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*CHWC training elevates the patient experience*

COVER PHOTO: Registered Nurse Kelly Gericke provides care to patients at the CHWC Emergency Department.

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## Pain Management Clinic welcomes new physician

The Pain Management Clinic at Community Hospitals and Wellness Centers (CHWC) recently welcomed Dr. Andrius Giedraitis to practice at Bryan Hospital alongside Dr. Tom Kindl and Certified Nurse Practitioner Heather Auxier, as well as CHWC's 10 Pain Management Clinic staff members.

Dr. Giedraitis, native to the metro Detroit area, attended medical school at University of Michigan (he jokes that being a Michigan sports fan can get him "in a little bit of trouble" around this area), then completed his residency in anesthesiology and fellowship in interventional pain management both at University of Pittsburgh Medical Center.

### FINDING HIS PASSION

About his chosen career, Dr. Giedraitis explains that he took a roundabout path toward medicine. After earning his Master of Science in biomedical engineering, he began questioning what career was the best fit for him. He hadn't decided to attend medical school until after going on a medical relief trip to Honduras with a physician friend. Even while in medical school, he took a left turn from his initial focus of anesthesiology to pain management when he saw the impact the patient-doctor relationship can have in a pain management setting.

It's clear that Dr. Giedraitis has found a fitting career path, as he talks



**TO LEARN MORE** about the CHWC Pain Management Clinic, visit [chwchospital.org/pain](http://chwchospital.org/pain).

To make an appointment at the Pain Management Clinic at Bryan Hospital or Archbold Medical Center, call **419-633-7343**.

passionately about his work. "There are a lot of people who have had pain for years and felt like it's something they will have to deal with for the rest of their lives. They have no idea that there are so many options to help with their pain," he says. "It's rewarding when somebody who has dealt with pain for years has significant relief and you see improvement in their functionality. Their everyday life is better and their relationships are better because they're happier and able to do things they want to do because they're no longer living with all that pain."

### CONDITIONS DIAGNOSED AND TREATED AT THE PAIN MANAGEMENT CLINIC

- » Neck and back pain, including work-related injuries
- » Persistent pain after back or neck surgery
- » Pain associated with arthritis
- » Fibromyalgia
- » Chronic pelvic pain
- » Complex regional pain syndrome (CRPS)
- » Nerve damage
- » Muscle spasm pain
- » Shingles pain
- » Headaches

*Pain Management*

# Artisan Gala wows community

In celebration of the milestone 10th anniversary of the Artisan Collection at Community Hospitals and Wellness Centers (CHWC), a formal Artisan Gala was held at Bryan Hospital on Jan. 25, 2020. Individuals and corporate sponsors enjoyed food and wine, as well as the opportunity to purchase artwork from local artists and take an art tour of numerous pieces on display that make up the Artisan Collection.

## ABOUT THE ARTISAN COLLECTION

During the 2009 construction project for the east tower at Bryan Hospital, CHWC initiated a pledge drive for the three-story image wall in the atrium; all 36 tiles were sponsored in less than 14 days. This enthusiastic response made it clear that there was a desire from the community to help make our hospital a warmer, more welcoming place of healing.

The Artisan Collection is now made up of more than 330 pieces of artwork, created entirely by artists who are local or have local ties. Art for the Artisan Collection is purchased through allocated donations; artists are never asked to donate their work. More than 50 benefactors have provided funding for the Artisan Collection.

The first piece acquired was “January Storm” by Lanna Pendleton Hall of Montpelier, pictured right.

The most expensive piece in the Artisan Collection is “Fish Gotta Swim, and Birds Gotta Fly?” by Mark Nafziger of Archbold, totaling \$25,000, pictured lower right.

