### eHealthcare strategy & trends

### Podcasting Made Easy: You Don't Have to Start from Scratch

Learn how Henry Mayo Newhall Hospital launched a successful podcast, and how it keeps the content pipeline filled.

Presented by:

Bill Klaproth
DoctorPodcasting

Patrick Moody
Henry Mayo Newhall Hospital

#### **Your Panelists**



Patrick Moody
Director of Marketing, Public and
Community Relations
Henry Mayo Newhall Hospital



Bill Klaproth
Director of Marketing
and Production
DoctorPodcasting by RadioMD

- Common challenges Hospital Marketing Directors Face
- The burden of building content and keeping the pipeline filled
- How you can tap into the power of podcasts to solve your content needs
- Examples for Consumer, Peer and Internal Audiences
- A sit down with Patrick Moody of Henry Mayo Newhall Hospital



# Marketers like you are under pressure

- Lack of resources—whether financial or personnel
- The difficulty of tracking effectiveness of efforts
- Competition across the street
- If you're in a smaller market leakage to the bigger markets



# Marketers like you are under pressure

- More revenue/service line growth
- More new patient acquisition
- More loyalty/return visits
- More awareness
- More engagement











## More Content



Without content you have nothing for your social media outlets, without content you have nothing for your website, nothing for your blogs, nothing for your YouTube channel, nothing for your newsletters, publication etc ...

You have nothing.



### So how do you keep the content pipeline filled?



























# PODCASTS



# Podcasts give your doctors a Voice

and steady stream of compelling content to fill all of your marketing channels



### **Website:**







#### PROVIDING CARE, BUT PROTECTING THE PEOPLE YOU LOVE

Clinical takes you deep into the heart of the institution that is a hospital. Hosts Stephen Dark and Mitch Sears delve into the hidden corners of a hospital, where vital roles are performed by people whose untold, compelling lives and remarkable efforts reveal the human dimension to those we turn to when we fall sick.

#### Latest Episodes



Unit on the Brink: E8 - Saying Goodbye

APR 14, 202

During our visit to the MICU, the strain and struggle against an increasingly mortal virus was painfully apparent. During the Winter surge of 2020, nurses and frontline workers faced death in a volume that few had experienced before; whether accompanying relatives and patients in their final moments...

▶ Play Now



Unit on the Brink: E7 - Here with the COVID

IAR 31, 202

By December of 2020, the winter surge of COVID-19 patients had finally arrived in Utah and frontline workers at University Hospital were bearing the brunt of a new wave of critically ill patients. Replace Stables Dayl and Miles Spars widthed the

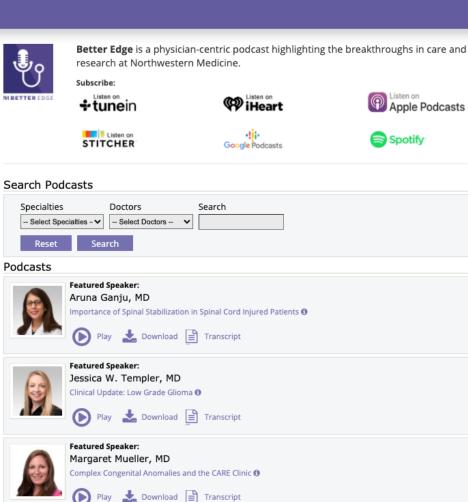
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For Patients

Find a doctor or location close to you so you can get the health care you need, when you need it.

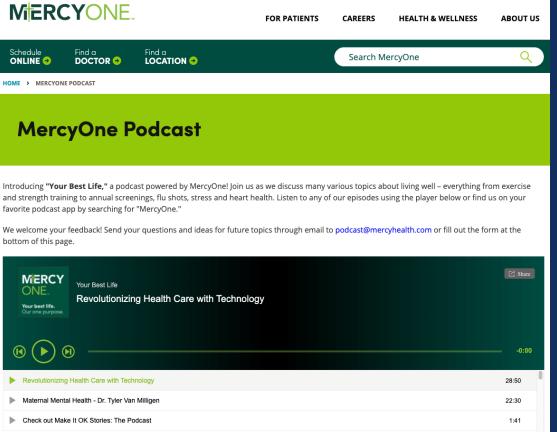


Featured Speaker:

Runal Mehta MD







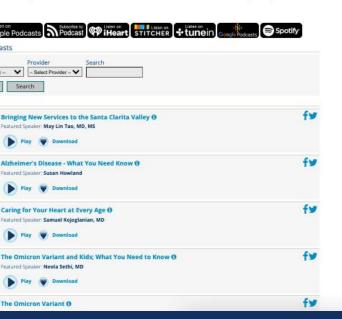


eatured Speaker: May Lin Tao, MD, MS

Caring for Your Heart at Every Age 1 red Speaker: Samuel Kojoglanian, MD

The Omicron Variant 0

Izheimer's Disease - What You Need Know ()





