

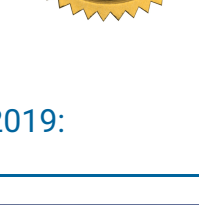
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NEWS FEED

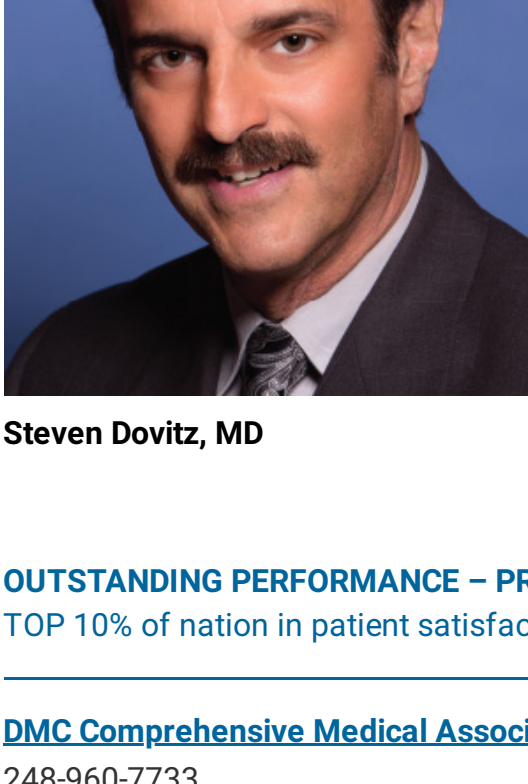
PATIENT SATISFACTION HONOR ROLL

Congratulations to the below providers and DMC Medical Group practices for achieving outstanding patient satisfaction scores:

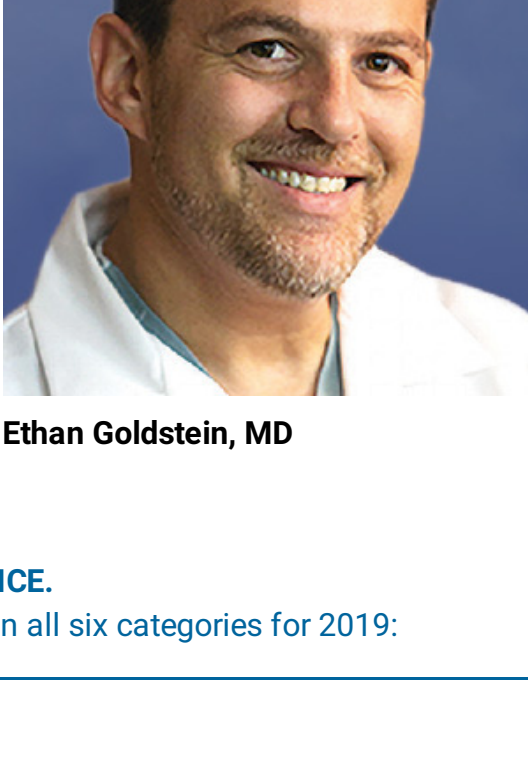


EXEMPLARY PERFORMANCE – PROVIDER.

TOP 1% of nation in patient satisfaction in all six categories for 2019:



Steven Dovitz, MD



Ethan Goldstein, MD

OUTSTANDING PERFORMANCE – PRACTICE.

TOP 10% of nation in patient satisfaction in all six categories for 2019:

