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Nutrition Food Service offers choices, nutrition and quality

COVER PHOTO: Andrea Miller, registered dietitian at Community Hospitals and Wellness Centers, enjoys all the nutritious choices on the salad bar at Bryan Hospital. See related article on page 7.

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MAKE YOUR WISHES KNOWN

LEARN MORE ABOUT ADVANCE HEALTH CARE DIRECTIVES

The end of life and life-threatening illnesses are not subjects we like to think about, much less discuss. But if you were unable to speak or act on your own behalf, would anyone know about your health care wishes? Would family or health care providers know to what extent treatment should be administered or how invasive the treatments should be? Although it's probably one of the most difficult discussions to have with loved ones, advance health care directive planning helps ensure that your wishes are followed.

Community Hospitals and Wellness Centers has teamed with local law firm Gallagher & Yosick, Ltd., to tackle this tough subject. A series of educational sessions at the hospital will educate hospital employees and community members about the importance of an advance health care directive and even assist them in creating one. Sessions will be held on April 10, 11, 29 and 30.

"Too often in the hospital we encounter very difficult situations, and families aren't ready to make these tough decisions because directives aren't in place," says Phil Ennen, President/CEO of Community Hospitals and Wellness Centers. "We are inviting our employees to the educational sessions too, in the hope that they complete an advance directive for the benefit of their own families. We also want them to feel stronger, more empowered and smarter about having this conversation with their patients."

WHAT TO EXPECT

Attorney Karen Gallagher and other members of the law firm, Gallagher &

TO LEARN MORE ABOUT the upcoming educational sessions, read the Bryan Times or listen to WBNO/WQCT.



Social worker Linda Trausch and attorney Karen Gallagher review the forms for advance health care directives.

Yosick — Ralph Gallagher, Kirk Yosick and Deborah Rohrs — will review each type of advance health care directive at the educational sessions. These legal documents allow you to direct your health care if you are unconscious, incapacitated or otherwise unable to communicate. A living will allows you to specify in writing the kind of health care you want under certain conditions. A health care power of attorney allows you to name a person or persons you trust to make health care decisions for you when you cannot.

"We are active about getting this information out in the community so people can be aware of how important this is," Karen Gallagher explains. "Stress is high when people don't have an advance directive but need it immediately. So we try to educate people about how they can do it before they need it."

The attorneys and hospital social workers will also be available to offer assistance for those who are ready to complete their own forms at the sessions.

PLAN AHEAD

By drawing up advance health care directives now, you will take the anguish out of decisions your family may have to make on your behalf. You can change or revoke your living will and/or health care proxy at any time, and it's wise to review your advance directives periodically to make sure they still reflect your wishes.



ARTISAN COLLECTION CONTINUES TO EXPAND

Who would have ever thought you could be entertained by a live model train set while recovering from hip surgery? Randy Bible did, and he made it a reality.

Bible, a member of the Montpelier Trackside Modelers' Club, had the notion three years ago to assemble a portable model train set that could be shown to patients, staff and visitors at Bryan Hospital.

After brainstorming, Bible presented the idea to Phil Ennen, President/CEO of Community Hospitals and Wellness Centers (CHWC). After their conversation, the idea blossomed.

LAYING THE FOUNDATION

"I sat down with fellow club members and came up with a design," Bible says. "We knew it needed to be able to move from room to room, floor to floor, and through elevators, and we would have to store it when not in use."

Roughly 14 train club members, including junior members, spent about nine months building the set. The entire project, called the Think-N-Of-U Railroad, has taken two years from conception to completion.



A unique blue vase created by Janice and Rick Moore of TJR Artwork in Bryan is part of the Artisan Collection.

"It's a big piece of art," Bible says. "A lot goes into planning and building, painting, landscaping — it's an art project."

INTERACTION IS KEY

Bible and his wife, Susan, do most of the patient interaction, including reading stories that correlate with the "scenes" on the train layout. Some stories are true; some are "the imagination gone wild." Bible tells a story of "Sarah's Flowers" and presents the patient with a handcrafted paper flower made by Sarah Donnelly of Bryan.

The set is a model of the 1950-60s era with steam engines and early diesels. It also features the made-up town of Danbury, including "Very Little Creek" with very little fish.

