

## HOSPITAL PROVIDES BENEFITS TO THE COMMUNITY

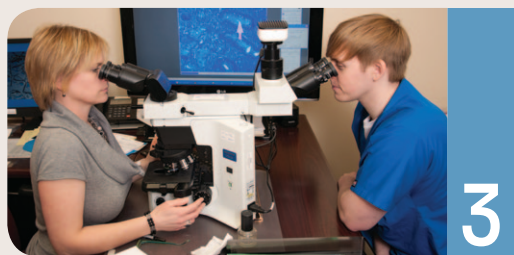
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COVER PHOTO: Occupational therapist Julie Mabus helps patient Geri Fowler read the small print in a magazine at the Montpelier Hospital Rehabilitation Center.

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## Welcome Back, Dr. Palli!

UROLOGIST RETURNS TO THE BRYAN COMMUNITY



Community Hospitals and Wellness Centers (CHWC) is glad to welcome back urologist J.R. Vemulapalli, M.D., better known as Dr. Palli. For 27 years Dr. Palli was the urologist in Bryan, but for the past three years, he has had a solo urology practice in California. “I felt like I wanted to come back home,” says Dr. Palli about his move. Since he arrived in January, the community has welcomed him back with open arms.

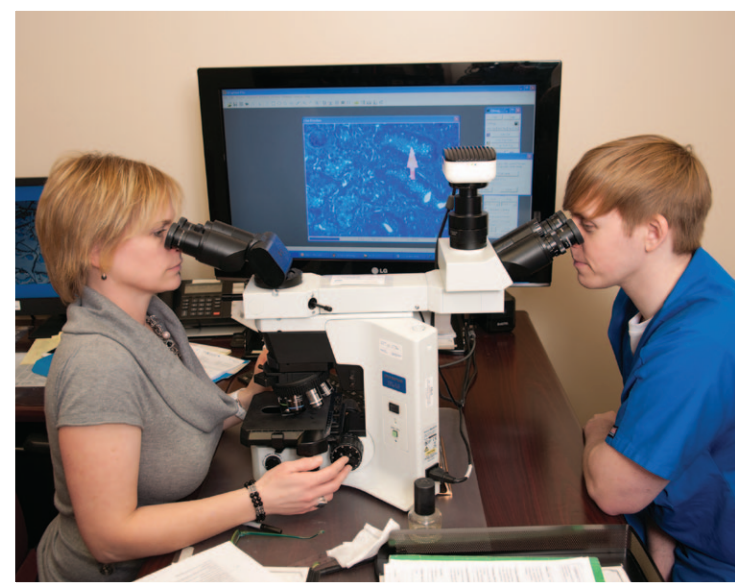
After living in California, Dr. Palli is more aware of how fortunate the community is to have such comprehensive care available in the area. He is impressed with the well-coordinated association between the medical center and the hospital.

“It’s one-stop shopping for patients here,” Dr. Palli says with a smile. In fact, he once had an elderly patient who saw him first but really needed to see a gynecologist also. While she was still on Dr. Palli’s examining table, he asked Dr. Alex Tantoco, OB/GYN, to come and see the patient too. In other locations, the patient might have had to wait two weeks to see a gynecologist.

Dr. Palli also appreciates the new Bryan Hospital facility. Since his return, he is now doing laparoscopic surgery for kidney cancers, something he did not do three years ago. He also does laser surgery for enlarged prostates as an outpatient procedure. In addition, Dr. Palli now offers a treatment for overactive bladder that uses a stimulation device similar to acupuncture.

The new upgrade at the CHWC Radiation Oncology Center has impressed Dr. Palli with its state-of-the-art radiation treatments and the association with physicians from the Toledo Radiation Oncology group. He looks forward to working with the physicians to offer brachytherapy to help patients with prostate cancer. Brachytherapy is a procedure in which a radiation source is implanted inside or next to the area that requires treatment.

To schedule an appointment with Dr. Palli, call **419-633-4029**.



Left: CHWC staff development coordinator Mary Dominique teaches members of the Bryan Dental Group staff the techniques for cardiopulmonary resuscitation (CPR).

Above: Dr. Shannon Keil, CHWC pathologist, works as a mentor to Dustin Dean, a U.T.M.C. medical student who is doing a clinical rotation at Bryan Hospital.

## Hospital Provides *Benefits to the Community*

### BEYOND DIRECT PATIENT CARE

Providing top-quality health care services to our community is the mission of Community Hospitals and Wellness Centers (CHWC). Patient care is always the primary focus, but CHWC also offers benefits to the community that go far beyond direct patient services.

CHWC makes itself available to the community in many ways.