DMC Comprehensive Medical Associates

248-960-7733

DMC Harper Bariatric Medicine Institute – Madison Heights

248-284-1760

DMC Huron Valley General Surgery

248-937-3338

DMC Obstetrics & Gynecology – Bloomfield Hills

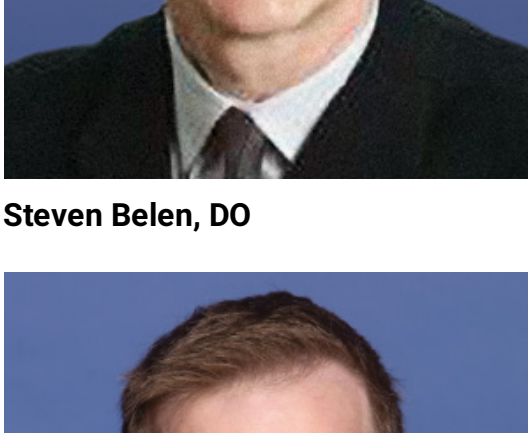
248-335-9207

DMC Hartland Obstetrics & Gynecology

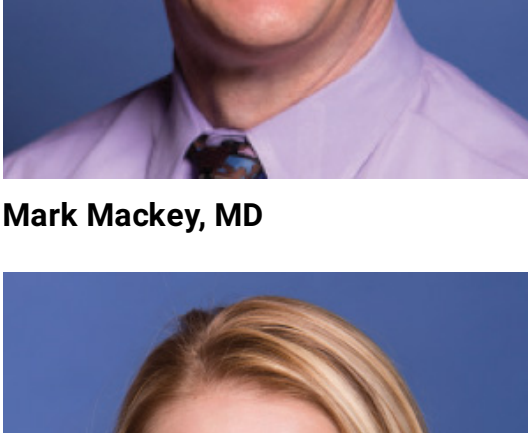
810-632-0092

OUTSTANDING PERFORMANCE – PROVIDER.

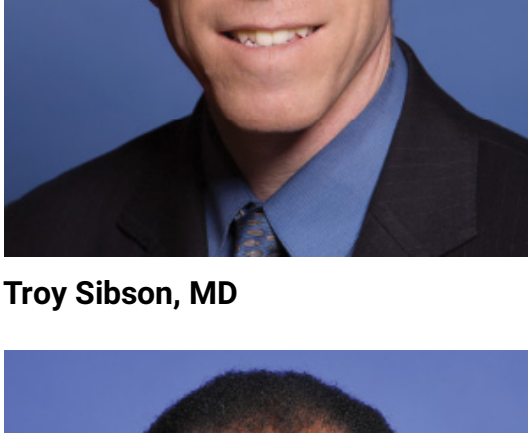
TOP 10% of nation in patient satisfaction in all six categories for 2019:



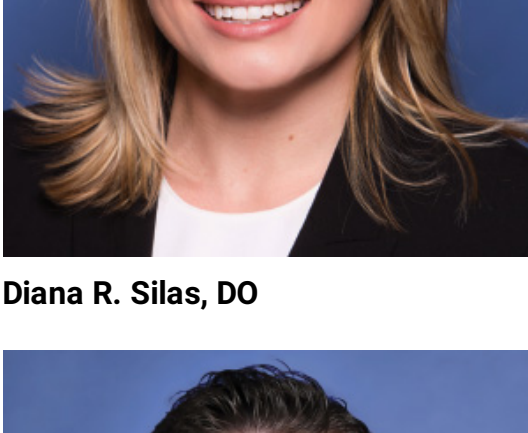
Steven Belen, DO



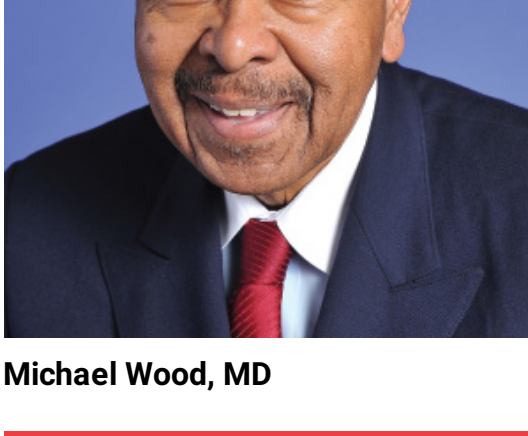
Mark Mackey, MD



Troy Sibson, MD



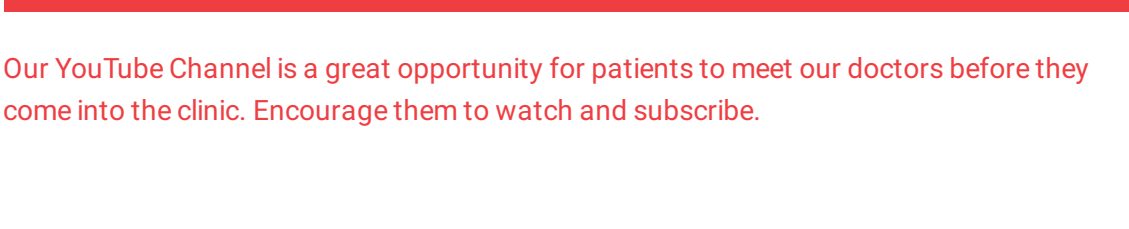
Diana R. Silas, DO



Michael Wood, MD



Steven Zavinsky, DPM



Our YouTube Channel is a great opportunity for patients to meet our doctors before they come into the clinic. Encourage them to watch and subscribe.



