Reid Health is expanding its presence in New Castle, Indiana, with the addition of a primary care physician and multiple specialty clinics. This represents a new direction for Reid, whose presence in the town of 17,000 was previously limited to a cardiology practice (led by Nathan Millikan, M.D.) and satellite appointments with Reid ENT providers.

New Castle is six miles north of I-70, about 45 miles between Richmond and Indianapolis. Patients in New Castle typically travel to Indianapolis, Muncie and Greenfield for specialty care. “Our referral patterns from New Castle have not been strong in the past, so we are focusing on building relationships in the community to earn patients’ trust,” said Karen Briggs, service line director for specialty care at Reid Health Physician Associates. “We have assembled a well-rounded team of providers, and I think it is just a matter of time before New Castle residents associate Reid Health with great medical care.”

At the heart of this expansion is the addition of family medicine physician Phumeza Msikinya, M.D. Dr. Msikinya, a South African native, earned her medical degree at Ross University School of Medicine in the Caribbean nation of Dominica, and completed her residency in the Indiana University Family Medicine Program. Prior to becoming a doctor, she worked as a counselor in South Africa and Wisconsin. She previously practiced medicine in Anderson and Rising Sun, Ind., where she was known for developing strong relationships with her patients and encouraging them to be proactive about their health. Briggs notes that when it comes to choosing a specialist, most patients follow their primary care physician’s recommendation, so Dr. Msikinya’s presence in New Castle will increase referrals to the specialists.

The practice, located at 713 S. Memorial Dr., has been renamed New Castle Cardiology and Reid Family & Specialty Care.

New Castle Cardiology
(765) 575-8169
Cardiology care with Nathan Millikan, M.D., and electrocardiologist Vuy Li, M.D.

Reid Pulmonary Care
(765) 575-8184
NEW Pulmonary care from Horia Draghiuciu, M.D., and New Castle native Wendi Shaffmaster, NP

Reid Vascular Surgery
(765) 939-9331
NEW Vascular care from William Ducey, M.D.

Reid ENT
(765) 521-8060
EXPANDED ENT services, with Rohit Bawa, M.D., Christopher Peers, M.D.; allergy/immunology services with Jason Casselman, D.O.; audiology services from Amber Wolsiefer, AuD, CCC-A, and Sarah Dohse, AuD, CCC-A

COMING in 2017
New nurse practitioner for Dr. Msikinya’s practice
Welcome to...

Medical Staff
Zhengyi Wang, M.D., joined Reid Health as a pediatric hospitalist in October. Dr. Wang earned his medical degree at Sun Yat-Sen University of Medical Sciences in China, then completed his residency in pediatrics at New York Medical College/Metropolitan Hospital Center. After a one-year fellowship in pediatric cardiology at The Children’s Hospital of Pittsburgh, he worked as a pediatrician.

Advanced Practice Providers
Sydni Burton, FNP, joined Reid Oncology Associates in October. Burton earned her bachelor’s degree in nursing from Anderson University in Anderson, Ind., and her master’s of science in nursing from the Indiana Wesleyan University primary care nurse practitioner program. Prior to becoming a nurse practitioner, she worked as a nurse caring for patients with cancer and orthopedic conditions, and as a public health nurse.

Natalie King, A-GNP, joined Reid Endocrinology in October. King earned her bachelor’s degree in nursing (2006) and master’s degree in nursing (2015) at Ball State University. She has worked in a variety of clinical settings, including as a nurse for Reid’s heart and vascular services (2010-2015).

Brian Spreng, PA, joined Eaton Urgent Care in August. He earned his master’s of physician assistant studies at Kettering College in Kettering, Ohio, and worked as a PA in an emergency department for two years prior to joining Reid Health.

Thank you to...
The following Reid Health physicians made presentations this fall: Jonathan Chae, M.D., sports medicine and orthopedic surgery; Henry Chong, M.D., cardiology; and Brian Rapp, M.D., vascular surgery.