With precise detail and careful design, the train set is a special art piece included in the Artisan Collection at CHWC. One hundred and seventy-six pieces of artwork of all media (including paintings, photography, glass work, ceramics, etc.) have been purchased since November 2009 and are displayed in the halls and waiting areas of CHWC. Sponsors have made \$82,000 in donations to purchase the 176 pieces of artwork.



Randy Bible tells a story to a patient while the model train is on display in his room.

The Think-N-Of-U Railroad was sponsored by Bryan Truck Lines, the Montpelier 1st Presbyterian Church, Airmate, Richmond Machine, Oberlin Farms, Bryan Country Store, Town and Country Stores, Hobbytown USA, Montpelier Area Chamber of Commerce and from the memorial of Earl and Lillian Bible.

As with the other artwork in the Artisan Collection, Bible expressed his desire to give patients a fun-filled pick-me-up on the premises.

"It's for kids of all ages," Bible explains. "I'm a big kid. This is another avenue of giving back."

PATIENT NAVIGATORS WALK WITH YOU

CHWC's patient navigators include, L to R, Jessica Struble, pre-op; Lori Phillips, OB; Cheryl Daniel, breast health; and Judy Mayes, heart failure.

Carrie Yoder and Jessica Struble confer about an upcoming surgery.



PRE-OPERATIVE CLINIC

One of CHWC's patient navigator programs is our pre-operative clinic. With any planned surgery at Bryan Hospital, patients meet with a nurse in the "pre-op" clinic (located at Parkview Physicians Group/MCHA across the street from Bryan Hospital) a few days or even weeks before the surgery takes place. One of our pre-op patient navigators — Jessica Struble, RN; Carrie Yoder, RN; or Darcy Carnahan, LPN — is available to meet with patients at their convenience shortly after the surgery is scheduled. The clinic is open from 7 a.m. to 5 p.m. Monday through Friday and 8 a.m. to noon on Saturdays as needed.

Our pre-op patient navigators help prepare patients for the day of surgery. They organize the paperwork for admission to the hospital, schedule any lab work, X-rays, EKGs or other appointments that are necessary, and educate patients about what to expect at the hospital. They also review all test results and follow up with the primary care physician and/or surgeon about any abnormal findings. For any high-risk patients, they consult with the anesthesia department. "We want patients to be informed as much as possible about their hospital stay," says Struble. "Our goal is to have a good outcome for the patient with no surprises on the day of the surgery."

» If you have questions or concerns, call Jessica Struble at **419-636-4517, ext. 4412**.

When venturing into unknown territories, what's better than having someone hold your hand and walk with you? In a nutshell, that's what the Patient Navigator Program at Community Hospitals and Wellness Centers (CHWC) is all about. A patient navigator is a nurse who has special expertise in helping patients through surgery, cardiac care, breast cancer or even pregnancy, and is the go-to person for each one. Each navigator is available to patients to answer their questions, coordinate appointments and provide support so patients can stay on track.

HEART FAILURE NURSE NAVIGATOR

As the heart failure nurse navigator, Judy Mayes, RN, BSN, follows patients who have been admitted to Bryan Hospital due to heart failure. Her main responsibilities are to educate patients about their medical conditions and to teach them how to care for themselves once they are at home. Mayes first meets patients at their bedside and spends as much as an hour talking with them and teaching them. She likes to involve family members in the education as well.

Following national standards established for heart failure patients, Mayes makes sure patients are prescribed the proper medications and have appropriate tests. Tests may include an echocardiogram or cardiac catheterization.

After the patients go home, Mayes calls them within the first three days to see if their prescriptions have been filled and if they understand how to take their medications. She also helps them if they are experiencing any side effects. If necessary, she will continue to contact them by phone to reinforce the concepts she has taught them and to direct them to any community resources they might need.

Mayes enjoys the relationships she forms with her patients. She also enjoys the challenge of helping people change their lifestyles. "My work is rewarding because I get to see people who want to make changes to benefit their health, and they see me as a means to get there."

» To learn more, contact Judy Mayes at **419-633-7438** or email her at judymayes@chwchospital.org.



Judy Mayes teaches a patient about heart failure.

Cheryl Daniel helps prepare a patient for a biopsy.