PLEASE WELCOME OUR NEW PROVIDERS TO DMC



LEILA ETTEFAGH, MD
Physical Medicine and Rehabilitation Specialist

DMC Rehabilitation Institute of Michigan (RIM)

313-745-4600

261 Mack Avenue, Suite 188 • Detroit, MI 48201

Specialties: Musculoskeletal Rehabilitation, Sport Medicine, Ultrasound guided peripheral joint injections, Electro diagnosis medicine, Spasticity Management, Fibromyalgia Management, Acute and Post-Acute Care Rehabilitation, Traumatic Brain Injury Rehabilitation, Spinal Cord Injury Rehabilitation, Neuromuscular Disorders Rehabilitation, Pain Management, Cardio-pulmonary Rehabilitation, Life-style Modifications



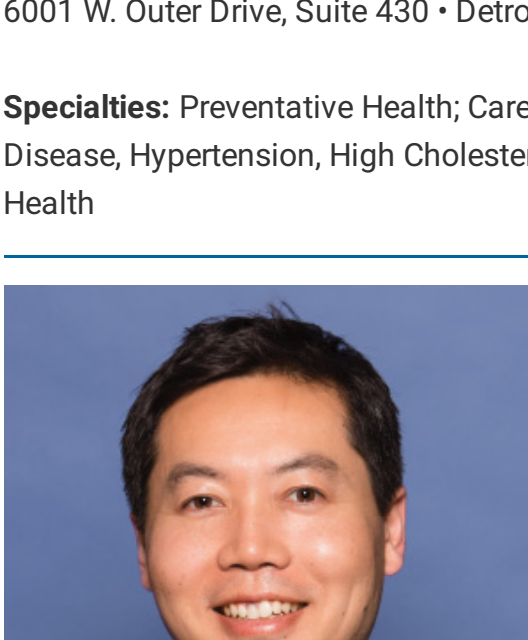
RACHEL E. KEELAN, PHD
Clinical Neuropsychologist, Department of Rehabilitation Psychology and Neuropsychology

DMC Rehabilitation Institute of Michigan (RIM)

313-745-9763

261 Mack Avenue, Suite 555 • Detroit, MI 48201

Specialties: Neuropsychological evaluations and brief psychotherapy for individuals with various cognitive, emotional, and behavioral concerns. These include (but are not limited to) evaluation and treatment of diverse dementia conditions; acquired brain injuries (e.g., traumatic brain injury, stroke, etc.); emotional sequelae following brain/spinal cord injury; adjustment disorders; depression and anxiety.



RAJNI K. PARMAR, MD, DABFM
Board Certified in Family Medicine

DMC Sinal Grace Gateway Clinic

313-966-9095

6001 W. Outer Drive, Suite 430 • Detroit, MI 48235

Specialties: Preventative Health; Care for Chronic Conditions, including Heart Disease, Hypertension, High Cholesterol, Diabetes, Asthma, and COPD; Women's Health



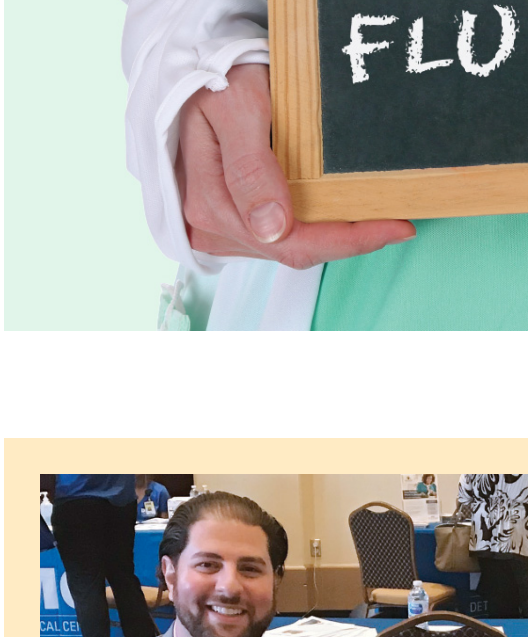
YUSUKE TERASAKI, MD
Board Certified in Surgery, Cardiothoracic Surgery Specialist

DMC Heart & Vascular

313-832-0650

311 Mack Avenue, Suite 64100 • Detroit, MI 48201

Specialties: All aspects of cardiac surgery including coronary artery bypass surgery, cardiac valve repair and replacement and minimally invasive cardiac surgery. All aspects of thoracic surgery including lung surgery.