COMMUNITY

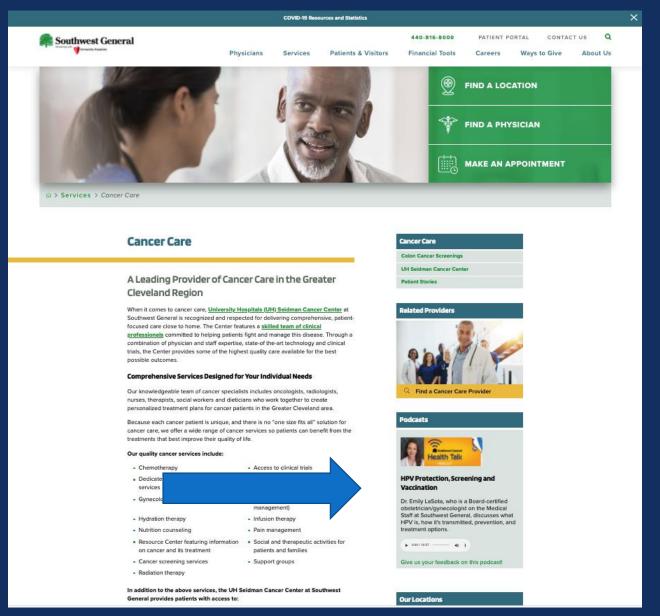
SERVICES

SUPPORT

HENRY MAYO

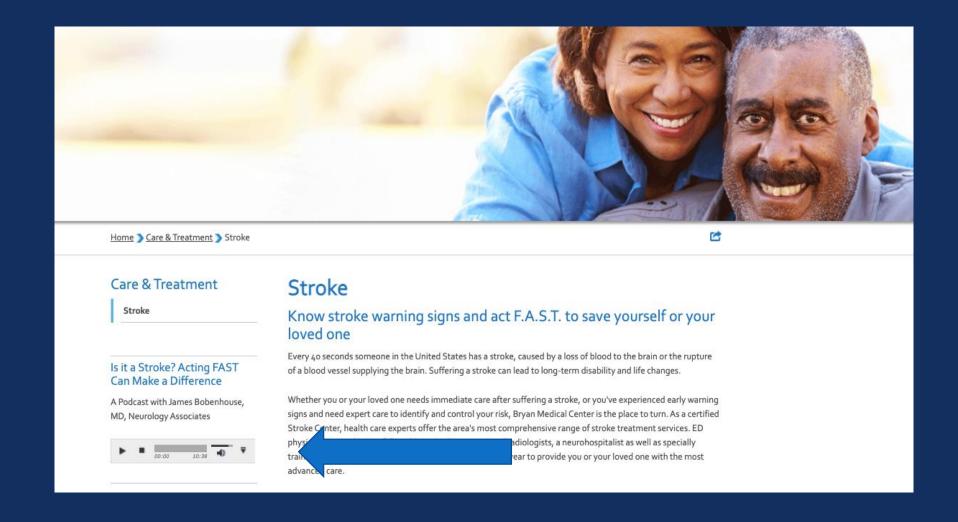
















downtown Baltimore.

Treatment programs include <u>physical therapy</u>, <u>occupational therapy</u>, <u>speech language pathology</u> and <u>pediatric rehabilitation</u>. Pain management for any injury is also included in outpatient rehabilitation.

#### Inpatient Rehabilitation

Our therapists also help care for patients who have longer stays at UMMC.

UMMC is the only hospital system in the state that has an physical therapists in the <u>emergency</u> <u>department</u>. This dedicated service provides intervention and support to decrease our patients' length of stay.

Our team also supports the <u>Neonatal Intensive Care Unit</u>, which provides care for the smallest and most critically ill babies, and the <u>University of Maryland Greenebaum Comprehensive Cancer</u>
Center.

Need to reach inpatient rehabilitation? Call 410-328-7667.

#### **Live Greater Podcast Episodes**

Learn more about how rehabilitative services can help you or a loved one recover from illness or injury.



What is Sacroiliac Joint Dysfunction? 
Featuring: Hugo Benalcazar, MD



What Can Rehab Do For You in the Midst of Cancer Treatments? 

Featuring: Gregory Mesa, MSPT, COMPT



Recovering From Endurance Sports Injuries 
Featuring: Amol Bakre, PT, MS, OCS



What You Can Do to Treat Urinary Incontinence Featuring: Kelly Huestis, PT, MPT



The Value of Neurological and Orthopedic Perspectives on Spine Surgery.

Featuring: Clifford Solomon, MD | Steven Ludwig, MD

#### CONNECTING TO YOUR CARE

Telemedicine: Online Doctor Visits →

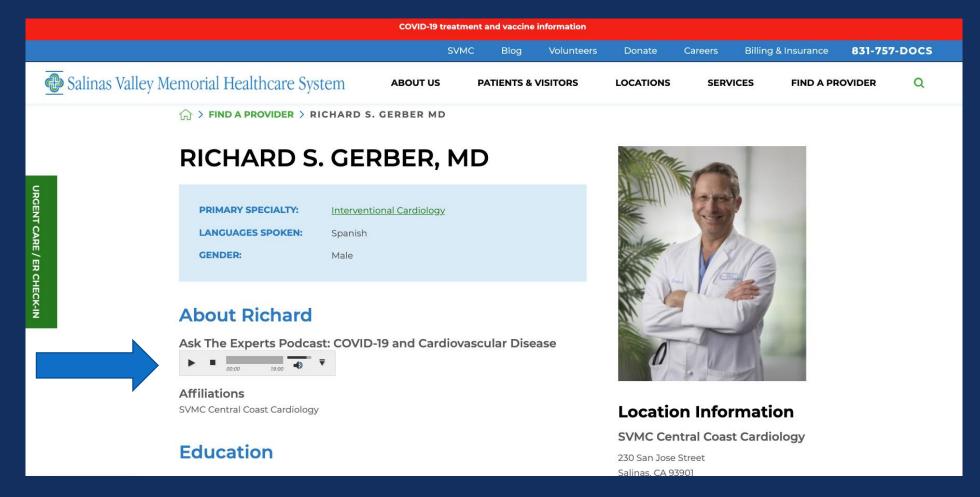
Patient Portal: Access Your Health Info >

