Enhancing Healthcare In Southern Morrow County

Morrow County Hospital at The Cardinal Center formally opened on June 11 with a ribbon cutting ceremony and open house attended by nearly 300 people. Chris Truax, Morrow County Hospital’s President and CEO, noted the 14,440 square foot, $2.5 million facility offers enhanced healthcare services to the southern part of Morrow County and is a tribute to the vision of Jack and Karen Fishburn. Located at 73 Sportsman’s Drive off State Route 61 just north of Interstate 71 near Marengo, Chris mentioned, “Jack and Karen’s passion for Morrow County and their vision to bring primary care to the Marengo area got us to where we are today.” The partnership with the community coming together began as a dream about five years ago and ground was broken for the project May, 2013. “Karen was here when we started, but she went to her eternal home last fall,” noted Chris. “Her spirit of hard work and taking care of details is present here today,” mentioned Reverend Jan Sprague, Marengo United Methodist Church, in her innovation at the event.

A bronze plaque, placed in the building’s entrance, exemplifies the gratitude felt for the Fishburn family’s friendship, support and leadership in the community. “The Karen D. Fishburn Community Room is dedicated to this tireless servant who touched countless lives with her extraordinary spirit. The building’s decor is energizing and uplifting...just the way Karen would have wanted it,” said Chris.

Sharing in the ribbon cutting honors at Morrow County Hospital at The Cardinal Center on June 11 were Front row, from left – William (BJ) Lenz, DDS (Cardinal Family Dental); Paula Lenz (Cardinal Family Dental); Jack Fishburn (Land Owner and Developer); Chris Truax (MCH President and CEO); William Addington, DO (MCH Primary Care Cardinal Center); Joyce Ray, Vice Chairperson (MCH Board of Trustees); Carolyn Beal, Member (MCH Board of Trustees), and Pat Drouhard, Chairperson (MCH Board of Trustees). Back row, from left – Tom Harden (Morrow County Commissioner), Brad Wood, Member (MCH Board of Trustees); Dennis Leader, Member (MCH Board of Trustees); and Paul Hinkle, Member (MCH Board of Trustees).

Featured in the MCH Primary Care exam rooms and ancillary areas is artwork created by local artists – a partnership coordinat-ed by Gena Wiley of Marengo, who conducted a “call for entries” based on Morrow County’s theme, “Live Life, Live Rural.” These works will remain on display through December with a change at that time.

(continued on page 3)
Chris Truax, President and CEO
Morrow County Hospital

As previously discussed, June 11 is a very important date in MCH’s history with the opening of The Cardinal Center. The project was well managed and the opening ceremony could not have gone better. MCH now has its flag in the ground in the southern area of Morrow County providing accessible, quality care to its residents.

Over the past two years, MCH has had laser focus on improving the access to its services throughout the county by partnering with its community physicians. The addition of Cardington and Baker Street as well as the enhancement at Northfield expanded MCH to six locations throughout the county.

This growth is a significant investment in the infrastructure necessary to improve the health of those we serve.

The tide is now shifting to improving the experience at the hospital. We have investments and improvements to make to ensure that the hospital provides our physicians and the community the same feel and quality services that they expect. This will include the look and feel of our lobbies as well as the equipment that provide our patients the standard of care they deserve.

I have been asked on a few occasions... “What is next?” Our goal is to make sure that the services that we provide this community meet the expectations that they have set for us. Thank you for your trust in us as we deliver on our reputation in our community.

Welcome to...Brandy Bower, PA-C

Brandy Bower, Certified Physician Assistant (PA-C), is excited to be part of the MCH Primary Care Cardinal Center team where she is working with Dr. William Addington and Dr. Ariel Silva.

A Ridgedale High School graduate, Brandy completed the licensed practical nurse program at Tri-Rivers Career Center. With a desire to continue on her nursing career path, she entered the physician assistant program at the University of Findlay, earning a Bachelor of Science Physician Assistant Studies Degree.

Brandy worked eight years with the U.S. Department of Veterans Affairs (VA), Outpatient Clinic, in Lima, Ohio, and during that time, she earned her Master’s Degree through the University of Nebraska.