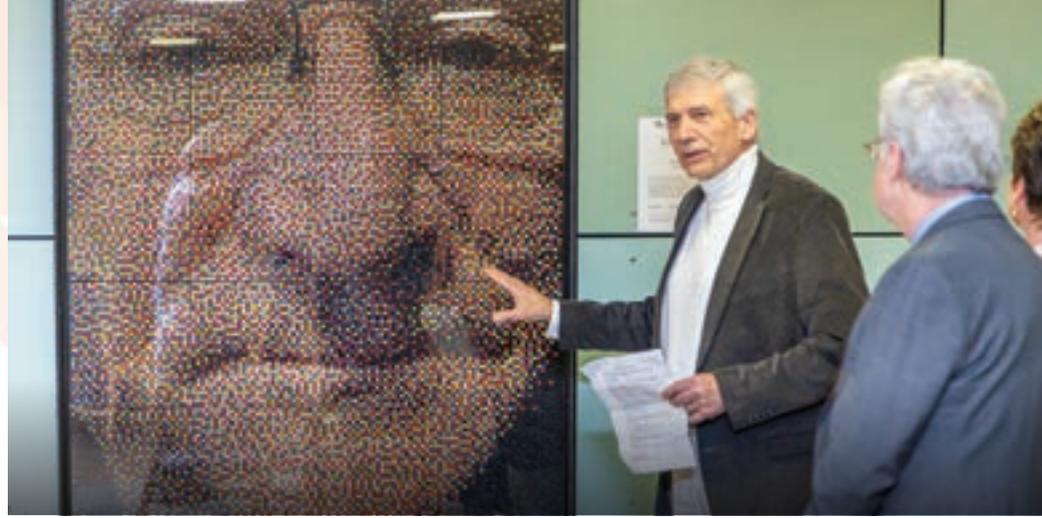
## THE FIRST (AND SECOND!) ANNUAL ARTISAN GALA

The goal of the Artisan Gala was to introduce the community to our hospital’s warm and welcoming environment, as well as celebrating CHWC’s remarkable Artisan Collection and the tremendous artistic talent that can be found locally.

In addition to dinner, drinks and art, the evening included a State of the Hospital presentation by CHWC’s President and CEO, Chad Tinkel. During his presentation, Tinkel provided an overview of the recent accomplishments at CHWC as well as financial details and community impact.

Plans are underway for the Second Annual Artisan Gala, anticipated to take place in winter of 2021. More details will be made available in the coming months at [chwhospital.org/artisan-gala](http://chwhospital.org/artisan-gala) and in our summer issue of *Wellness Matters*.

*Artisan Gala*



# Radiation Oncology Center welcomes Dr. Jaggernaut

The Community Hospitals and Wellness Centers (CHWC) Radiation Oncology Center is nationally accredited through the American College of Radiology (ACR), and consistently receives a 99% satisfaction rating from patients. This is largely due to a combination of compassionate and competent staff, advanced technology and the comfort of receiving top-quality cancer care without needing to drive long distances to receive treatments.

## SMALL TOWN, EXCEPTIONAL CARE

The newest member of the Radiation Oncology Center staff, Dr. Wainwright Jaggernaut, explains that as an ACR surveyor, he has evaluated more than 60 hospitals and cancer programs throughout the U.S. to assess quality of care. “Our ability to treat cancer here in Bryan is as good as any of the bigger centers,” Dr. Jaggernaut says. “I think some people believe that because we are small in size, we are small in everything — small in quality, small in technology — but that is not the case. We are a small city with a very reputable, very state-of-the-art Radiation Oncology Center.”

Practicing at (and being treated at) a smaller center has tremendous benefits to patients and physicians alike, according to Dr. Jaggernaut. “Rapport with other physicians is better in a smaller community because it’s much easier to reach a referring physician one-on-one and get their input. That sort of collaboration makes it better for patients and for the future of cancer care in Bryan.”

Dr. Jaggernaut notes that while a very small percentage of patients are more appropriately referred to another facility for complex treatments, nearly all types of cancer are treatable right in town. “There isn’t a need to put patients through the additional effort of travel, one or two hours driving, to a larger center while they are receiving cancer care.

It takes a lot out of patients. What we can do here is significant,” he says.

## MEET DR. JAGGERNAUTH

Originally from Trinidad, Dr. Jaggernaut describes his hometown as, “sun, sand and sea,” while smiling out the window at a rather gray Ohio sky. He and his wife — who is also a physician — have two daughters, one in high school and one attending University of Toledo. Their family is active with their church and visits relatives in Toronto a few times a year, as well as traveling to Trinidad every couple of years. Dr. Jaggernaut attended medical school in Kingston, Jamaica, and then completed his postgraduate studies in the United Kingdom

“We have a very professional, highly trained team here in Bryan. The machines possess advanced techniques, and I know we will be upgrading continuously to put us at the top.”

before moving to the United States to complete his residency in radiation oncology at Albert Einstein College of Medicine in the Bronx, New York. He then spent six years practicing radiation medicine in Buffalo, New York, and 10 years practicing radiation oncology in Toledo before joining the team at CHWC in January of 2020.