In-Person Care: Keeping Patients Safe >









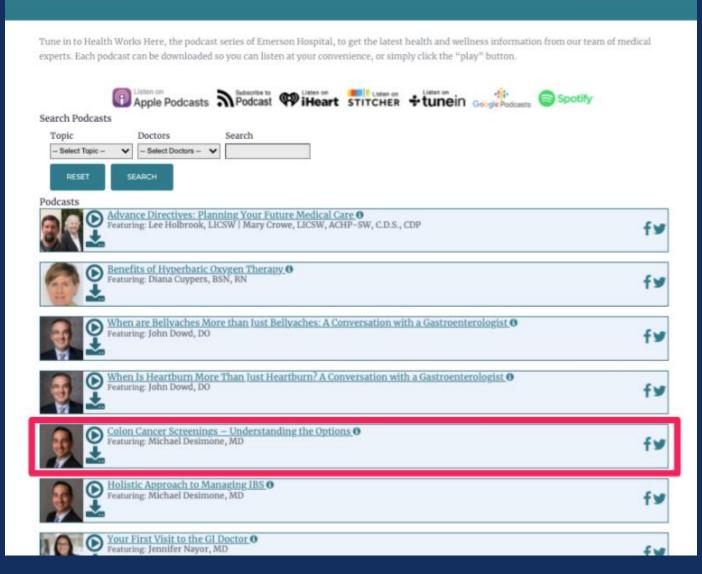




## Blog:



#### **PODCAST**











♠ HOME / ARTICLES /

**2** Emerson Hospital

#### Colon Cancer Screenings: Why Being Proactive Saves Lives

Reviewed by Dr. Michael DeSimone 3/18/2021

Michael DeSimone, MD, of Concord Gastroenterology Associates sat down with the host of Emerson's Health Works Here podcast series to provide insights on colon cancer screenings. Read his insights on the screening and listen to the podcast below.

Colon cancer is one of the most common cancers among both men and women. The American Cancer Society estimates there will be approximately 150,000 new cases of colon and rectal cancer this year and about 50,000 people will die from the disease. To put these numbers in perspective, the lifetime risk of developing colon cancer is just over four percent. This means about one out of every 25 Americans will be diagnosed with colon cancer at some point.

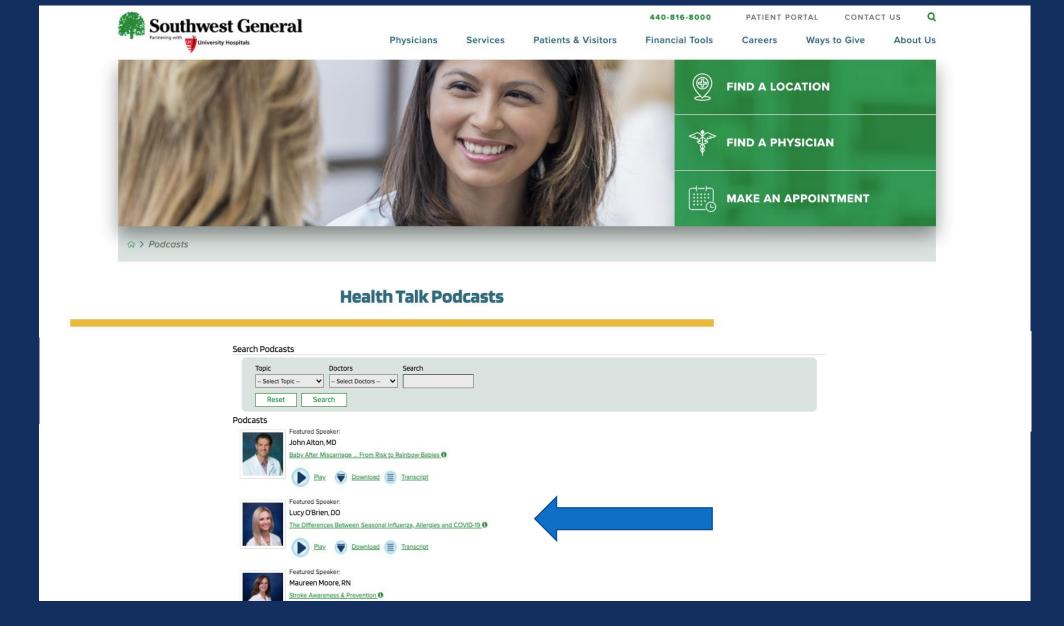
"It is a serious condition. There is a lot of potential harm, and therefore a lot of benefit to trying to prevent it with screenings," states Dr. Michael





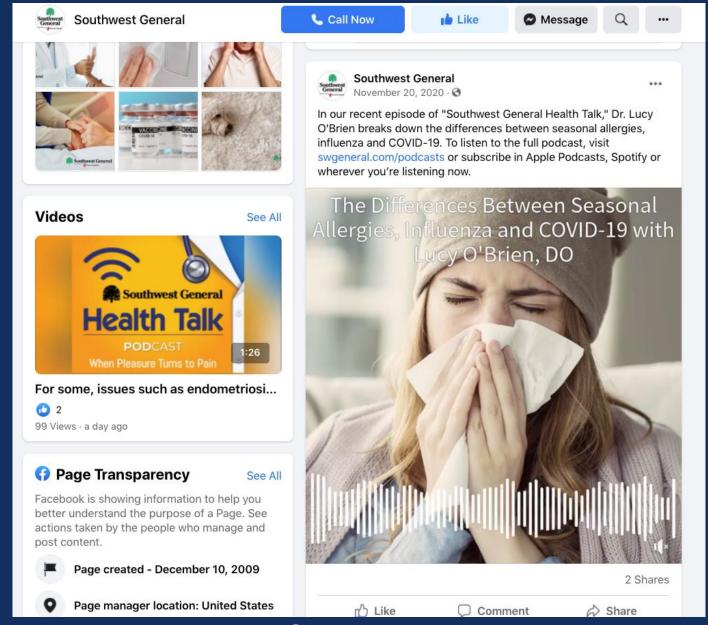
## SOCIAL MEDIA:

















Have questions about speech therapy or feeding issues in your child? Patients at our hospital have access to a variety of speech therapy services. Learn more about Speech Therapy in Children in a podcast with

...