Influenced by her career, Brandy joined the military in January, 2012, where she is a (Major) Medical Officer in the Medical Unit of the 179th Airlift National Guard based in Mansfield, Ohio, and functions as a physician assistant. Brandy was named the military company-grade “Officer of the Year” for the Medical Unit in 2013 and attended the Ohio National Guard Annual Conference in Washington, D.C. last fall.

Brandy lives on a 30-acre farm near Waldo, and is expecting her first child in early August to add to her family of five dogs.

Growing up in Harpster, Ohio, Brandy believes in “giving 100 percent, going the extra mile and serving others – all reasons why she entered the healthcare field.”

To learn more about Brandy Bower, PA-C and MCH Primary Care Cardinal Center, visit...morrowcountyhospital.com, or call – (419) 253.0585.
Visitors attending the open house toured the entire facility which features –

**MCH Primary Care** – medical office of William Addington, DO, Internal Medicine; Brandy Bower, PA-C, Family Medicine; and Ariel Silva, MD, Family Medicine, who are all accepting new patients. Patients may call or stop in to make an appointment.

**Laboratory** – anyone with a physician’s order can utilize these services for specimen collections and easy access for sample drop-off – walk-ins are welcome!

**Radiology** – low-dose radiation/pediatric-safe digital exams of extremities, spine, joints, chest, etc., are available on a walk-in basis with an order from any licensed practitioner.

**Rehab Services** – physical therapy services are offered by appointment, along with wellness and fitness classes/education, and Phase II memberships which is a fitness membership following completion of a physical therapy plan.

**Specialty Clinic** – sub-specialty physicians will provide clinic services when it opens September, 2014.

“We want to encourage people to call (419) 253.0585 to learn more about any of the Morrow County Hospital at The Cardinal Center services, or visit the hospital’s website...morrowcountyhospital.com,” said Chris.

William J. Lenz, DDS, has opened the Cardinal **Family Dental** in the facility as well. Dr. Lenz provides dental care for adults, kids and families. He uses cosmetic “white”-type filling materials and provides comprehensive dentistry with an emphasis on prevention. To schedule an appointment, or for more information, call **Cardinal Family Dental** – (419) 253.3100, or visit...cardinalfamilydental.com.

“We are proud of this facility and believe it will help move forward our mission of providing quality healthcare for Morrow County,” said Pat Drouhard, Morrow County Hospital Board Chairperson.

Kidney Associates, Inc., a physician group of expert nephrologists based in Mansfield, is now seeing patients in Morrow County Hospital’s Medical Specialty Center West on a regular basis. These specialists provide kidney-related services such as hypertension, chronic kidney disease, acute kidney injury, electrolytes abnormalities and dialysis management.

To learn more about nephrology services, or to schedule an appointment, please call – (419) 774.0478.

Nephrologists – Suresh Vadada, MD; Swapna Kamadana, MD; Mohan R. Kamadana, MD; Jackson Liu, MD; Ravindra Pawar, MD, FASN.
Outpatient Anticoagulation Clinic Opens

MCH Heart & Vascular Services at Morrow County Hospital is proud to announce the opening of a new Outpatient Anticoagulation Clinic (OAC). The clinic is accepting new patients for the management of Warfarin (Coumadin™) therapy, as well as bridging therapy for other anticoagulants such as Lovenox™. Referrals are accepted from all providers – including those who may not be affiliated with Morrow County Hospital. The referring provider will specify the prescribed anticoagulant, target INR, and duration of therapy.

Following referral to the clinic, pharmacists will meet with patients for scheduled visits between the hours of 7:30 a.m.-4 p.m. on Wednesdays and Fridays in the MCH Heart & Vascular Clinic on the hospital’s South Wing.

The benefits for having anticoagulants managed by pharmacists in a clinic setting include –

1. comfortable and convenient finger-stick testing with results available immediately
2. face-to-face consultation for improved medication therapy management
3. improved educational opportunities including drug/food interactions
4. assistance with managing home medication lists
5. identification of concerns that necessitate a visit to the referring physician

The pharmacists providing care in the clinic are experienced in the management of anticoagulation therapy, and the clinic is supervised by Imtiaz Ahmed, MD, Interventional Cardiologist.

For more information, contact Holly Trainer, Pharmacy Director – (419) 949.3084.

Registered Pharmacists – Laura Morris, RPh, and Holly Trainer, RPh, Pharmacy Director, are accepting new patient referrals for the Outpatient Anticoagulation Clinic.