It’s official: Reid is Baby-Friendly
Achieving Baby-Friendly designation is a comprehensive, detailed and thorough journey—some refer to it as the largest quality improvement project a hospital will ever undertake. In August, Reid became just the 11th delivering hospital in Indiana to receive Baby-Friendly designation.

To become Baby-Friendly, a hospital must demonstrate its commitment to a whole philosophy of care that helps women understand the benefits of breast-feeding and be successful at it. Meeting all the criteria involves incorporating the breast-feeding message and mother-baby bonding into prenatal and postnatal care.

A true team effort
Leading the charge was Janet Feazell, RN, IBCLC, CCCE, lactation consultant and perinatal educator at Reid Health’s Mother-Baby Care Center. “When I came here in 2012, breastfeeding education was not really a priority, and moms were receiving information that was inconsistent,” Feazell said. “I began providing the nursing staff with in-services about breastfeeding in 2012. Before I was even finished with the 20-hour course, nurses were saying ‘we have to change!’ From that point on, they were determined to achieve the coveted Baby-Friendly designation. Our ob-gyns came on board quickly, and the administration was very supportive.”

About 80 percent of women in our service area who have babies deliver in the Mother-Baby Unit at Reid. The transition to being Baby-Friendly has touched every facet of care, with changes that include having babies and moms room together, encouraging skin-to-skin contact and no longer offering free baby formula. “We were able to become Baby-Friendly in record time,” Feazell said. “The three physicians at Reid OB/GYN—Drs. Erika Brandenstein, Joe Clemente and Martha Fagan—have been true physician champions. Without them, we couldn’t have achieved this goal.”

Doctor is honoree at Girls Inc. Gala Awards

Erica Kretchman, D.O., endocrinology, was recently recognized by Girls Inc. with a “Smart” award. The award honors an individual “whose intellect and personal integrity has created space for girls’ inquisitive minds to develop as they write their futures with skill and grace,” according to a description of the honor.

Dr. Kretchman works with patients with diabetes, insulin pumps, thyroid/parathyroid disease, adrenal and pituitary dysfunction, gonadal disorders and osteoporosis. Her colleagues speak highly of her, one stating “she is an amazing physician who has built a tremendous practice with staff, colleagues and patients who love her. She is always willing and eager to work with residents of the community and help her team be the best they can be.”

Her generosity extends beyond her practice and into the community. She graciously welcomed one of Girls Inc.’s members — an aspiring doctor — to job shadow her.

Congratulations, Dr. Kretchman!
One Call Access changes bring positive improvements

One Call Access is a centralized referral line that makes the intake process as smooth and efficient as possible. Recent enhancements to the service bring specialists to the phone more quickly, which means faster admissions and transfers—a more efficient process for all involved.

Behind the scenes changes have made the difference. Previously, nurses answered case management calls and One Calls. Now, One Call Access is a dedicated service, and the nurses are proficient in quickly identifying which specialists are on call and available to provide care. This level of efficiency is essential for patients and physicians, says Henry Chong, M.D., a Reid cardiologist whose practice is based in Greenville, Ohio.

"Because I spend most of my time at my office and at a smaller community hospital, I frequently need to transfer a patient to Reid for higher level care," he said. “One Call Access nurses quickly identify the appropriate subspecialist and help navigate the entire process. The transition of care is smooth even as patients are being transferred to Reid. Having ready access to Reid physicians and services through One Call Access is a great benefit to Darke County patients.”

One Call Access is available 24/7. To request a direct admission or transfer, doctors and hospital personnel can call the number listed at the end of the article. Required information includes:

- Patient’s name
- Date of birth
- Diagnosis (including reason for transfer)
- Name of transferring physician
- Other pertinent history
- Physician contact number

One Call Access nurses are fast and helpful, and guide callers through the process.

Within 10 minutes, an experienced Reid Health registered nurse case manager takes enough information to contact the appropriate physician for the patient being transferred, and assigns a bed. The nurse case manager facilitates the transfer or admission, making all the necessary internal connections to ensure that the patient receives the appropriate level of care. Also, One Call Access has an expedited process for patients who are identified as having a STEMI (ST-elevation myocardial infarction) heart attack — these patients are transferred immediately to Reid Health, where the cath team is waiting for them.

