

New Member Spotlight



Emergency Services, Inc. (ESI) is a democratic physician group headquartered in Columbus, Ohio, serving central Ohio since 1972. The group consists of 50 Board-certified ED physicians and 38 Nurse Practitioners and Physician Assistants.

***Excerpts from a conversation with Heather Goodwin,
Practice Administrator, Emergency Services, Inc.***

Ms. Heather Goodwin has been with ESI since 2014 and provides business and administrative support for the four ESI facilities. These include Mt. Carmel West, an urban level 2 trauma center, Mt. Carmel East, one of the busiest community hospitals in Ohio, Diley Ridge medical center, and Mt. Carmel Grove City. The physicians and supporting professionals rotate to all ESI facilities giving the practitioners access to the full range of patient needs.

ESI believes that community involvement is important and members of the group sit on various boards and committees to serve the community. For example, they recently helped sponsor Mt. Carmel's Mobile Learning Center (MLS). This is a mobile simulation center that travels to communities, schools, and other locations to provide education, training, classes, and health care services.

Ms. Goodwin explained that ESI joined EDPMA when they recognized that EDPMA's information was well researched, accurate, and timely. The regular information sent by EDPMA (and distributed to more than 15 people in ESI), keeps the practice up-to-speed on current events in emergency medicine. The information facilitates and enables the exchange of ideas so important to the industry. EDPMA's articles and alerts address some of ESI's key challenges including out-of-network billing, reasonable reimbursement, staying up-to-date on payor consolidation, and business issues such as transitioning from a volume-based to a value-based practice.

Ms. Goodwin said, "in addition to the useful information we receive from EDPMA, the Solutions Summit was awesome. It was well organized, informative, easy to get around and the vendors were well-represented and accessible. It had a little bit of everything."