Kathryn Hess, MS, CCC-SLP, from our pediatric rehabilitation team, and Sarah Richards, MS, CCC-SLP, with our cleft lip and palate service. http://bit.ly/ShrinersPodcast









### SparrowHealth @SparrowHealth · Sep 17

In the new Sparrow Speaks podcast episode, SMG Urologist Jamie Bartley, D.O., discusses signs and symptoms of the loss of bladder control and treatment options available for pelvic disorders in women. Stream or download at bit.ly/3ySIZOr.

















Social Media:

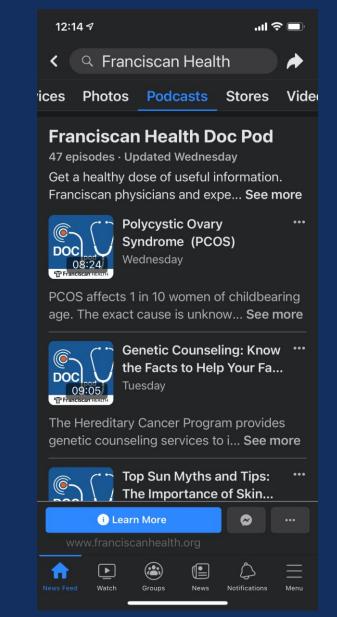


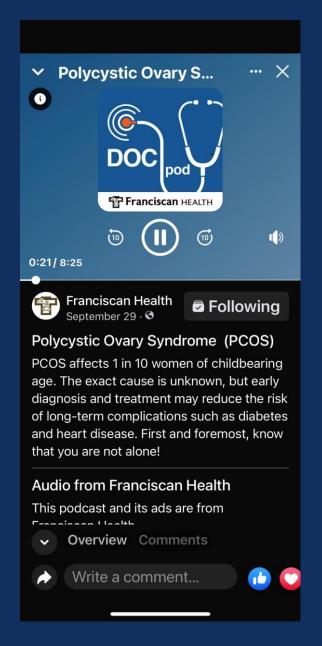
















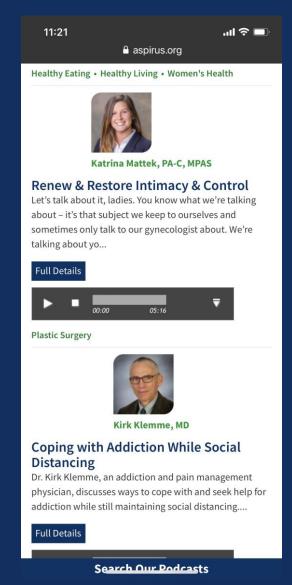


## MOBILE:







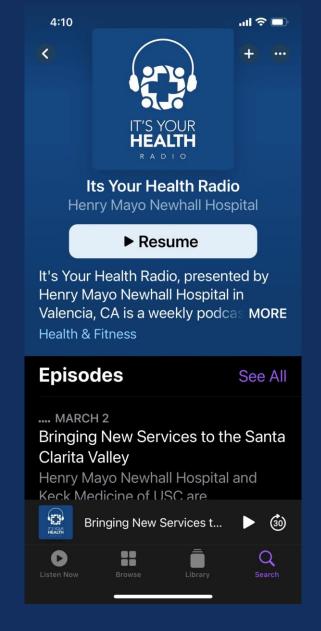






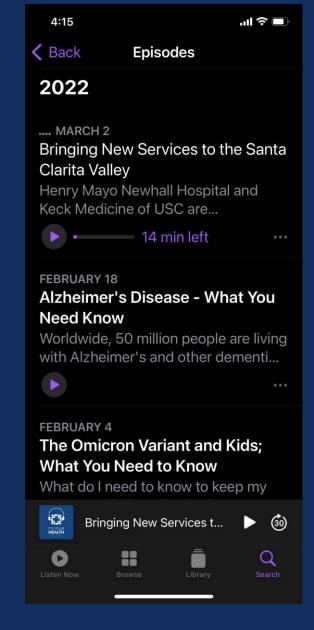












## PUBLICATIONS:



#### LISTEN UP: IN GOOD HEALTH PODCAST.

Take advice from the doctor without having to make an appointment.



Gaining the expert knowledge of McLaren Macomb physicians and surgeons is now as easy as browsing on your smart phone.

> Introducing the In Good Health Podcast - quick-listen interviews with experienced clinical experts on the health topics impacting your life.

- What are the options for the chronic pain in your knee?
- Who is at risk for multiple sclerosis, and what are the early symptoms?
- How do I choose the right pediatrician?
- Who should consider a lung cancer screening?

Listen as McLaren Macomb physicians provide answers to common situations while offering advice on how to navigate these health care concerns.

Listening is easy. To browse the topics, visit mclaren.org/podcast and simply

Learn more about the services offered by McLaren Macomb at nclaren.org/macomb.

### **UPCOMING** EVENTS

All seminars are FREE to attend, but registration is required and can be made online at mclarenmacomb.eventbrite.com or by calling (855) 362-5273.

McLaren 🏖

1000 Harrington Blvd., Mount Clemens, MI 48043

#### FEBRUARY 13

Free seminar: Advanced treatment for aortic stenosis 5:30 p.m. McLaren Macomb

#### MARCH 26

Free seminar: Hand pain diagnosis and treatment 5:30 p.m. McLaren Macomb

#### APRIL 16

Free seminar: Hip and knee pain treatment options 5:30 p.m. Location to be determined please visit mclarenmacomb eventbrite.com for updates

Mission statement: McLaren Health Care will be the best value in health care as defined by quality outcomes and cost.

