



Good People.TM Great Medicine.

CLOSER TO HOME!

TABLE OF CONTENTS

Medical home in State College.....	cover
Expanding primary care access.....	2-3
Hospitalist program growth.....	4-5
Role of case management.....	6



FOUR STATE COLLEGE LOCATIONS

Penn State Hershey Medical Group— Benner Pike

303 Benner Pike, Suite 1
State College, PA 16801
814-272-4400 | 814-272-4410 (fax)
814-272-4422 (Laboratory)

Penn State Hershey Medical Group— Colonnade

The Colonnade Shopping Center
32 Colonnade Way
State College, PA 16803
814-272-4445 | 814-272-4450 (fax)

Penn State Hershey Medical Group— Park Avenue

1850 East Park Avenue, Suite 312
State College, PA 16803
814-235-2480 | 814-235-2482 (fax)

Penn State Hershey Medical Group— Windmere Centre

476 Rolling Ridge Road, Suite 101
State College, PA 16801
814-689-4980 | 814-689-4990 (fax)

Penn State Hershey Bone and Joint Institute— State College

1850 East Park Avenue, Suite 112
State College, PA 16803
814-865-3566 | 814-863-7803 (fax)

PennStateHershey.org/statecollege



Penn State Hershey creating medical home in State College

In 2002, the American Academy of Family Physicians (AAFP) affirmed a medical home as the “most effective approach for both children and adults to receive acute, chronic and preventive medical care in a comprehensive and coordinated fashion.”

A medical home is not a place, but rather a teamwork approach to health care between individual patients and their personal physician. It is about patients establishing trust and open communication with their physician and team of caregivers to provide consistent, continuous primary care.

“As the patient’s primary care resource, family medicine physicians ensure that patients receive all the necessary services,” said Craig Hillemeier, M.D., Vice Dean for Clinical Affairs, Penn State Milton S. Hershey Medical Center. “This includes everything from lab tests and preventive screenings to specialist care, when necessary.”

A medical home focuses on the patient as a whole, rather than a specific disease. It allows physicians to engage patients and their families in decision-making, making them the center of care planning.

“A patient-centered medical home is the basis for the future of medical practice in the U.S.,” said Michael Flanagan, M.D., Medical Director, Penn State Hershey Family Medicine in State College. “It ensures a much greater focus on preventive health care rather than intervention after a disease has already occurred.”

Continued on pg. 3



Expanding primary care access

In early 2010, the Penn State Hershey Medical Group in State College consisted of one family medicine location on Park Avenue, established in 1995. Today, the Medical Group offers primary care at three convenient locations, including outpatient sites at Colonnade Way, Park Avenue and Windmere Centre. Walk-in service is available every day of the week. Walk-in hours include:

Penn State Hershey Medical Group—Park Avenue

Monday-Friday: 6:00-9:00 p.m.
Saturday: 8:30 am-4:00 p.m.
Sunday: noon-4:00 p.m.

Penn State Hershey Medical Group—Windmere Centre

Monday-Friday: 8:00 a.m.-noon

All Penn State Hershey family physicians are faculty within Penn State's College of Medicine, with a strong commitment to teaching the next generation of physicians and other health care providers. Penn State medical and nursing students, as

well as those training to become nurse practitioners, complete rotations at Penn State Hershey Medical Group primary care locations in State College. Medical students have the opportunity for curriculum innovation through the Primary Care Enrichment Program. This program exposes students to Penn State Hershey's hospitalist program at Mount Nittany Medical Center, disaster medicine, nutrition counseling, specialized dermatology tools and osteopathic manipulative therapy (OMT), among other electives and experiences.

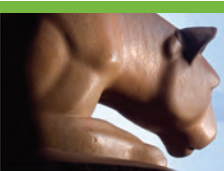
Electronic capabilities

Family and Community Medicine was the first department within Penn State Milton S. Hershey Medical Center to transition to electronic records. And now with three local outpatient sites, all Penn State Hershey family medicine providers in State College use the electronic system.

One particular advantage to this new system is the convenience of tracking laboratory results. Penn State Hershey Medical Group—Benner Pike provides a full range of laboratory services and ensures results are promptly provided to a patient's physician electronically.



Members of the Penn State Hershey Family Medicine team in State College (from left to right): Jan Qiu, M.D., Michael Flanagan, M.D., Jonathan Adams, M.D., Kristen Grine, D.O., Shari Schrack, CRNP and DongSheng Jiang, M.D.



Full range of laboratory services

The new laboratory at Penn State Hershey Medical Group—Benner Pike offers walk-in service Monday through Friday, 7:00 a.m.-5:00 p.m. This facility has the capability of sending results electronically to a patient's physician within an hour of the point-of-care. Until now, results were delayed sometimes by more than a day due to reliance on paper results and courier services.