PATIENT NAVIGATOR FOR BREAST HEALTH

When patients are diagnosed with breast cancer, many people are involved in their care and treatment. The cancer care team at CHWC includes surgeons, oncologists, radiologists, pathologists, therapists and nurses who all work together to deliver the best in cancer care. One of the nurses on the cancer care team is our patient navigator, Cheryl Daniel, RN.

"It's easy to become overwhelmed with multiple tests, doctors, appointments and instructions to keep track of," says Daniel. "That's where I can help." The goal of the patient navigator is to reduce the stress and manage the details so patients can focus on getting better.

Daniel is available from the time a patient has an abnormal mammogram through treatment, recovery and afterwards. Her responsibilities range from finding answers to insurance questions and coordinating appointments to helping patients understand their treatment and how to cope with its effects. Often Daniel assists patients after their treatment by helping them and their families cope with emotional needs while motivating them to stay strong. She also communicates with all members of the cancer care team.

» For more information, call Cheryl Daniel at **419-633-7302**.

OB PATIENT NAVIGATOR

Along with the joys that come with pregnancy, expectant mothers usually have many questions. They may also have certain expectations about the delivery of the baby. To make sure each mother has the opportunity to share her feelings and customize her birth experience, CHWC and Parkview Physicians Group/MCHA offer the services of Lori Phillips, LPN, as the OB patient navigator, also known as a birth planner.

Phillips meets with each expectant mother at least three times before delivery. Their meetings include a tour of the New Beginnings Birthing Center at Bryan Hospital and discussions on pain management options during delivery. Phillips also explains the free prenatal classes and the services of our four lactation consultants who help breastfeeding mothers. In the ninth month of pregnancy, Phillips and the mother talk about specific plans for delivery and how Mom envisions that day. After the birth, she visits the hospital to meet the newborn and to check in with the mother. She also follows up as needed after Mom and her baby go home.

The goal of the program is for mothers to have the experience they want from the beginning of pregnancy to the end and beyond.

» To make an appointment to discuss your pregnancy, labor and delivery, call Lori Phillips at **419-633-7303**.



Lori Phillips and Ashley Woods admire Ashley's newborn Nevada.

HOSPITALISTS

see patients at Bryan Hospital

Two new hospitalists are now caring for patients at Community Hospitals and Wellness Centers (CHWC). What is a hospitalist? A hospitalist is a physician who specializes in the care of patients from the time they are admitted to the hospital until they are discharged. The specialty has been around for more than a decade, but the number of hospitalists has surged recently, from a few hundred in 1997 to nearly 20,000 today, as more and more hospitals recognize their value.

CARE WHEN YOU NEED IT

The director of the new hospitalist program at Bryan Hospital is Jeffrey Schultz, MD. After six years as a hospitalist in Findlay, he is excited about starting a new program in Bryan and introducing the community to hospital medicine. "People in the hospital are much sicker today than they were 10 years ago," states Dr. Schultz. "I will get to see patients three or four times a day and make adjustments to their care as needed."

The new hospitalist program coordinates the medical care from both hospitalist and your regular doctor, which means the continuity of your medical care remains uninterrupted.

Returning to the Montpelier area where he grew up, Steven Bumb, MD, is also serving as a hospitalist in Bryan Hospital for the next few months. "It feels natural for me to come back home," says Dr. Bumb with a smile. After a few months, Dr. Bumb will return to the practice of pediatrics and internal medicine, with a focus on diabetes, at Parkview Physicians Group/MCHA. At that time, a new hospitalist will begin working at Bryan Hospital.

SHORTER HOSPITAL STAY

Dr. Bumb sees the hospitalist program as a more efficient way to get people in and out of the hospital and decrease the length of their hospital stays. "A shorter stay often means a better outcome and fewer complications," explains Dr. Bumb. Patients and their families will find enhanced availability to the doctors as the hospitalist team is based full-time in the hospital. The hospitalist program also allows the primary physicians to see more patients in their offices and spend more time with them without interruption.

As employees of Parkview/MCHA, both hospitalists regularly communicate with patients' primary care physicians. While at the hospital, though, they are able to make quick, real-time decisions about patient care. "All of the PPG/MCHA doctors are working together to improve patient care access and to provide seamless care for our patients in that important transition between outpatient and inpatient care," states Diane Conrad, MD, medical director at Parkview/MCHA.