Please sign up at molaren.org/macombgogreen to be added to the email list to receive the digital version of In Good Health on your

# WORKS

**2** Emerson Hospital



## THANK YOU! THANK YOU!





SUMMER 2020

### INSIDE

### THIS ISSUE

Students Under Pressure: **How You** Can Help

Joint Replacement Without the **Hospital Stay** 

Stress and Gastrointestinal Health





McLaren Macomb has reported exceptional clinical outcomes for patients who have undergone a transcatheter aortic valve

Performed in the Mat Gaberty Heart Center cardiac catheterization lab, patients living with severe aortic stenosis receive a TAVR to replace a malfunctioning aortic valve with an organic valve supported by a metallic stent.

A minimally invasive procedure, TAVR was originally introduced to replace the heart valve in patients deemed a high or intermediate risk for heart surgery.

months since, quality of life indictor data has supported enhanced clinical outcomes for those patients who have undergone the procedure to replace the critical heart valve. Patients who received TAVR reported an

TAVR program in the spring of 2018, and in the

average quality of life increase of 56.25 when returning the Kansas City Cardiomyopathy Questionnaire (KCCQ), The industry standard. the KCCQ is a measurement in which patients self-report the impact their heart disease symptoms are having on their quality of life. generating a score on a scale of 0 to 100.

Outcomes continued on page 2



DOING WHAT'S BEST.







FAST FACTS

- Emerson's Center for Weight Loss is the second largest program in the state in terms of bariatric surgery cases. The steady growth is due to the surgeons' expertise in performing several different procedures, including revisions.
- People come from all over to have weight-loss surgery at Emerson. The program has earned a reputation for supporting each patient holistically—as a whole person—and not turning patients away.
- We are proud to provide a state-of-the-art patient care experience. This includes patients meeting with a navigator and a mental health coordinator. The front desk staff welcomes patients and looks forward to seeing them at their regular appointments. The Center for Weight Loss follows strict protocols established by the Centers for Disease Control and Prevention for optimal health and safety.

other—he signed up to do a 100-mile bike ride and I registered to do the Shipyard Maine Scenic Coast Full Marathon in May 2019.

As a bariatrio patient, my training included not only the running, but also the nutritional balance that was critical to success. Dr. Lautz's team was great and answered at my questions throughout my training. When I crossed the finish line, there was not a dry eye in sight. It was a lifetime achievement. Since then, I have completed four half marathons (including the Shipyard Maine Scenic Coast Half Marathon in May 2020) and many other 5 and 10Ks. I am living a life I did not know I was missing before surgery. I feet like the universe is rewarding me for life's challenges.

#### Conquering a New Goal

Our family has supported the Pan-Mass Challenge for the last 12 years his is a

event for 12 years and I volunt ed f

### >> HEATHER'S TIPS IF YOU ARE CONSIDERING BARIATRIC SURGERY

- Have support in place. Whether it is family, friends, or professional support, it is important to have someone you trust when you need to talk.
- Be honest in your preoperative journey. If you journal what you eat, write everything down. If
  you are honest from the start, the recovery and success will be better.
- Know your goals for the surgery. Think about what you want to accomplish. Perhaps it is to sit
  on a plane comfortably, train for a SK, gain confidence in your professional and personal life, etc.

the last six years. This year, I decided to conquer a new goal and help beat cancer by participating in the Pan-Mass Challenge as a biker. Even though the event was reimagined due to the pandemic, I biked the 50 miles on August 1.

Running and biking during the pandemic were essential for my mental and physical health. Having these fitness goals and events kept me accountable during the long months spent at home this spring. I am the healthlest I have ever been as an adult and down nearly 100 pounds since my surgery!

about bariatric surgery
featuring Dr. Lautz at
emersonhospital.org/podcast



Photo courtssy of Gamelace Media

SUMMER 2020 | 11





## **EMAIL NEWSLETTERS**





### Salinas Valley Memorial Healthcare System



### Welcoming back our volunteers

Salinas Valley Memorial Healthcare System's volunteers were greeted with thank you signs and smiles during an appreciation drive-thru event last week. Our incredible volunteers have made such a difference over the years in the lives of our staff, patients and community. We are so appreciative of them!









### Preventing skin cancer

In this SVMHS Ask The Experts podcast, local dermatologist Dr. Aimee Paik, MD, describes what melanoma looks like on the skin and how this cancer invades other organs. She also discusses risk factors, treatments, the importance of using sunscreen and why we shouldn't use tanning beds.





## Childrens M D MON DOCS

### OTC Medication for Your Kids: What to Grab and Avoid

By Crystal Gravatte, MD on Oct 19, 2021 05:44 pm



Your child wakes you up at 3:00 a.m. coughing. Great, so much for those eight hours of sleep you promised yourself! You give your child the last dosage of Tylenol you have in the medicine cabinet and plan for a trip to your local pharmacy in the morning. You plop your sick child in the... READ MORE
Read in browser »

y Tweet

### **Recent Articles:**

Ask the Experts: Flu and COVID-19 Vaccines

Breath-Holding Spells: Everything Parents Need to Know

Is a Midwife Right for You? I Benefits of Choosing a Midwife

Cough it Up: When to Worry About Your Kid's Cough

The Flu Shot: Why It's Especially Important This Year

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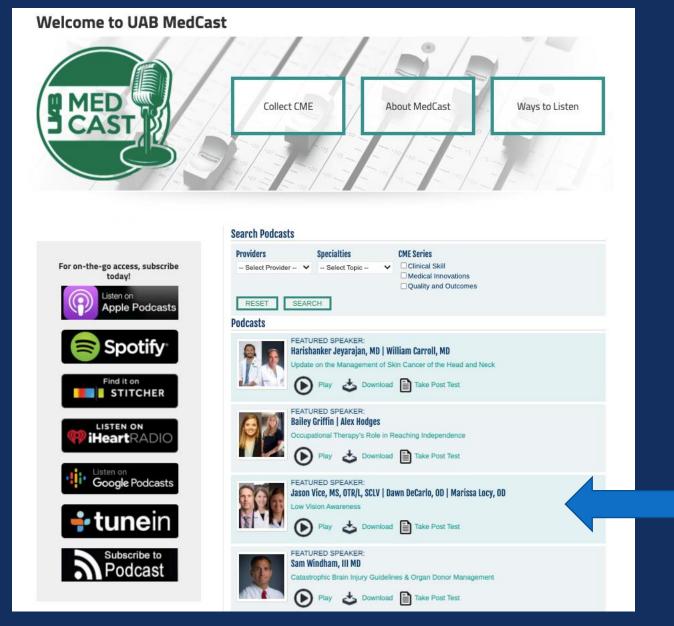
**Listen to Our Podcasts** 