Throughout his years of practice, Dr. Jaggernaut marvels at the advancements in technology that have reduced side effects and improved survival rates. “We hear a lot about what’s new in pharmaceuticals, but people in medicine tend not to pay as much attention to technical developments. In radiation oncology, it’s always interesting

to see what’s new with technology. We have seen survival even in advanced cancers that, when I was a resident, those patients would have had a very limited outlook for survival. They now have a significant advantage due to a combination of the drugs being developed, immunotherapy, the biologic agent and what we can do in radiation oncology without causing significant side effects,” he says.

Dr. Jaggernaut shares that his experience at CHWC has been overwhelmingly positive so far. “We have a very professional, highly trained team here in Bryan,” he states. “The machines possess advanced techniques, and I know we will be upgrading continuously to put us at the top.”

## ABOUT THE CHWC RADIATION ONCOLOGY CENTER

In addition to the leadership of Dr. Jaggernaut, the CHWC radiation oncology team consists of radiation therapists, nurses, a physicist, cancer navigators, social workers, dietitians and speech therapists. Our team meets weekly to review each patient’s case and review his or her best multidisciplinary treatment plan. Every two weeks, physicians, navigators and other members of the oncology team meet to discuss additional treatment options.

Treatment modalities offered at the CHWC Radiation Oncology Center include: intensity-modulated radiation therapy, stereotactic body radiation therapy, image-guided radiation therapy and prone breast radiation therapy.

» Using advanced computer-generated treatment plans to deliver precision-focused radiation beams to fit the shape of cancerous tumors, **intensity-modulated radiation therapy (IMRT)** treats tumors that may have been considered untreatable in the past due to the close proximity of other vital organs. IMRT

# Radiation Oncology Center

provides higher and more effective doses of radiation while minimizing harm to surrounding healthy tissue and reducing the likelihood of side effects.

- » Deemed one of the biggest advancements in radiation oncology over the last decade, **stereotactic body radiation therapy (SBRT)** involves delivering a higher dose of radiation for a shorter amount of time. Whereas patients typically come in for about 30 treatments, SBRT candidates could expect 3–5 treatments total. The best candidates for SBRT are patients with small, well-defined tumors who cannot tolerate surgery. For some patients, SBRT may be able to replace surgery as a primary cancer treatment.
- » The process of **image-guided radiation therapy (IGRT)** involves obtaining radiographic images of the patient's tumor site each day, then comparing these images to those acquired in the treatment planning process. The process ensures accurate placement of the treatment fields on a daily basis. With IGRT, more powerful doses of radiation can be concentrated on the tumor itself while protecting the surrounding healthy tissue. Patients benefit from this method with faster and safer treatments, greater comfort and the potential for better outcomes.
- » **Prone breast radiation therapy** is a unique approach to treating breast cancer. Radiation is administered on a specially-designed table to help a woman lay comfortably in the prone position, on her stomach, which allows the breast to fall away from the body. This helps to better isolate the area for treatment. With the breasts away from the body, there is less radiation exposure to the surrounding organs and tissues, lowering the risk of complications from radiation side effects.

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FOR MORE INFORMATION  
about the CHWC Radiation Oncology  
Center, visit [chwchospital.org/  
cancer-care/roc](http://chwchospital.org/cancer-care/roc).



Emergency



# ER or FirstCare?

## WHICH IS MOST APPROPRIATE?

**W**hen dealing with an illness or injury, it can be difficult to know whether it's best to visit a walk-in clinic or the emergency room. This guide can help you make an informed decision based on the seriousness of your issue, your level of pain and how urgent your needs should be met.

### WALK-IN CLINIC

Visiting a walk-in clinic is most appropriate for non-life-threatening conditions and injuries in patients of all ages.