Jeffrey Schultz, MD

Steven Bumb, MD

Caring

Nutrition Food Service offers choices, nutrition and quality

If the first thing that comes to mind when someone says hospital food is “Eww,” then you need to try the fresh fruit, salad bar selections or the Great American Burger at Community Hospitals and Wellness Centers (CHWC). It will change your mind.

Jan Martinez, dietitian and Director of Nutrition Food Service at CHWC, and her staff are dedicated to making the experience of eating at the hospital enjoyable and giving patients, staff and guests choices, healthy nutrition and quality.

CHOICES GIVE VARIETY

The menu is based on a five-week cycle, which is driven by the patient menu — 35 different menus. The patient menu consists of nutrition-based foods. When the Bryan Hospital kitchen was remodeled with the addition of a grill area, other options such as the Great American Burger, fries, boneless skinless chicken breast, a veggie burger and grilled cheese were added to the cafeteria menu. A larger salad bar with fresh fruit was also added.

“I truly believe in choice,” Martinez says. “I don’t push anything, but we work really hard to make our food nutritious.”

HEALTHY NUTRITION IMPORTANT

Even though choice is a top priority, the Nutrition Food Service staff strives to make nutrition a priority too. They eliminate trans-fats and order more whole grains. The salad bar has 10 gallons of fresh fruit every day, fresh lettuce and spinach, and fresh cucumber and tomato products.

Those who frequent the cafeteria have come to love a few favorites such as the taco salad, served every five weeks, and wraps on Fridays. The kitchen staff serves about 300 people at lunch and approximately 100-150 total people for breakfast and dinner. They serve about 100 patient meals per day.



Preparing salads with fresh vegetables for the day are Angie Pelland, kitchen manager (left), and Jan Martinez, dietitian and Director of Nutrition Food Service.

Andrea Miller, registered dietitian, suggests making small lifestyle changes rather than going on a diet. Her top recommendations for better nutrition are:

- » Eat more fresh foods, not processed foods (commercially-prepared food designed for ease of consumption).
- » Shop the perimeter of the grocery store.
- » Eat less meat and more plant-based foods.
- » Cut calories, fat and cholesterol.
- » Add fiber.
- » Eat whole grains, kidney or black beans; fruits and vegetables with their skin; and nuts and seeds.
- » Half of your plate should be fruits and vegetables.

QUALITY WORTH THE EFFORT

Quality is also a top priority for Martinez and her staff. Patients at CHWC will notice that food is still served on china, and the food carts are made to keep hot foods hot and cold foods cold. The administration has supported Martinez and her staff when concerned about the quality of food.

“We have put quality over cost,” Martinez says. “That’s a choice we have made.”

All the departments involved with food service work together. Maintenance, environmental services, nurses, cooks, preparers, servers and the dish room workers have quality on their minds. “It’s a huge team effort. We all work at it,” Martinez says. “We make it look really easy, but it’s really hard.”

Nutrition Food Service consists of 45 employees at Bryan, 12 at Montpelier and three at Archbold. There are three dietitians on staff too.

CHWC Nutrition Food Service uses:

- » 10 gallons per day of fresh cut-up fruit
- » 3 cases per week of whole fresh fruit
- » 10 cases per week of frozen or canned fruit

Each week CHWC uses approximately:

- » 8 cases of fresh lettuce or spinach products
- » 5 cases of fresh tomato products
- » 6 cases of fresh cucumbers
- » 3 cases of onions
- » 2 cases of peppers
- » 15 cases of variety fresh vegetables
- » 10 cases of frozen or canned vegetables

INFECTION CONTROL AND PREVENTION PROGRAM

SAFETY

IS ALWAYS FIRST

Hospitals should be a safe haven for those who are ill and sick. They should meet the highest standards for sterilization and cleanliness. Community Hospitals and Wellness Center (CHWC) is no exception to this rule. Here at CHWC, the Infection Control and Prevention Program works to protect every person who enters our facilities from acquiring an infection. This includes patients, employees and visitors.

“Everyone who works in the CHWC facilities — employees, volunteers and licensed independent practitioners follow practices established by this program,” says Vickie Shaffer, Infection Prevention Director at CHWC. “This requires the attention and assistance of everyone in the organization.”