- » Hospital representatives gave more than 50 community presentations on a variety of health care topics last year.
- » The Cancer Resource Center, located on the second floor of Bryan Hospital, is open to the public. The center provides computer access to comprehensive cancer information and offers free reading materials from the American Cancer Society.
- » Hospital instructors taught classes in cardiopulmonary resuscitation (CPR) free-of-charge to school athletic coaches, churches, lifeguards, and medical/dental and EMS personnel.

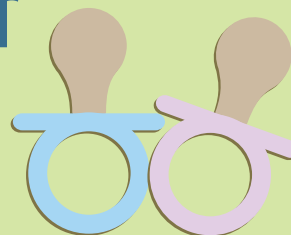
- » CHWC staff conducted industry health screenings for Quadco, Bard Manufacturing, Williams County employees, Power and Sons, KAMCO, Ohio Gas and Winzeler Stamping.
- » Hospital employees hosted health care career days for several local schools and other youth organizations to educate students on opportunities in health care professions.
- » CHWC provided rent-free living space to 40 medical students from the University of Toledo who served clinical rotations with our medical staff last year.
- » At the Radiation Oncology Center, free transportation is provided to patients to ensure them access to radiation services.



Patsy Miller, R.N., takes a local Brownie Scout group on a tour of Bryan Hospital.

Community

# Our New Birth Planner IS HERE!



→ HELPING MOMS MAKE THEIR WISHES KNOWN



## CHILDBIRTH EDUCATION

The New Beginnings Birthing Center offers birthing center tours and the following classes free-of-charge to our patients:

- **Pain Management and Comfort Measures**

First Tuesday of the month: tour at 6:30 p.m. and class at 7:30 p.m.

- **Baby Care**

Second Tuesday of the month: tour at 6:30 p.m. and class at 7:30 p.m.

- **C-Sections**

Third Tuesday of the month: tour at 6:30 p.m. and class at 7:30 p.m.

- **Breastfeeding**

Fourth Tuesday of the month: class at 6:30 p.m.

- **Sibling Class and Brief Tour**

Second Monday of the month: class and tour at 6:30 p.m.

Expectant mothers may pick and choose the topics that are important to them. They do not need to register in advance to attend a class. For more information, call the OB department at **419-630-2175**.



The birth of a baby is one of the most exciting moments of a woman's life, one that she will remember and cherish for the rest of her life. Who does a mother turn to so she can make her experience as memorable as possible? Who can she talk with to share her joys as well as her anxieties? Who does she turn to with all her questions?



Lori Phillips

### MEET LORI PHILLIPS

Community Hospitals and Wellness Centers (Bryan Hospital) and MCHA/ Parkview Physicians Group now offer a birth planner, Lori Phillips, to help expectant mothers through the months of pregnancy and beyond. Phillips is part of the "Just Beginnings" Patient Navigator Program at MCHA, and it is her role to guide each mother through every step of her pregnancy and to customize her birth experience.

"The majority of mothers want to move away from a structured birth to an individualized birth plan where mom gets to make her wishes known before labor begins," says Phillips. "The plan is reviewed with the attending physician prior to delivery so any issues can be discussed before delivery. We don't want to exclude anyone so we offer C-section moms the opportunity to set some expectations as well."

Phillips was raised in Bryan and earned her nursing degree from Northwest State. She has 13 years of experience in OB, and she's the mother of two. "I really enjoy working with patients, answering their questions, reassuring them and walking with them through their pregnancies. The best part," Phillips adds, "is knowing each mother has the opportunity to set her own expectations for labor and delivery."



Expectant mother Jennifer Rau-Hug watches her daughter Jasmine make a t-shirt for their new baby during the sibling class offered by the OB Department.



Birth planner Lori Phillips discusses plans for delivery with Kristin Fidler while giving her a tour of the New Beginnings Birthing Center at Bryan Hospital.

### FIRST VISIT: TOURS

Phillips generally meets with an expectant mother three times. The first meeting takes place when mom is 12-14 weeks along in her pregnancy, and she gives her a tour of the MCHA pediatrics department as well as the New Beginnings Birthing Center at Bryan Hospital. Phillips gives her some resource materials about prenatal care and parenting. They discuss the changes that mom can expect in her own body as well as the development of the baby inside her.

### SECOND VISIT: PAIN MANAGEMENT

During the fifth month of pregnancy, Phillips and the expectant mother talk about pain management options during labor, and Phillips encourages her to attend any prenatal classes she is interested in. (See sidebar about classes.) She and Phillips discuss breastfeeding options, and mom learns about the services of the five lactation consultants who are available to her while she is in Bryan Hospital and after she goes home.