## PHYSICIAN RELATIONS







Physician Relations:



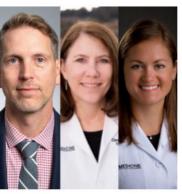
### **MD Learning Channel**



For Medical Professionals

MedCast

Free CME Opportunities



Challenges Among the Low-**Vision Population during** COVID-19

In this podcast, Marissa Locy, OD; Dawn DeCarlo, OD; and Jason Vice, MS, OTR/L, SCLV, discuss Low Vision Awareness Month and how mental health issues such as depression have increased during the pandemic among those with low vision.



Inferior Vena Cava (IVC) Filters & IVC Filter Retrieval

Hear from Andrew Gunn, MD, on the intricacies of the inferior vena cava filter, one type of treatment for deep vein thrombosis or pulmonary embolism.



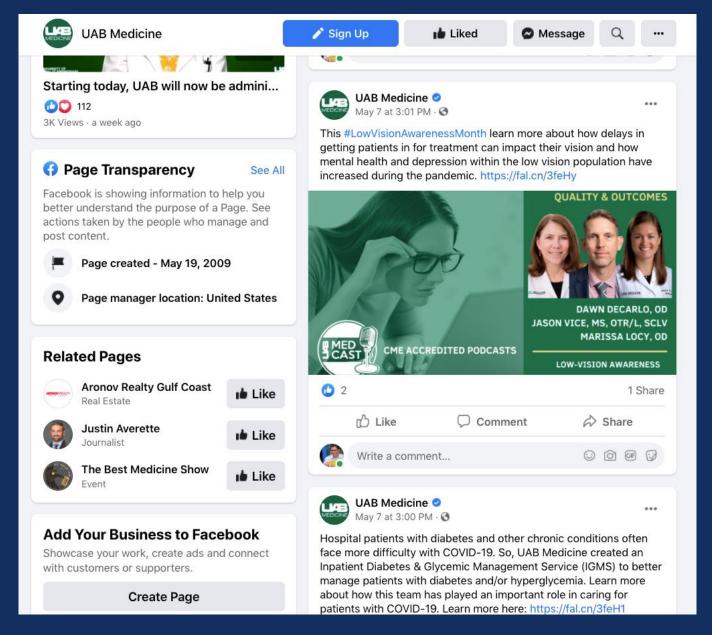
**Explore Occupational Therapy's** Role in Achieving Independence

Listen as Bailey Griffin, OTR/L, and Alex Hodges, OTR/L, examine occupational



Physician Relations: Oppodes







Physician Relations:



Search







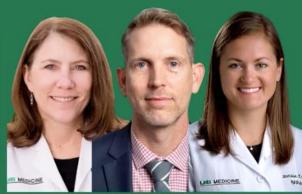








### **QUALITY & OUTCOMES**



**DAWN DECARLO, OD** JASON VICE, MS, OTR/L, SCLV MARISSA LOCY, OD

**LOW-VISION AWARENESS** 



### Conversation

### Recently uploaded



Women's Health Services in Family Medicine Clinics | UA...

**UAB Medicine** 155 views • 3 months ago



What Makes This Song Great? ™ Ep.94 Gordon Lightfoot

Rick Beato 785K views • 9 months ago



How not to take things personally? | Frederik Imbo |...

TEDx Talks 🛇 8.1M views • 1 year ago



Inside the mind of a master procrastinator | Tim Urban

TED 💿

39M views • 5 years ago

QUALITY & OUTCOMES Fffect of COVID-19 on

Low Vision Awareness | UAB MedCast













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**Liked Songs** 



PODCAST

### **UAB MedCast**

**UAB Medicine** 

FOLLOW

### **All Episodes**



#### Update on the Management of Skin Cancer of the Head and Neck

William Carroll, MD, and Harishanker Jeyarajan, MD, provide updates on demographics and rates of skin cancer in 2021. They discuss predictors of high risk lesions, imaging techniques, the importance of salivary glands and lymph nodes management, and t...

May 17 · 22 min



#### Occupational Therapy's Role in Reaching Independence

Bailey Griffin and Alex Hodges examine occupational therapy's role in reaching independence.

May 10 - 13 min



#### **Low Vision Awareness**

Marissa Locy OD, Dawn DeCarlo OD and Jason Vice MS, OTR/L, SCLV discuss low-vision awareness month. They share some of the challenges patients have faced, how delays getting patients in for treatment can impact their vision and how mental health and...



May 3 · 18 min



### Physician Relations:



UPGRADE

David J Earley ▼

### About

The official podcast of UAB Medicine, moving medicine forward.





### **Upcoming Guests**



Mohamed Kazamel, MD Assistant Professor Department of Neurology

"Autonomic Function Testing"

Neurologists often need to evaluate the functions of the thinly myelinated and nonmyelinated small nerve fibers. These population of fibers cannot be assessed by routine nerve conduction studies or electromyography. Dr. Kazamel explains that presence of autonomic dysfunction is a key criterion for the diagnosis of a life threatening condition like multiple system atrophy, distinguishing it from other more benign parkinsonian



Warner Huh, MD Director Division of Gynecologic Oncology

"Guidelines for Pap Smear Screenings"

At present, the standard way to screen for cervical cancer is a Pep smear alone, or cotesting using both a Pap smear and a human papilliomavirus (HPV) test. Under the new guidance, the Pap smear, which dates back more than 80 years, would still be used for follow-up tests if an HPV test is positive and will still be used for primary screening of women under age 25. Dr. Warner Huth discusses these updates in the guidelines for Pap Smear Screenings for Cervical Cancer.