Outpatient Anticoagulation Clinic (OAC)
Morrow County Hospital
651 W. Marion Rd. • Mt. Gilead, OH 43338
Phone: (419) 949.3120
Hours: Wednesdays and Fridays • 7:30 a.m.- 4 p.m.
Portable X-Ray System Enhances Service

“With the patient as our focus, Morrow County Hospital understands that not all patients should go to the radiology department for their x-ray. To better serve its patients, the hospital purchased a new mobile x-ray unit,” said Vincent Trago, MD, Radiology Medical Director. The Optima XR220amx mobile x-ray system is fully digital and is powered by FlashPad, a wireless x-ray detector, designed to provide fast, low-dose, high-quality images of a patient without moving them to the radiology department. According to Radiology Director Russ Merrin, BS, RT(R)(N), CNMT, NCT, “This portable radiography machine is engineered to be smaller so it is easier to maneuver in tight places such as a patient room, surgery, or an emergency room.” He added, “By bringing the portable x-ray to the bedside, we are improving the quality of care for the patient and decreasing possible patient safety risks. It’s like having a radiology room on wheels – especially for orthopedic surgery patients since the mobile x-ray can be taken into the surgical suite, if needed.” The new Optima mobile machine allows the physician to make decisions at the patient’s bedside since images can be viewed in less than five seconds on the portable’s monitor.

Radiologic Technologists – Sheryl Claus and Carla Hoyng use the mobile x-ray system in a patient room. The machine’s new design is smaller, more powerful and easier to maneuver – bringing x-ray to the patient.

Urgent Care

651 West Marion Road • Mount Gilead, Ohio 43338

(419) 946.5015

OPEN
Monday-Friday • 4-11 p.m.

When To Use Morrow County Hospital Urgent Care...
+ Allergies, Sinus Infections
+ Cold and Cough, Sore Throat
+ Dizziness, Earaches
+ DOT Physicals
+ Eye Infections
+ Fever, Flu-Like Symptoms
+ Flu Shots (Seasonal) and Select Immunizations
+ Insect Bites, Rashes
+ Minor Fractures, Sprains and Strains
+ Minor Cuts and Lacerations
+ Minor Burns
+ Minor Back Pain
+ Sports Physicals
+ Upset Stomach
+ Urinary Tract Infections
+ Vomiting and Diarrhea
+ X-Rays
+ Labs
“Connections”...OhioHealth Service Excellence Retreat

This year’s OhioHealth Service Excellence Retreat was designed to celebrate and recognize service excellence award winners for delivering amazing patient experiences, as well as inspire, motivate, and rejuvenate all the participants – approximately 1,000 attended. Held at the Aladdin Shrine Center in Columbus, the event’s theme was about “Connections,” and participants were given assigned seats to encourage meeting others and making new connections.

Keynote speaker was acclaimed former Vietnam POW Captain J. Charles Plumb, USNR (Ret.), who shared his story of the creative and innovative ways the Vietnam POW soldiers communicated with each other, supported each other, and survived their multi-year ordeals in the enemy POW camp. These methods of communication left them stronger and better equipped to cope with the struggles others encountered after returning home. Those attending heard other inspirational breakout session speakers who emphasized the importance of personal connections to improve the patient experience.

Morrow County Hospital was proud to have Service Excellence Champions recognized by the OhioHealth system –

**Individual Champion** – Jennifer Donelson, LSW, Social Worker, was honored for her commitment and dedication as a true patient advocate and her involvement as an active member of area advisory boards. Jennifer consistently goes above and beyond to assist families in crisis, connect financially stressed patients with the right financial resources and visits to very ill patients at home.

**Physician Champion** – Vincent Trago, MD, Radiologist & Medical Staff President, was recognized as a flawless example of service excellence. Commended for his passion for all patients, he tirelessly displays a kind and supportive role in explaining procedures and alleviating patient fears. Dr. Trago consistently goes the extra mile and is well respected by his colleagues, patients and staff.

**Team Champion (Success Stories)** – Meditech/meaningful Use Team, comprised of multi-departmental members, this team assisted in making the hospital’s journey to the electronic medical record possible by improving the patient’s quality of care and patient satisfaction through improved communication and medical record access to all members of the healthcare team – all completed by staff at every level. The project is all about innovation, finding and using technology in new ways to provide continuity of care that ultimately improves patient access and satisfaction with the hospital’s patient portal.