### THIRD VISIT: PLANS FOR DELIVERY

At the beginning of the ninth month of pregnancy, Phillips and mom meet again and talk about specific plans for delivery. How would she like the room to be? Does she want music, dim lights, maybe aromatherapy? Would she like skin-to-skin contact with the baby immediately after delivery? How soon would she like to start breastfeeding, if that's her choice? What are the options if she has a C-section? They discuss the signs of labor and what mom should bring with her to the hospital, and they also cover postpartum blues and car seat safety.

After the baby is born, Phillips visits the hospital to meet the newborn and to check in with the mother. A few days after the delivery, Phillips mails a brochure to the home about what to expect now. She then follows up with a phone call two or three weeks later to see how they are doing and to answer any questions.

The goal of the "Just Beginnings" 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**.

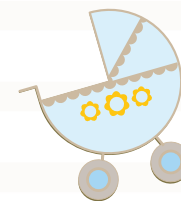
## FIVE LACTATION CONSULTANTS ON STAFF

The New Beginnings Birthing Center is pleased to offer FIVE (count 'em: 5!) certified lactation consultants to assist mothers who choose to breastfeed their babies.

Dawn Blue, one of the lactation consultants, is pleased to be part of a team of nurses who help new moms breastfeed successfully. "It's nice to be able to tell patients 'Even though I won't be here tomorrow, another lactation consultant will be here to help you,'" says Blue. Bryan Hospital's other certified lactation consultants are Cathy Stutzman, Sarah Carter, Michelle Nofziger and Judy Fetzer.

"Feedback from patients has been very positive," says Tammy Bernath, R.N., supervisor of the OB department. "Patients are very happy with the one-on-one hands-on support these nurses have been able to provide."

"We find that patients are breastfeeding longer and are not afraid to call us for assistance," says Blue. That's good news for mothers in northwest Ohio.



Childbirth



Kathy Khandaker (left) and Becky Eisel (right) are certified nurses in wound, ostomy and continence care.

# Wound Care Treatment

## The Sooner the Better

who have had ostomy surgery. Incontinence, the involuntary leakage of urine, can be an embarrassing but common problem. Treating incontinence can greatly improve the patient's quality of life. "I've had patients who were not able to go out in public because they were afraid of having an accident. After treatment with biofeedback and electrical stimulation, they have a greater sense of security and an improved quality of life," says Khandaker. She and Eisel also assess, educate and treat patients who have an ostomy, a surgically-created opening such as a colostomy.

### PERSONAL TOUCH IS WHAT MATTERS

In the Wound Care Department, helping others is a top priority. The nurses focus on quality care, allowing patients to feel safe and secure while getting research-based, technologically-advanced treatment. The care given goes beyond nursing, and appointments become opportunities for friendships to be created. "When patients come to see us, they are more than just a wound to be healed. We become friends they come to see once a week. We laugh and smile and take time to get to know them so when they are healed, we can celebrate and often get a hug or handshake of thanks," says Khandaker.

### EXPERT CARE CLOSE TO HOME

Above all, the expert care is convenient for residents of Bryan, Montpelier, Archbold and the surrounding areas. After a serious bicycle accident and surgery by a plastic surgeon in Ft. Wayne, Bryan resident Dan Grube went to see Khandaker for follow-up for his severe facial wounds. "I thought I'd have to make daily trips to Ft. Wayne for care, but Kathy knew just what to do," says Grube. Within five days, he was down to just two bandages. Even the surgeon was impressed with how well he healed.

The sooner you can get help for your wound, incontinence issues or ostomy, the better. The Wound Care Department is located at the Bryan and Montpelier Hospitals. Referrals are not needed so call **419-633-3420** to make an appointment.



### FOOT AND NAIL CARE

Did you know the Wound Care Department can trim your toenails? Make an appointment through the Wound Care Department and you can have an assessment of your feet and nails, including a foot massage, trimming and cutting of toenails, and a referral to a podiatrist if needed. Call **419-633-3420** for an appointment.

From ulcers and animal bites to burns, wounds are a fact of life. Most people don't realize that advanced care is available for these types of wounds. At Community Hospitals and Wellness Centers (CHWC), the Wound Care Department works with patients recovering from many different types of sores, including diabetic foot ulcers, leg ulcers, surgical wounds, wounds from trauma, animal bites, burns, pressure sores and infected wounds.

The care is provided by two nationally-certified nurses in wound, ostomy and continence care, Kathryn Khandaker, M.S.N., R.N., C.W.O.C.N., C.N.P., and Rebecca Eisel, B.S.N., R.N., C.W.O.C.N. Ideally, patients should get care right away for wounds to help speed the healing process. "Many people will delay care for a wound, waiting for it to heal on its own," says Khandaker. "A wound may heal much faster, with reduced risk of infection, if we see it from the beginning."

### INCONTINENCE AND OSTOMY CARE

In addition to treating wounds, the department also treats urinary incontinence and provides care and education for those

*Wound Care*

# ACT F-A-S-T

## When a Stroke Occurs

A stroke happens when you least expect it, but when it happens, quick action is needed – and Bryan Hospital is the place to go.