Mark Sasse, MD Associate Professor Interventional Cardiology

"Dissolving Heart Stents"

While stents are traditionally made of metal, the Absorb stent is made of a naturally dissolving material called polylactide, similar to dissolving stitches or sutures. Dr. Mark Sasse explains that since the Absorb stant gradually dissolves, this may be a safer longterm option for patients because metal stents can clot and occlude the artery.

SUBSCRIBE TODAY







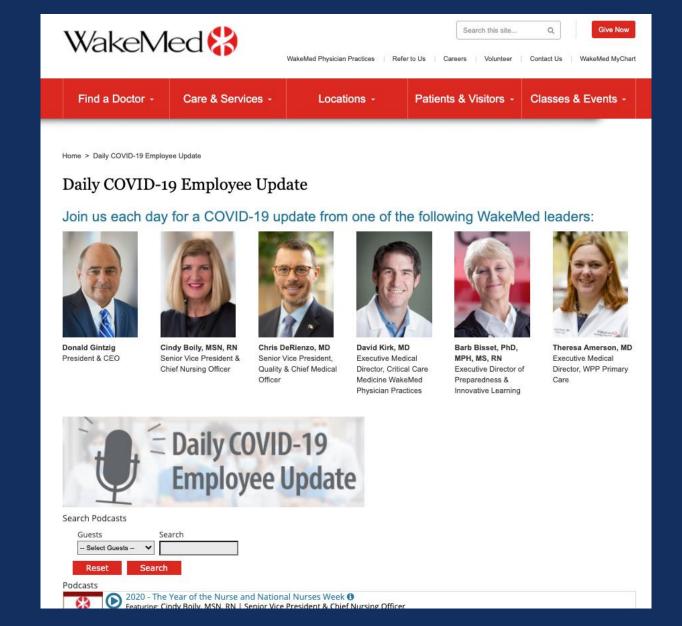






## INTERNAL COMMUNICATIONS











Find a Doctor

**Health Services** 

Locations

Patients & Visitors

Patient Portal

Home > UM UCH Podcast

### University of Maryland Upper Chesapeake Health (UM UCH) Podcast



The HERO Podcast is a series of informative discussions with experts from UM Upper Chesapeake Health. Topics may range from Epic Portfolio to updates on campus construction. All discussions fall under the umbrella of our journey to becoming a highly engaged and reliable organization (HERO).









Services

Find A Physician

Hospitals & Locations

**Patients & Visitors** 

About McLaren

### MCLAREN LEADERSHIP **PODCAST**

McLaren - Hospitals in Michigan and Ohio > About McLaren Health Care > Leadership Podcast



McLaren Macomb Medical Center McLaren . 2,805 followers 3w • Edited • 🕲

Tom Brisse on the McLaren Leadership Podcast

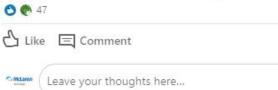
McLaren Health Care is pleased to launch the McLaren Leadership Podcast. Listen to our executive leaders share their insight and perspectives on various leadership topics. Useful information for any industry.