“The biggest advantage of having our own dedicated lab now is that results are more quickly and efficiently available to us as providers,” said Flanagan. “Lab results become permanently part of a patient's electronic medical record as soon as the tests are completed.”

“The electronic system provides better care for patients within the Penn State Hershey system,” said medical technologist Jennifer Park, MLS (ASCP)^{CM}. “Regardless of whether a patient needs to be seen by a physician here in State College or at the Medical Center in Hershey, electronic medical records allow for real-time lab results.”

Common services performed by the Benner Pike laboratory include analysis for the following:

- Hematology
- Chemistry
- Urinalysis
- Coagulation

If a patient needs more highly specialized testing, the Benner Pike laboratory has access to a wide range of referral labs, including the Mayo Clinic.

For more information about the laboratory at Penn State Hershey Medical Group—Benner Pike, please call 814-272-4422. ▀

Continued from cover page

Some highlights of a medical home include the electronic medical record and extended hours that provide care at times most convenient for patients. Our Medical Group is making great strides in achieving the benchmarks that define a medical home.”

The Penn State Hershey Medical Group in State College has several components that define a patient-centered medical home:

- **Extensive primary care** in three locations, including ten family medicine physicians
- **Expanding specialty services** to create a unified care team
- **Accessibility** with walk-in hours and convenient locations
- **Case management** to assist with coordination of care and patient resources
- **Electronic capabilities** with a comprehensive medical record system to allow for safe, more efficient patient care, as well as improved communication and information tracking
- **Collaboration with Mount Nittany Medical Center** as a committed partner in health care delivery

Penn State Hershey family physicians in State College serve as a team to provide Centre County residents coordinated and comprehensive care. With primary care as the first touch point, patients can be assured all their specific needs are met with a variety of specialists in their neighborhood, the local availability of Mount Nittany Medical Center, and the tertiary Medical Center in Hershey, as necessary. Providers are able to keep costs down by providing high quality preventive care, allowing for fewer overall doctor visits and hospital admissions.

For more information about Penn State Hershey Medical Group locations and hours in State College, visit us online at PennStateHershey.org/statecollege. ▀



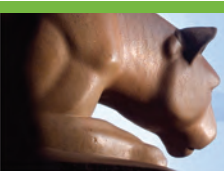
Penn State Hershey Hospitalist Program growth

When patients are admitted to Mount Nittany Medical Center, a dedicated Penn State Hershey hospitalist program ensures a physician is available to take care of their needs around-the-clock. This allows Penn State Hershey family physicians to be more available to more patients during extended office hours. The hospitalist program began in August 2009 with two internal medicine physicians, Thomas Covaleski, M.D., and Kalada Sogbetun, M.D., and today includes a team of seven physicians.

The Penn State Hershey team cares for hospitalized patients from Penn State Hershey's family medicine practice in State College and private practice physicians in the community.

The team also cares for unassigned patients admitted from the emergency room, hospitalized Penn State students and post-operative orthopaedic patients.

“The Penn State Hershey hospitalist program at Mount Nittany Medical Center is a critical piece of the patient care continuum, specifically in improving patient flow from the emergency department,” said Jeffrey Ratner, M.D., Vice President for Medical Affairs, Mount Nittany Medical Center. “Through the medical directorship of Dr. Covaleski, the utilization of the hospitalist program has expanded to a broader base of physicians at Mount Nittany.”



Hospitalist services provided at Mount Nittany are part of clinical rotations in internal medicine for Penn State medical students. A third year clerk from Penn State's College of Medicine rotates with the team for four weeks of his or her inpatient internal medicine clerkship. The medical staff at Mount Nittany Medical Center has been enthusiastic in supporting this educational program.

"Academic medicine is an exciting opportunity for us and Penn State medical students," said Dr. Ratner. "The students are rating the hospitalist program very highly, and we hope this experience evolves into their interest to practice medicine in Centre County."

Communication with referring physicians

The Penn State Hershey hospitalist team currently sees approximately 55-75 patients each day at Mount Nittany. After a patient is admitted, his or her primary physician may come to visit at any time, working with the hospitalists to provide the highest level of patient care.

"Sometimes we need to call a doctor's office to get more information about a patient's medical history or diagnostic test results," said Thomas Covaleski, M.D., Program Director, Penn State Hershey Hospitalist Team at Mount Nittany Medical Center.

"Mindful of physicians' time, we realize they can't always get to the hospital. Our hospitalists always send a summary of a patient's hospital stay back to his or her doctor."