LAUREN R. URODA, MD
Board Certified in Family Medicine

DMC Internal Medicine of Southfield

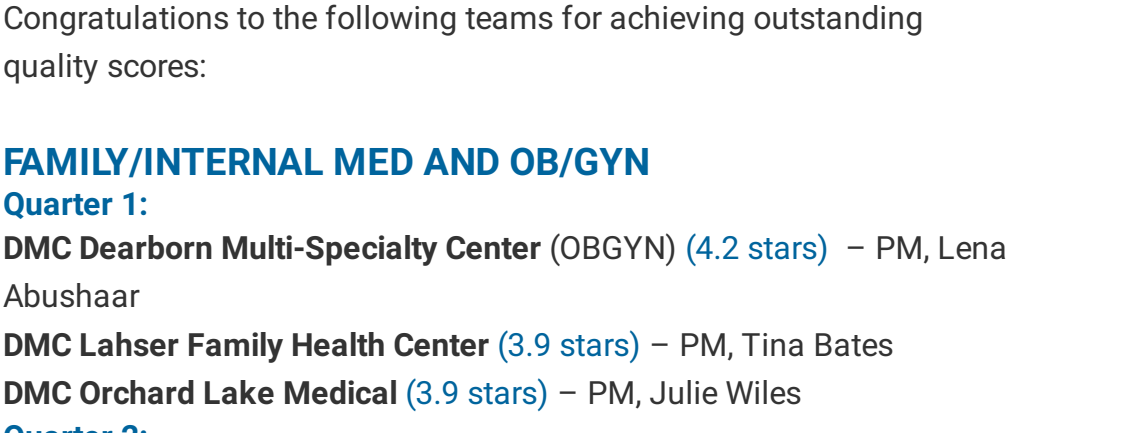
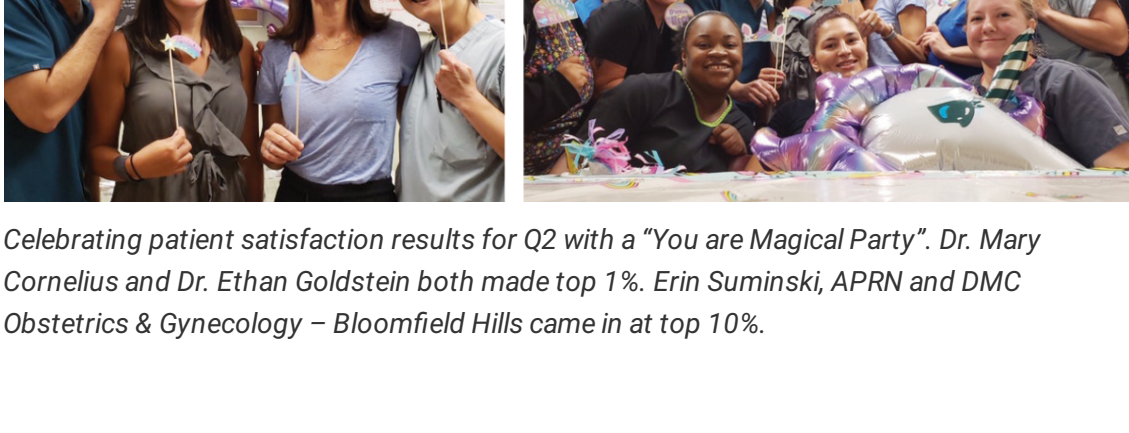
248-476-4900