Listen at https://lnkd.in/dX46teP











Show stats ~



Organic impressions: 2,050 Impressions





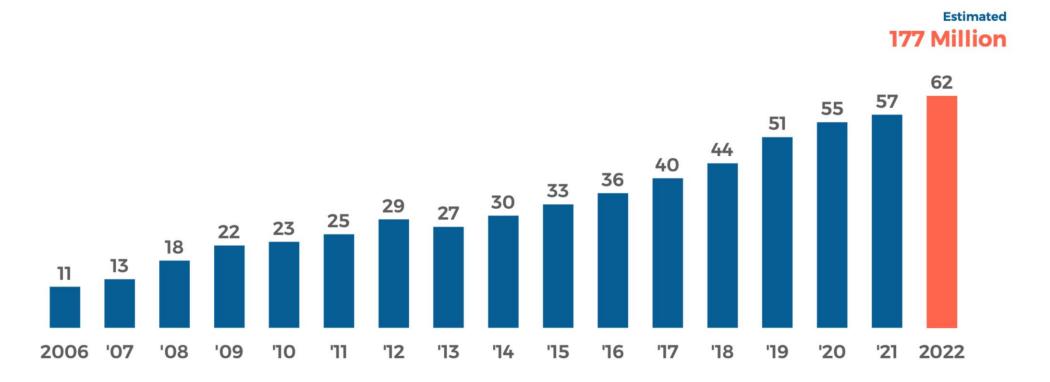




### **Podcasting Listening**

**TOTAL U.S. POPULATION 12+** 

% EVER LISTENED TO A PODCAST

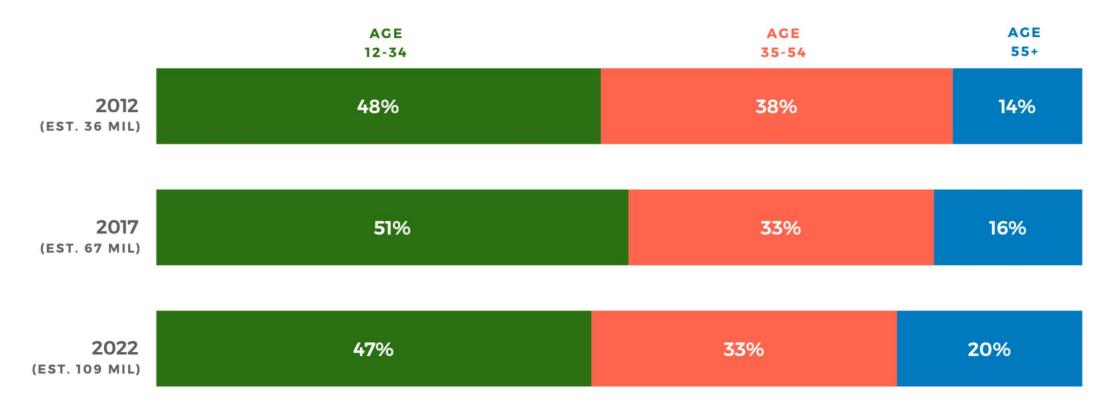






### **Age of Monthly Podcast Listeners**

BASE: U.S. AGE 12+ AND LISTENED TO PODCAST IN LAST MONTH





# Podcasting Made Easy: You Don't Have to Start From Scratch

































































The Healing Podcast

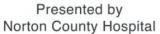




























Montefiore Nyack





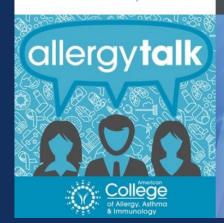






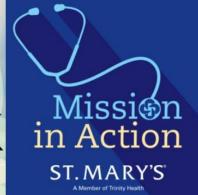
A podcast from the experts at **Bradley Hospital**, leaders in mental health care for children















- Full guest scheduling
- All recording, editing, publishing to your website and distribution to the major podcast Platforms like Apple, Spotify, Google Podcasts, iHeart and more
- Easy embeddable iFrame for your website to showcase your podcast library
- Complete client portal for sharing tools, guest scheduling, support and analytics
- Content Buffet for building additional content: blogs, social media players, radio commercials, on-hold messaging, physician biopods and more.



# Podcasting Made Easy: You Don't Have to Start From Scratch

- Common challenges Hospital Marketing Directors Face
- The burden of building content and keeping the pipeline filled
- How you can tap into the power of podcasts to solve your content needs
- Examples for Consumer, Peer and Internal Audiences
- A sit down with Patrick Moody of Henry Mayo Newhall Hospital







## **About Henry Mayo Newhall Hospital**

- Nonprofit independent community hospital
- 358 beds
- 2,000 employees
- Nearly 520 affiliated physicians
- 200 volunteers
- In 2020 we:
  - Treated over 12,000 inpatients and over 106,000 outpatients

Henry Mayo Newhall Hospital

- Delivered almost 1,400 babies
- Treated nearly, 60,000 people in our Emergency Department

## **Henry Mayo and Doctor Podcasting**

- Client since 2016
- Have published 140 podcasts
- Release a new podcast every other Friday





## Why Podcasts?

- At the time it was an emerging and rapidly growing medium
- Used as a supplement for patient and community education
- Is now a linchpin communication channel





## **Topic Generation**

- Standing monthly meeting to brainstorm topics
- Other topics (e.g. COVID) are more urgent.
- Doctor Podcasting provides suggestions.





## **Topics – What Works**

- Topical subjects (of course)
- COVID
- Almost anything to do with kids
- A guest who has a large social media following
- Topics that have built-in cross promotion



## **Topics – What Doesn't Work**

Push Content "We really need to let the community know that we are doing a new procedure...."

Almost anything tied to a "month."





## **Recruiting Guests**

- Generally guests are eager
- Only takes 15 minutes
- Shout out to Brittney Brown and Melanie Cole
- A very small percentage of guests don't work out.





#### Promotion

- The grand slam tactics:
  - Community magazine
  - Guest who has a large following





#### Promotion

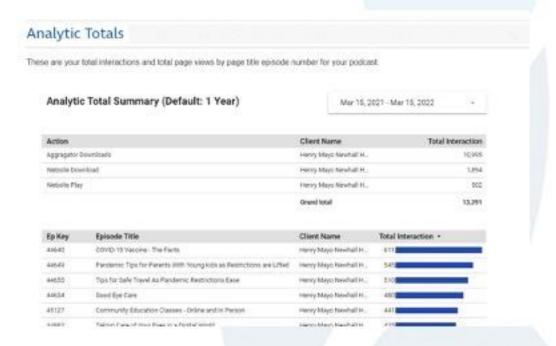
- Weekly all-staff e-mail
- Social media with snippet





#### Metrics

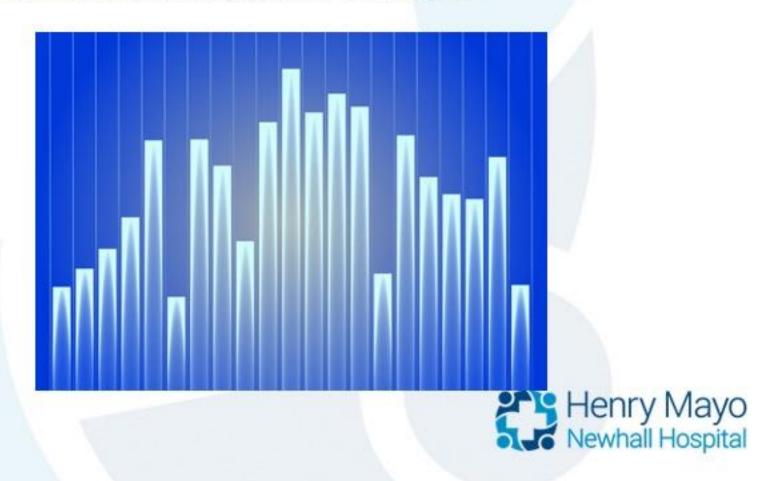
#### Robust Dr. Podcasting Analytics





### **Metrics**

- 500 interactions is a hit for us
- Nearly 14,000 downloads or plays over the last year



#### **Best Practices**

- Topics, Topics
- Promote internally and on social media
- Consistent publication schedule

#### What We Could Do Better

- Smooth out the supply curve
- Promote better