Collaborating with Mount Nittany Medical Center

Upon expanding its staff, the Penn State Hershey hospitalist program was chosen as a pilot to initiate and implement computer-based physician order entry (CPOE) at Mount Nittany Medical Center. Members of the hospitalist team were among the first providers at the hospital to document solely through the electronic medical record, and have been instrumental in developing this process as the Medical Center is moving toward a complete electronic record.

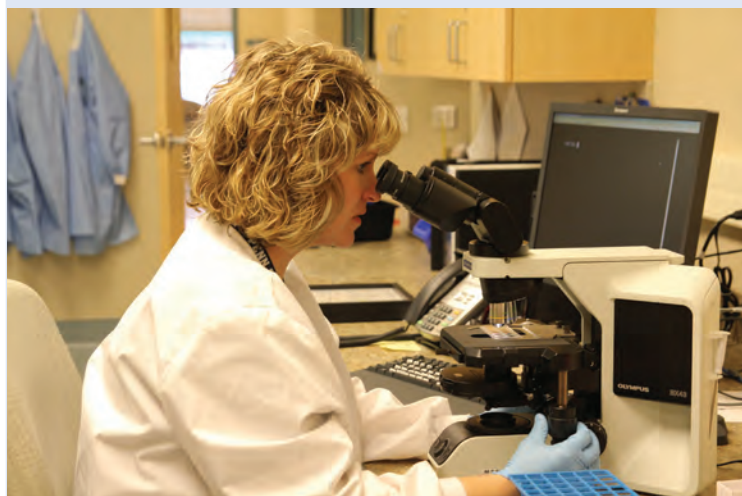
"We are helping Mount Nittany to fulfill government mandated 'meaningful use' criteria," said Covaleski. "These guidelines are related to hospitals achieving significant improvements in care due to use of an electronic medical record system." ■

Collaborative research in action

Penn State Hershey family physicians in State College are collaborating with faculty at Penn State on several research initiatives:

- Effectiveness of computer-assisted instruction (School of Nursing)
- "Amounts Count" – examination of portion control in patients with type 2 diabetes (College of Medicine)
- Iron deficiency and heavy metal toxicity in Pennsylvania's children (College of Medicine)
- DASH diet effect on hypertension (Food Science and Nutrition)
- Measures of practice efficiency (Health Policy and Administration)

To learn more about these research projects, contact one of our Penn State Hershey family physicians in State College. ■



PENNSTATE HERSEY
 **Family and Community
Medicine**

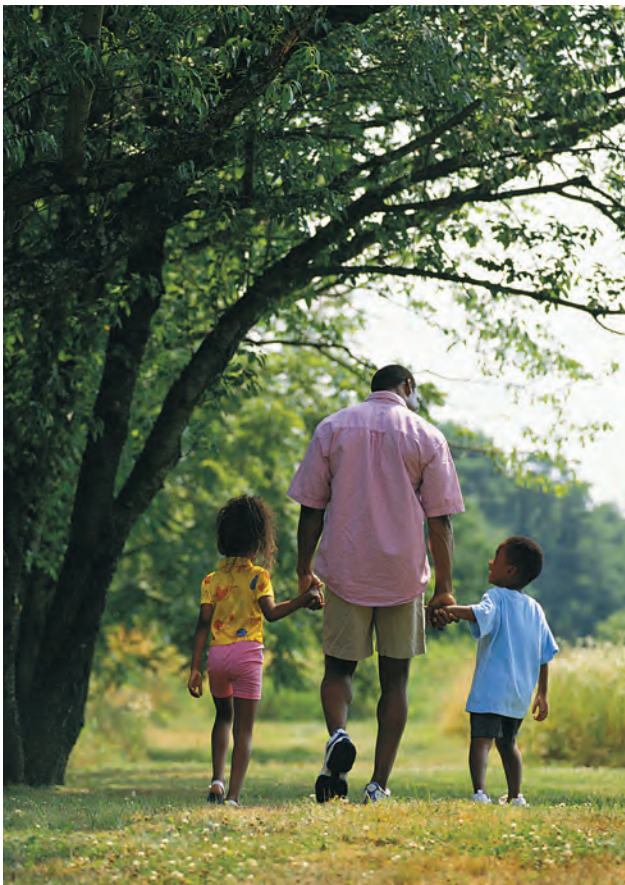
Case management's role in medical home

Penn State Hershey Medical Group in State College is focused on several criteria to become officially recognized as a patient-centered medical home, based on standards set by the National Committee for Quality Assurance (NCQA). One requirement is case management to assist in the coordination of care for patients diagnosed or at risk for chronic conditions such as diabetes.