“Time is of the essence in all emergencies, but especially in cardiac care,” said Dr. Chong. “One Call Access is another reason smaller hospitals and community physicians are making Reid Health their first choice for referrals and transfers.”

Reid Health, Health Alliance team up to offer Medicare Advantage

Reid Health is partnering with Health Alliance to provide patients age 65 and older with Medicare Advantage, which offers high quality health insurance coverage at lower costs than traditional Medicare plans. This partnership means that for the first time, patients with Medicare Advantage will be “in network” when they see a Reid Health physician or are hospitalized at Reid.

The Reid Health Alliance Medicare plan is available to residents of Fayette, Randolph and Union counties in Indiana, and Preble and Darke counties in Ohio, and will expand to Wayne County residents in 2018. As part of the partnership, Health Alliance and Reid Health will work together to identify opportunities for improvement in areas such as quality, readmissions and utilization of care. “Health Alliance runs Medicare Advantage programs in four states, and shares our strong commitment to providing high-quality coverage and excellent customer service,” said Angie Dickman, vice president of Reid Health. “To that end, we have opened a Reid Health Alliance Medicare Advantage office at 600 Main Street in Richmond, where patients can drop by to ask questions and receive information about the program.”

Patrick Anderson, M.D., medical director of the Reid Accountable Care Organization, anticipates that the partnership will bring a new level of excellence in coverage and collaboration for Medicare beneficiaries in our region. “This partnership puts patients first by offering better coverage with lower health care costs,” he explained. “It won’t change how Reid physicians interact with their patients, but it will certainly benefit the seniors they serve.”

Medicare Advantage: An advantage for patients

- Takes the place of traditional Medicare, combining Part A (hospital), Part B (doctor’s office) and Part D (prescription) into one easy package
- Medications that are generic or formulary are available at no cost
- No co-pays to physicians in network
- Out-of-network services are treated as traditional Medicare
- Benefits include dental, travel assistance and a fitness program
The winner of the 2016 Paul S. Rhoads Humanity in Medicine Award, Arvind Kumar, M.D., says he was trained in school but learned the “art of medicine” from his patients.

The award, announced at the annual medical staff appreciation and new physician reception, has been given to special physicians every year since 1983. Nominations are solicited from physicians, patients and health care workers in honor of the late Paul S. Rhoads, M.D., who received the first award in 1983.

Nominations cited Dr. Kumar’s honesty and compassion in what are often serious situations in Radiation Oncology. Jon Ford, Reid Governing Board Chairman, said Dr. Kumar is a shining example of what the Rhoads award is all about. “The comments of his team and his patients make it clear that he exhibits the care and compassion that this award intends to recognize and celebrate.”

Bradford Barrett, M.D., surgery, came to Richmond about the same time as Dr. Kumar and works closely with him in patient care. His brother, Pankaj Kumar, M.D., is a Reid-affiliated internal medicine physician in Richmond. He said he “can’t think of anyone else who deserves the honor more” than his older brother.

Originally from India, Dr. Arvind Kumar came to the U.S. as a graduate student at the University of Cincinnati. Today, many of his family members call the region home. He likes to write poetry, usually in Hindi, and dabbles in gardening. His favorite activity is spending time with his family, including his wife, Neelima, sons Nitin and Nishir, and grandchildren Shyel and Nivahn.

Dr. Kumar expressed deep appreciation for the recognition. He said he learned a craft in medical school, but noted: “Patients are part of my extended family. I think when you come out of medical school, you know the science, but not the art of medicine. The art of medicine is what your patients teach you. You learn from every experience.”

Governing Board Chair Jon Ford, President/CEO Craig Kinyon, Dr. Arvind Kumar and his wife, Neelima, after Dr. Kumar’s heartfelt acceptance speech.