29201 Telegraph Road, Suite 460 • Southfield, MI 48034

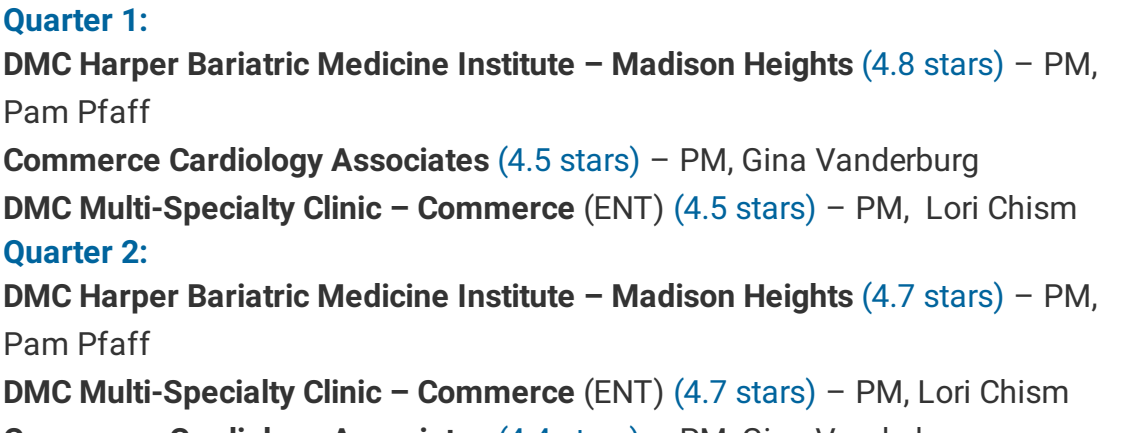
Specialties: Preventative Health; Care for Chronic Conditions, including Heart Disease, Hypertension, High Cholesterol, Diabetes, Asthma, and COPD; Women's Health

FLU SEASON IS FAST APPROACHING. DON'T FORGET TO GET VACCINATED!

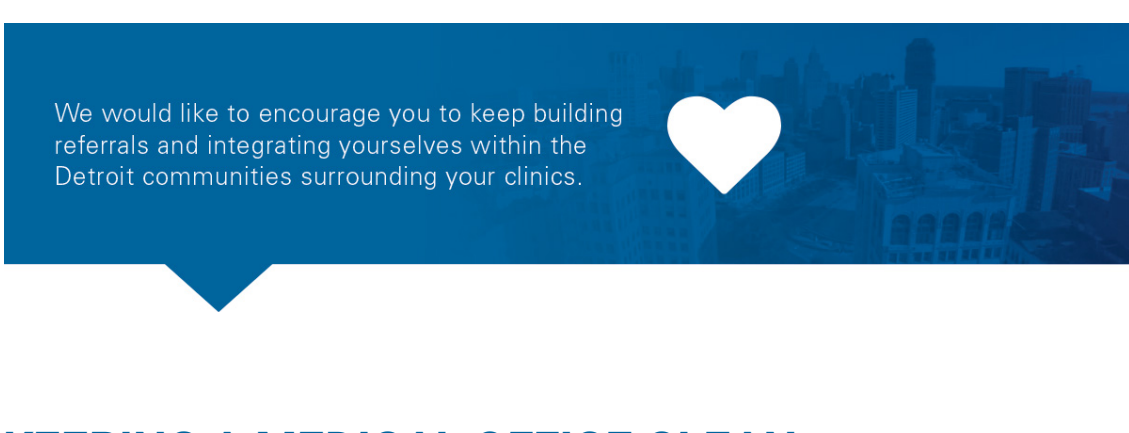
All DMC Medical Group employees should get vaccinated for the flu. Letting your patients know that you were vaccinated is a great opportunity to remind them of the importance of the flu shot. Mention to your patients that you recently had your flu shot and ask them if they would like to be vaccinated while they are in your office. When it comes to vaccines, Ask, Advertise, and Educate.



Dr. Tony Abood, practice manager Tina Bates, and Dr. Asia Bradley at the Get Healthy Expo at Greater Grace.



Providing care to athletes at the Xenith Prep Football Classic. (LEFT) Dr. Asia Bradley and Dr. Tony Abood. (RIGHT) Dr. William Rusnow and RIM Athletic Trainer Avon Beacham.



Celebrating patient satisfaction results for Q2 with a "You are Magical Party". Dr. Mary Cornelius and Dr. Ethan Goldstein both made top 1%, Erin Suminski APRN and DMC Obstetrics & Gynecology – Bloomfield Hills came in at top 10%.