In January 2011, Ann Probst, R.N., B.S.N., joined the Penn State Hershey Medical Group team in State College as a dedicated nurse care coordinator/case manager. A large part of Probst's role is researching practice data trends and assisting designated patient populations to make appropriate lifestyle changes. This includes addressing medical conditions, as well as psycho-social factors affecting wellness. She is currently focused on patients at risk for serious complications from chronic conditions such as asthma, coronary artery disease, diabetes, hyperlipidemia, and hypertension.

“My role as a case manager is to provide support, coaching and problem solving, with an overall goal of helping patients acquire the skills to self manage their health conditions,” said Probst. “I want to engage patients in education and remove barriers so they become motivated and capable of taking ownership for the direction of their health. This includes disease understanding, weight management, exercise plans, dietary guidelines, cholesterol reduction, and medication knowledge for instance.”

Penn State Hershey family physicians refer patients to Probst, whom she meets with at the Medical Group sites in State College, at patients' homes, or over the telephone. She also contacts specific patients herself, based on data results from the diabetic registry reports. This type of database is another vital component of NCQA's recognition of a patient-centered medical home.

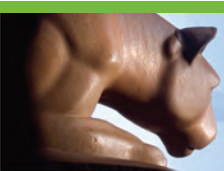


“I want to engage patients in education and remove barriers so they become motivated and capable of taking ownership for the direction of their health.”

The diabetic registry is a web-based quality improvement tool to target and manage care for diabetes patients. The registry includes patient data related to cholesterol levels, foot and eye exams, glucose control, hypertension, renal conditions and trends in lab results, among other information.

“Now that we have a dedicated lab at Benner Pike with electronic capabilities, our diabetic registry results are more accurate and efficient,” said Probst. “We can more easily identify patients that fall outside industry standards for normalized blood sugar levels.”

Probst primarily collaborates with Penn State Hershey's family medicine physicians in State College, but also works closely with a certified diabetes educator and dietitians at Mount Nittany Medical Center, as well as with the Penn State Health Matters program, to provide assistance to patients. ▀



FAMILY MEDICINE PHYSICIANS

Jonathan Adams, M.D.

CLINICAL INTERESTS: Computer applications in medicine, disaster medicine

Franklin Berkey, D.O.

CLINICAL INTERESTS: General family medicine, hospice and palliative care

Charles Dreibelbis, M.D.

CLINICAL INTERESTS: diabetes, nutrition and diet, weight loss

Michael Flanagan, M.D.

CLINICAL INTERESTS: Dermoscopy in primary care, medical education, nutrition and health, patient-centered medical home, preventive care, primary care research

Kristen Grine, D.O.

CLINICAL INTERESTS: Basic and adult cardiac life support education, dermoscopy in primary care, women's health

DongSheng Jiang, M.D.

CLINICAL INTERESTS: Office surgical procedures

Barbara Majeroni, M.D.

CLINICAL INTERESTS: Preventive care, women's health

Jan Qiu, M.D.

CLINICAL INTERESTS: Acupuncture, medical education, office surgical procedures

Ryan Ridenour, D.O.

CLINICAL INTERESTS: Hospital medicine, lifestyle management of chronic disease, osteopathic manipulative therapy, sports medicine

Madhavi Singh, M.D.

CLINICAL INTERESTS: Hospital medicine, mind-body medicine

FAMILY MEDICINE NURSE PRACTITIONERS

Elissa Rhed, C.R.N.P.

Shari Schrack, C.R.N.P.

Sheilah Yohn, C.R.N.P.

HOSPITALIST PROGRAM

Thomas Covalesski, M.D.

CLINICAL INTERESTS: Critical care, end of life issues, medical education

Hy DePamphilis, M.D.

CLINICAL INTERESTS: Geriatric medicine, medical education, pharmacology

Alice McCullough, M.D.

CLINICAL INTERESTS: Critical care, end of life care

Abdul Majeed, M.D.

CLINICAL INTERESTS: Critical care, depression, drug and alcohol counseling, end of life issues, geriatric medicine, hospital medicine, safety measures for elderly

Ryan Ridenour, D.O.

CLINICAL INTERESTS: Hospital medicine, lifestyle management of chronic disease, osteopathic manipulative therapy, sports medicine

Madhavi Singh, M.D.

CLINICAL INTERESTS: Hospital medicine, mind-body medicine

Kalada Sogbetun, M.D.

CLINICAL INTERESTS: Critical care, geriatric medicine

For more information about our specialists, visit us online at PennStateHershey.org/statecollege.

PENN STATE MEDICINE *Now online*



Penn State Medicine online highlights the people and programs of Penn State Milton S. Hershey Medical Center and College of Medicine, including departments, institutes, faculty, staff, donors, and alumni. Updated on a regular basis, the site features stories, videos, and photo albums.

Log onto pennstatemedicine.org now to receive notifications when the site has been updated or subscribe to the RSS feed.



PennStateHershey.org/followus