Congratulations to Morrow County Hospital’s OhioHealth Service Excellence Champions!!!
MCH Primary Care and MCH Orthopedics patients now have access to a new online tool that provides anywhere, anytime access to their personal health records. This new patient portal, FollowMyHealth™, allows patients to better manage their health and make more informed decisions about their care 24/7 from any computer, smartphone or tablet.

With the FollowMyHealth™ patient portal, patients associated with MCH Primary Care and MCH Orthopedics are able to –

+ View their health summary from their electronic health record
+ View lab and radiology results
+ Request appointments
+ Ask for prescription renewals
+ Send a message to, or receive a secure message from, their medical care team

Patients interested in signing up will be asked either at registration or discharge from their MCH Primary Care or MCH Orthopedics office visit if they would like to receive an invitation for the FollowMyHealth™ portal. If they choose to sign up, an email address will be required.

Once the email address is provided, the patient will receive an email from FollowMyHealth™. This email will include instructions for setting up their FollowMyHealth™ account. The patient will be asked for their Invitation Code, which is their YEAR OF BIRTH. In setting up an account, you may use the same log-in information you use for Facebook, Google, Yahoo! or Windows Live.

MCH Primary Care and MCH Orthopedic patients can access information and frequently asked questions about the new FollowMyHealth™ patient portal by visiting www.morrowcountyhospital.com and clicking on the FollowMyHealth™ Access Your Personal Health Records 24/7 Online icon.

For more details, please contact your MCH Primary Care and/or MCH Orthopedics office.

Accepting New Patients

Morrow County Hospital OhioHealth
at The Cardinal Center
(419) 253.0585

Morrow County Hospital OhioHealth
at Northfield (419) 949.3063

MCH Primary Care

Baker Street (419) 947.8001
Mt. Gilead (419) 947.3015

Cardinal Center (419) 253.0585
Northfield (419) 362.6033

Cardington (419) 864.4440
morrowcountyhospital.com
Employee Honored

Forty-one hospital employees reached important employment milestones this year representing 420 years of service. Thank you to these employees for their involvement and contributions in making Morrow County Hospital a great community hospital!

Five Years
Kathleen Wellman – Medical Specialty Center
Candace Wilson – Medical Specialty Center
Alicia Levings – Surgery
Catherine Laser – Acute Care
Tiffany Sayre – Administration
Teresa Conner – Nutrition Services
Kim Hollingsworth – Nutrition Services
Brenda Patterson – Facilities
Michele R. Johnson – Facilities
Karen Keck – Cardiopulmonary Services
Sharon Hindman – Cardiopulmonary Services
Ashleigh Stuckey – Rehab Services
Cindy Weston – Registration
Lori Misner – Registration
Jodi Baer – Registration
Christina Meacham – Emergency

Ten Years
Cody Collins – Emergency
Melissa Johnson – Surgery
Jolene Knickel – Surgery
Kim McGuire – Facilities
Jeanette Kincaid – Rehab Services
Lisa Fuller – Rehab Services
Kelley Shealy – Risk/Safety
Eddie Pennington – Laboratory
Kelli Jagger – Radiology
Kathy Hart – Radiology
Carol Arnett – Radiology
Denise Ruhl – Registration
Leaha Ritchey – Registration

Fifteen Years
Erica Johnson – Medical Specialty Center
Char Gatrell – Outpatient Surgery
Barb McFann – Home Health
Leslie Dye – Cardiopulmonary Services
Angela Johnson – Rehab Services
Amber Skelton – Radiology
Kelli Pfeifer – Health Information Management
Sandie Fisher – Administration

Twenty Years
Michelle Romans – Emergency
Mary Ann Clements – Health Information Management

Twenty-Five Years
Mike Gale – Facilities
Lois Peoples – Public Relations

Nineteen of the honorees attended a special reception held in May.
Taking Pride In Local Emergency Care

Crenah Zimmer, RN, BSN, CCRN and Manager of Emergency Services, wants the community to know that Morrow County Hospital’s Emergency Department (ED) offers many healthcare services.