A stroke occurs when the blood flow to the brain is interrupted, and brain cells begin to die immediately since they are not receiving oxygen.

CHWC's Bryan Hospital works cooperatively with the Stroke Care Now Network so patients with stroke symptoms can be diagnosed by neurologists in Ft. Wayne while they are still in Bryan. Parkview Health and Lutheran Health systems are connected to Bryan Hospital through Stroke Care Now.

How does it work? Using a robotic camera, the staff in the emergency room of Bryan Hospital can virtually bring in a specialist from Ft. Wayne to a patient's bedside. The specialist can see and talk to the patient, ask the patient questions, and see how the patient moves on request. The specialist can also analyze the blood work that Bryan Hospital has done, and he/she can view the CT scans of the patient too. Putting all that knowledge together, the specialist can then diagnose a problem and determine the best treatment for the patient.

"It's important for people to know the symptoms of a stroke so they can get their loved one to the ER as soon as possible," says Barb Rash, R.N., B.S.N., director of nursing in the Emergency Department. "Because of our association with Stroke Care Now, patients in this area have a better chance of recovering from a stroke if they act fast."

Barb Rash, R.N., keeps an eye on Annabelle Martin while a stroke specialist in Ft. Wayne monitors her movements by robotic camera.



### KNOW THE SIGNS OF A STROKE AND ACT FAST!

**F** **FACIAL WEAKNESS:** Ask the person to smile. Does one side of the face droop?

**A** **ARM AND LEG WEAKNESS:** Ask the person to raise both arms. Does one arm drift downward?

**S** **SPEECH PROBLEMS:** Ask the person to repeat a simple sentence. Are the words slurred? Is the sentence repeated correctly?

**T** **TIME IS CRITICAL:** If the person shows any of these symptoms, time is important. Call **911** immediately! Brain cells are dying.



Community Hospitals and Wellness Centers  
BRYAN | MONTPELIER | ARCHBOLD

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# Convenient & Compassionate REHABILITATION

It's good to know that if an illness or injury gets you down, the help you need is not far away. Community Hospitals and Wellness Center's (CHWC) Rehabilitation Department, located at Montpelier Hospital, offers outstanding care, helping patients regain health and independence in a caring environment that's close to family, friends and home. "I think it's a wonderful place if you are ill and need help," says Geri Fowler, a recent Rehabilitation Department patient. "The nurses, the therapists, everyone is so nice. I couldn't have been treated better if I was the queen!"

## INDIVIDUALIZED CARE

Patient-centered care is the cornerstone of CHWC's Rehabilitation Department. "We try to listen to patients and let them tell us what it is they need to be able to achieve their goals," says Jeannine Walker, Director of Rehabilitation Services. For example, when a patient revealed that he had a grab bar on his stairway instead of a railing at home, the staff installed a grab bar for his use at the hospital. "We really do try to simulate the home environment as much as possible so patients will be able to adjust to going home as easily as possible," says Walker.

## THE LITTLE THINGS

For Fowler, the standout feature of the Rehabilitation Department is the caring, pleasant atmosphere. "The people were so friendly, the nurses so kind. Everybody had a get-well feeling for you and acted like they were glad to help instead of like you're a burden," Fowler recalls. "They took me to get my nails done and my hair straightened up for the weekend, and it made me feel like a human being and a lady," says Fowler. "And that's so important."

In addition to Fowler, many other patients have experienced the caring nurses and staff at CHWC. One lady, an avid cook who had competed in many cooking competitions for decades, needed rehabilitation after cardiac surgery, which meant she would miss an important competition. The team at CHWC's Rehabilitation

Department offered to help her prepare her recipe at the hospital using the kitchen designed for patient use. When the judges decided her dish had to be prepared at the event, the rehab team encouraged her to let her daughters go instead, under her distant direction. So the daughters prepared the recipe at the competition, and, to everyone's delight, her entry received the runner-up prize. The patient blossomed from post-op blues to an award-winning smile.

## IN THE NEIGHBORHOOD

Quality care and rehabilitation doesn't mean driving to a big city hospital. "I do think people need to know that even when they receive hospital care at another location, they have the choice to do their rehab here," says Walker. "When you're in a period of recovery, having a support system with family and friends nearby is really important." To learn more about CHWC's Rehabilitation Department at Montpelier Hospital, please call **419-485-3154, ext. 2310**.



Above: Physical therapy assistant Jennifer Gearig helps Phyllis Lancour with her leg exercises.

Top left: Speech therapist Jennifer Witte closely observes Shirley Flaughers's swallowing at the Montpelier Hospital Rehabilitation Center.

Rehabilitation