A CLEAN RECORD

The program has been very effective at CHWC and data continues to show that infection rates are extremely low. “We are very proud of the fact

that we have not experienced a healthcare-associated central-line infection or a ventilator-associated pneumonia since late 2009,” says Shaffer.

“When we started this program our record was already better than the national benchmark, and since then our surgical site infection rates have shown a consistent decline each year.”

KEEPING THE INFECTION AWAY

Most of the practices that the program has implemented have become standard at the hospital. These evidence-based practices are adopted from reputable authorities like the Centers for Disease Control and Prevention



(CDC), the Association for Professionals in Infection Control and Epidemiology (APIC) and the Society for Healthcare Epidemiology of America (SHEA). (See sidebar for practices.)

“This program was set in place for the safety of CHWC patients and employees,” Martha Miller, RN, a supervisor in the intensive care unit, emphasizes.

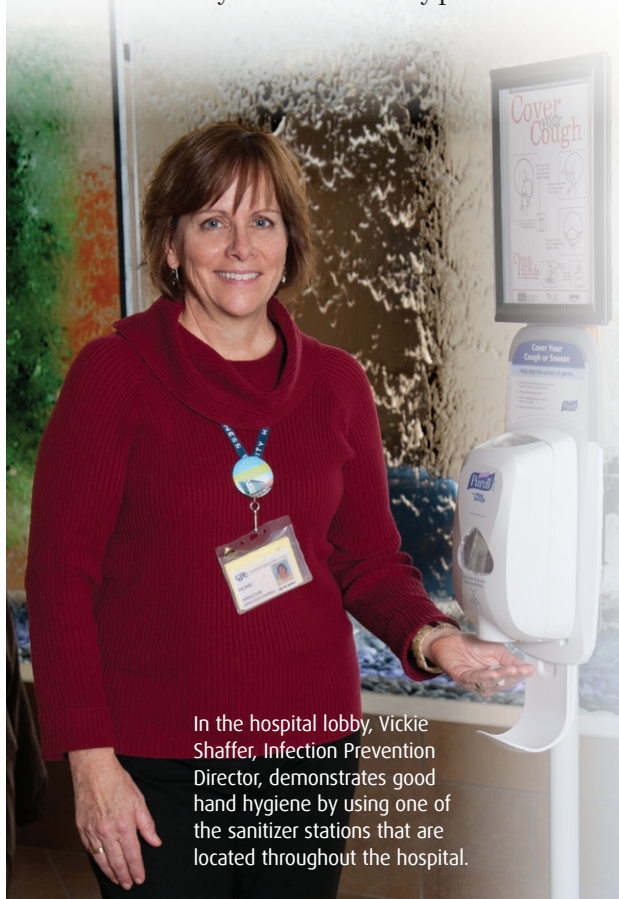
“Of course it is wonderful that our hospital looks clean,” adds Shaffer, “but our low infection rates indicate, more importantly, that it is clean at a microscopic level.” And that should put all CHWC patients at ease.

- » **Rigorous hand hygiene.** Employees are expected to adhere to the strictest hand hygiene policies, but this program also reminds patients and visitors about hand hygiene. “We have sanitizer stations throughout the hospital,” says Miller. “We try to encourage patients to wash their hands as much as possible. Hand sanitizers are also available for visitors.”
- » **Use of barrier precautions.** “We use gloves, gowns and masks to prevent the transmission of disease as well as implementing the proper disinfection of a patient’s skin prior to medical procedures,” says Shaffer. “We properly clean, disinfect and sterilize the instruments, surfaces and equipment as well.”
- » **Handling and disposal of hospital waste.** Everything that might cause harm or infection is carefully disposed of, including waste that might be infected with blood, bodily fluids and medications. “We have educated staff on the proper disposal of hospital waste, removing IV and urinary catheters and sharing important information with patients and families,” says Shaffer.
- » **Close monitoring.** Even the most unassuming items can be a potential source of infections with entry into the hospital. “We monitor if patients are receiving flowers or plants, or if they are given certain types of fresh fruits or vegetables. Any of these things could carry potential organisms that could result in an infection,” says Miller.



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In the hospital lobby, Vickie Shaffer, Infection Prevention Director, demonstrates good hand hygiene by using one of the sanitizer stations that are located throughout the hospital.

Precaution