“I am proud to say that we are dedicated to deliver high quality healthcare with a hometown feel,” said Crenah. The department offers the community board-certified physicians who average more than 20 years of ED experience. Its nurses and physicians are committed “to improve the health of those we serve.”

Morrow County Hospital is affiliated with the OhioHealth Stroke Network in a partnership that includes pairing with the regional hospitals to facilitate advanced care when needed. Crenah noted, “If you or your family members are experiencing any stroke symptoms, our team of professionals can address your stroke-like needs.”

The clinical benchmark time at Morrow County Hospital is excellent and gaining. Currently a 60 minute or less commitment to move an admitted patient from the ED to a patient room is down to 46 minutes. This means a shorter wait time in the ED by getting the patient to a more comfortable environment and initiating quicker treatment.

Morrow County Hospital’s Urgent Care is open Monday through Friday from 4-11 p.m. “Offering urgent care services at the hospital has opened the door for quicker, accessible healthcare during peak times for our patients,” said Crenah. “Since the Urgent Care opened in September, the ED wait time can be as little as one hour.”

In cooperation with the on-site specialists, Crenah pointed out that Morrow County Hospital can meet more healthcare needs locally –

+ Heart and vascular for chest pain
+ Orthopedics – fractures and sports medicine
+ General surgery – appendectomy, gall bladder, hernia, breast, bowel resections and more.

“If you or a family member is experiencing any mental health issues, you may come to the ED for an evaluation,” Crenah mentioned. “The ED team can provide a private area where a local counselor can talk with the patient about their issues.”

Crenah confirmed, “Morrow County Hospital’s vision is to be the leading healthcare resource in Morrow County, and we honor the dignity and worth of every individual.”

Stroke Symptoms –
Remember the word “FAST”
FOR SIGNS OF STROKE

F – Facial Weakness
A – Arm Weakness
S – Slurred Speech
T – Time To Call 9-1-1
OHA Recognizes Healthcare Workers

Connie Mattingly, RN, BSN, CDE, Employee Health Nurse, Infection Preventionist and Diabetes Program Coordinator, was Morrow County Hospital’s nominee for the 2014 Ohio Hospital Association (OHA) Albert E. Dyckes Health Care Worker of the Year Award.

Throughout Connie’s 30 years in healthcare, she continues to embody the award’s criteria in her roles as bedside nurse in a variety of areas, nurse leader, and as an educator and role specialist for employee health, infection prevention, and diabetes education. Connie goes above and beyond the call of duty in her passion for wellness and prevention education, support of community cancer awareness through Relay for Life, as well as holding officer positions for the Association for Professionals in Infection Control (APIC), Relay for Life and the American Diabetes Association. She reflects the mission and values of Morrow County Hospital with her tireless energy for these activities – not just in the hospital setting, but throughout the community.

During the three-day OHA Annual Meeting held at the Hilton at Easton, Columbus, OH, a special recognition dinner and awards ceremony was emceed by Tanisha Mallett, from 10TV News/Columbus. Presiding over the meeting was Phil Ennen, President of Bryan Hospital and Chairman of the OHA Board of Trustees. Guest Speaker was Karen Kasich, Ohio’s First Lady. Keynote speaker Brian Boyle, shared his own life story of rising from the ashes of a devastating automobile accident to recovery and completing multiple Ironman triathlon events.

Congratulations to Connie and all the nominees. The Ohio Hospital Association is to be commended for hosting the event and the opportunity to recognize individuals that go above and beyond the call of duty and give back to the community at the individual hospital level.