ATHENA QUALITY MEASURE TAB:

Congratulations to the following teams for achieving outstanding quality scores:

FAMILY/INTERNAL MED AND OB/GYN

Quarter 1:

DMC Dearborn Multi-Specialty Center (OB/GYN) (4.2 stars) – PM, Lena

Abushaar

DMC Lehsar Family Health Center (3.9 stars) – PM, Tina Bates

DMC Orchard Lake Medical (3.9 stars) – PM, Julie Wiles

Quarter 2:

DMC Dearborn Multi-Specialty Center (OB/GYN) (4.7 stars) – PM, Lena

Abushaar

DMC Obstetrics and Gynecology-Livonia (4.6 stars) – PM, Karen Corless

DMC Advanced Family Care of Commerce (4.2 stars) – PM, Rania Hakim-Mezy

ALL OTHER SPECIALTIES

(Cardiology, ENT, Gastro, Surgery, Ortho, Urology)

Quarter 1:

DMC Harper Bariatric Medicine Institute – Madison Heights (4.8 stars) – PM,

Pam Pfaff

Commerce Cardiology Associates (4.5 stars) – PM, Gina Vanderburg

DMC Multi-Specialty Clinic – Commerce (ENT) (4.5 stars) – PM, Lori Chism

Quarter 2:

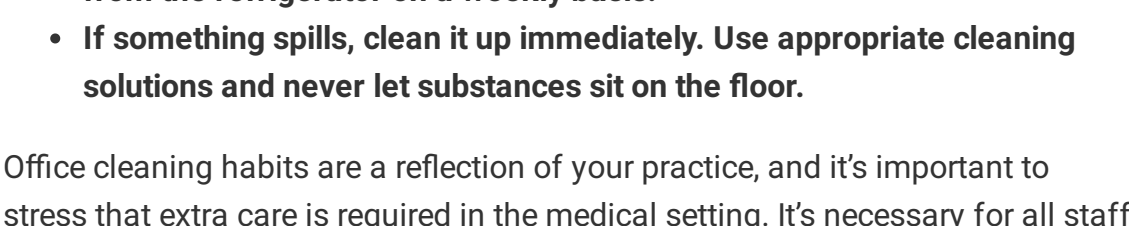
DMC Harper Bariatric Medicine Institute – Madison Heights (4.7 stars) – PM,

Pam Pfaff

DMC Multi-Specialty Clinic – Commerce (ENT) (4.7 stars) – PM, Lori Chism

Commerce Cardiology Associates (4.4 stars) – PM, Gina Vanderburg

If you need quality measure education, contact **Celisa Berry** at cberry@dmc.org or if you need access to the Insight Analytics Portal contact **Crystal Turk** at cturk@dmc.org.



KEEPING A MEDICAL OFFICE CLEAN.

First impressions say much to a prospective patient.

Providing a clean environment is essential for medical staff and for the health of patients. Clean waiting rooms, exam rooms, front desks, and bathrooms are important. Keeping germs at bay is prudent. How many patients complain that they don't like going to the doctor (or hospitals) because they always get sick? In the medical office, a simple surface cleaning and pickup just is not enough.

Many practices hire a cleaning service. Cleaning services will help with the overall cleaning of your office; however, they generally cannot monitor for infectious diseases and will need assistance from office staff to maintain a healthy, sterile environment.

Keeping your office clean during work hours is essential. Consider having a set of guidelines available for staff that will detail essential cleaning that needs to take place during the workday. These could include:

- **Biohazard waste practice:** use specific containers and disinfect any work areas that come in contact with biohazards immediately.
- **Gloves should be placed into infectious waste containers.**
- **Wash hands after each patient visit. Do not spread germs.**
- **Trash should be removed as required and not left to pile up for a cleaning company.**
- **Check the restrooms, public and employee, and add a disinfectant germicidal solution to the toilet bowls during the day (as directed on the bottle). Replace toilet paper as needed.**
- **Clean doorknobs and light switch plates with disinfectant.**
- **Use exam room table disposable paper and wipe down with disinfectant as needed.**
- **Keep employee work areas clean. Less mess equals more productivity. Remind employees to keep their respective areas tidy, clean, and uncluttered by way of signage and/or at staff meetings.**
- **If you have a break room, kitchen, or lunchroom, make sure areas are cleaned up after use. Encourage staff to take home all unused items from the refrigerator on a weekly basis.**
- **If something spills, clean it up immediately. Use appropriate cleaning solutions and never let substances sit on the floor.**

Office cleaning habits are a reflection of your practice, and it's important to stress that extra care is required in the medical setting. It's necessary for all staff members to pitch in and do their part.

ARTICLE CREDIT: www.medicalbag.com

We would like to hear from you! Please share any good news that you have in your practice whether it is a new procedure, a great patient story or any new publications. Email **Brittany Lane**, Practice Development Marketing Manager at Brittany.Lane@tenethealth.com.