are at risk.

“We encourage young women to eat well and be active in their youth so that they can build strong bones. By continuing these good health habits throughout all stages of adulthood and partnering with a physician for quality medical care, we hope to help women maintain their bone health and enjoy a high quality of life,” says Michael Blumenfeld, MD, of Obstetrics and Gynecology, and clinical director of the Center for Women’s Health.

Here’s how you can help promote bone health:

• Maintain an appropriate body weight. Low bone mass is associated with people of low body weight.

• Maintain an adequate intake of calcium by eating dark leafy greens, oranges, beans, dried fruits, nuts and milk products. Vitamin D is important to the absorption of calcium into the bones and can be obtained by exposure to sunlight and by eating seafood and milk products. Check with your physicians about the use of multivitamins and dietary supplements.

• Increase walking or other weight-bearing exercise (tennis, dancing, yoga) that target the spine, hip and wrists as these areas are most vulnerable to bone fracture due to osteoporosis. Even young people can benefit from activity, as studies have shown that osteoporosis is less prevalent in post-menopausal women who were active in their youth. Talk with your physician or a healthcare provider to personalize your exercise routine.

• Minimize caffeine and alcohol consumption, which negatively affect bone health by blocking calcium absorption and upsetting the balance of hormones that affect bone strength.

• If you smoke tobacco, stop. There is a strong correlation between cigarette smoking and poor bone health.

• Be aware of how these risk factors for osteoporosis can affect your advanced age, female gender, Asian or Caucasian heritage, low body weight, sedentary lifestyle and genetic predisposition.

P4 Medicine: Personalized care for women

The OSU Center for Women’s Health is Columbus’ only multidisciplinary women’s center, offering coordinated care from experts in Primary Care, Integrative Medicine, Cardiovascular Medicine, Endocrinology and Gynecology in a single location. Staff of the OSU Center for Women’s Health recognize that women require health care that moves beyond reproductive health, to meet the needs of the entire female body and address the physical, environmental and behavioral concerns women face as their bodies change from youth to adulthood and beyond menopause. Staff and patients focus on comprehensive treatments that promote mental and physical wellbeing while advancing women’s health through education and research.

Located on the southwest edge of Ohio State’s Wexner Medical Center, the Center for Women’s Health is convenient for Ohio State faculty, staff and students. Patients are seen on the second floor of McCampbell Hall, 1581 Dodds Drive (just off the Cannon Drive/10th Avenue intersection).

Physicians are now accepting new patients. Learn more by visiting cwh.osu.edu or calling (614) 293-2076.