Accepting New Patients

Morrow County Hospital OhioHealth

651 West Marion Road
Mount Gilead, Ohio 43338

MCH Orthopedics
(419) 949.3111

James Tulloss, MD
morrowcountyhospital.com
<table>
<thead>
<tr>
<th>Event Description</th>
<th>Dates</th>
<th>Time</th>
<th>Location</th>
<th>Registration Required</th>
<th>Fee</th>
<th>Minimum Class Size</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Heartsaver CPR</strong></td>
<td>Monday/August 4</td>
<td>4-7 p.m.</td>
<td>MCH Room A</td>
<td>Registration Required</td>
<td></td>
<td>6 participants</td>
</tr>
<tr>
<td><strong>Diabetes Self-Management Education Class</strong></td>
<td>Tuesday/September 2</td>
<td>6-8 p.m.</td>
<td>MCH Room A</td>
<td>Registration Required</td>
<td></td>
<td>2 participants</td>
</tr>
<tr>
<td><strong>Tobacco Cessation</strong></td>
<td>Monday/September 8</td>
<td>6-7 p.m.</td>
<td>MCH Room A</td>
<td>Registration Required</td>
<td></td>
<td>8 participants</td>
</tr>
<tr>
<td><strong>First Aid Class</strong></td>
<td>Monday/August 11</td>
<td>4-7 p.m.</td>
<td>MCH Room A</td>
<td>Registration Required</td>
<td></td>
<td>6 participants</td>
</tr>
<tr>
<td><strong>Healthcare Provider CPR</strong></td>
<td>Thursday/August 14</td>
<td>8 a.m.-12 p.m.</td>
<td>MCH Room A</td>
<td>Registration Required</td>
<td></td>
<td>6 participants</td>
</tr>
<tr>
<td><strong>Prostate Cancer Screening</strong></td>
<td>Wednesday/October 15</td>
<td>2-6 p.m.</td>
<td>MCH Room A</td>
<td>By Appointment Only</td>
<td></td>
<td>8 participants</td>
</tr>
<tr>
<td><strong>Energize With Exercise</strong></td>
<td>12 Weeks/24 Sessions</td>
<td>Registration Fee – $50</td>
<td>MCH Room A</td>
<td>Registration Required</td>
<td></td>
<td>20 participants</td>
</tr>
<tr>
<td><strong>Diabetes Support Group</strong></td>
<td>Tuesday/August 5</td>
<td>6-7 p.m.</td>
<td>MCH Room A</td>
<td></td>
<td></td>
<td>10 participants</td>
</tr>
<tr>
<td><strong>Tobacco Cessation</strong></td>
<td>Monday/September 15</td>
<td>6-7 p.m.</td>
<td>MCH Room A</td>
<td></td>
<td></td>
<td>8 participants</td>
</tr>
<tr>
<td><strong>American Red Cross Bloodmobile</strong></td>
<td>Wednesday/September 10</td>
<td>10 a.m.-4 p.m.</td>
<td>MCH Room A</td>
<td></td>
<td></td>
<td>6 participants</td>
</tr>
</tbody>
</table>

Pre-registration is required for all programs unless otherwise noted. To register for any of the listed programs, or for more information, please call Morrow County Hospital’s Public Relations Department – (419) 949.3089 or (419) 949.3088 – Monday through Friday, between the hours of 8 a.m.-4 p.m.
Auxiliary Purchases Equipment

Wishes did come true for departments fortunate enough to have their equipment requests selected for purchase by the hospital’s Auxiliary volunteers. Based on a “wish list” of items needed, the volunteers took serious consideration and prioritized how dollars raised during the year should be spent.

At their Appreciation Gathering in June, the Auxiliary donated $21,432.77 and voted to purchase –

- **Patient Lift Device (500 lb. Smart Lift with Scale)** – Acute Care
- **Bariatric Stretcher** – Surgery
- **GE Tiffsat Portable Pulse Oximeters** – Acute Care
- **Stryker Arthroscopic Biter Set** – Surgery/Orthopedics
- **Datascope Duo NIBP and Pulse Oximetry Monitor** – Cardiac Rehab

“Special thanks to these wonderful men and women for their dedication, hard work and commitment to benefit patient care,” said Lois Peoples, Public Relations Manager. Although their membership has decreased, their service hours, fundraising and dedication to the hospital is holding strong. During the past year, Auxiliary and PLUS volunteers collectively donated more than 5,260 service hours. Lois mentioned, “We are fortunate to have 64 Auxiliary and 24 PLUS volunteers and appreciate everything they do for us.”

Anyone in the community interested in becoming a hospital volunteer, is asked to please contact Lois Peoples, Public Relations Manager – *(419) 949.3088.*

Joe Schueler (Chief Financial Officer) and *(third from left)* Lorelei Heineman (Vice President, Patient Care Services) accept the Auxiliary donation from Auxiliary Officers – *(left)* Estell Stahl (Co-Treasurer), *(back row)* Betty Quinn (Secretary), *(front row)* Joan Myers (President), and Betty Meier (Vice President).