- » Mild asthma
- » Minor headache
- » Sprains, strains
- » Nausea, vomiting, diarrhea
- » Cuts, scrapes
- » Cough, sore throat
- » Ear or sinus pain
- » Eye swelling, irritation, redness or pain
- » Minor allergic reactions
- » Minor fever, cold
- » Rashes, minor bumps

### Local Parkview FirstCare Hours

**Bryan:** 442 W. High St.  
Monday-Friday 8 a.m.-8 p.m.  
Saturday 9 a.m.-1 p.m.

**Archbold:** 121 Westfield Dr.  
Monday-Friday 8 a.m.-8 p.m.  
Saturday 8 a.m.-4 p.m.

### EMERGENCY ROOM

The emergency room is open 24 hours a day, 7 days a week, 365 days a year. Emergency care is appropriate for those experiencing symptoms or conditions that may cause lasting harm or loss of life. Call 911 or visit the nearest emergency room if you are experiencing a life-threatening emergency. Seek emergency care for the following, and whenever in doubt, seek emergency care.

- » Poisoning
- » Severe head injury
- » Excessive bleeding
- » Loss of consciousness
- » Trouble breathing
- » Chest pains
- » Convulsions
- » Loss of balance or fainting
- » Difficulty speaking
- » Changes in mental state
- » Suicidal thoughts
- » Sudden weakness or paralysis
- » Serious burns
- » Broken bones
- » Deep cuts
- » Uncontrolled high blood pressure
- » Rapid heart rate/racing heart
- » New onset confusion
- » Drooping on one side of the face
- » Severe abdominal pain

### CHWC Emergency Care

**Bryan Hospital:**  
433 W. High St.  
Open 24 hours

**Montpelier Hospital:**  
909 E. Snyder Ave.  
Open 24 hours

## 24/7 CARE THROUGH YOUR COMPUTER OR SMARTPHONE

Parkview OnDemand gives you 24/7 access to a provider through your computer or smartphone. Providers are available around the clock to treat many common, non-emergent adult and pediatric conditions.



Common conditions treated include:

- » Cold, cough and flu
- » Allergies
- » Pink eye
- » Sore throat
- » Respiratory infections
- » Sinus problems
- » Skin rash
- » And more

If needed, Parkview OnDemand can submit prescriptions directly to the pharmacy of your choice. Available for a \$49 payment per visit, regardless of your insurance plan. Download the Parkview OnDemand app to get started.

OnDemand



# New physicians join Orthopedics Clinic

The Orthopedics Clinic at Bryan Hospital recently added three physicians to our team, who come to us from the University of Toledo Medical Center and practice right here at Community Hospitals and Wellness Centers (CHWC): Dr. Maged Hanna, Dr. Osama Elattar and Dr. Chris Sanford.

## SERVICES OFFERED AT THE ORTHOPEDICS CLINIC

The Orthopedics Clinic at Bryan Hospital is open to adult and pediatric patients with any musculoskeletal issues that include bone and joint, tendon, muscle and soft tissue problems. While patients who come in with fractures or tendon ruptures may need surgery right away, many of our patients go through several months of non-operative treatment such as physical therapy, braces, injections and other modifications — before discussing surgery.

Treatments offered at our clinic include primary and complex joint replacement of the knee, hip, shoulder and ankle, orthopedic trauma surgery, fracture fixation and trauma surgery, arthroscopic surgery for general and sports-related injuries, orthopedic surgery for the foot, ankle, hand and elbow.



**INTRODUCING DR. MAGED HANNA**  
Medical Degree: Cairo University School of Medicine

**Residency:** Orthopaedic Surgery & Traumatology at Cairo University Hospitals—Cairo, Egypt

### Fellowships:

- » Adult Reconstruction and Joint Replacement Fellowship at the University of Chicago
- » Pediatric Orthopedic Surgery and Pediatric Spine Surgery Fellowship at UH Rainbow Babies & Children's Hospital, Case Western Reserve University—Cleveland

- » Pediatric Orthopedic Surgery Fellowship at Arnold Palmer Hospital for Children, Orlando Health—Orlando, Florida

### Special Interests:

- » Pediatric orthopedics
- » Hip dysplasia
- » Pediatric foot and knee deformities
- » Pediatric trauma
- » Scoliosis
- » Primary hip and knee replacement



**INTRODUCING DR. OSAMA ELATTAR**  
Medical Degree: Cairo University School of Medicine

**Residency:** Orthopaedic Surgery at Cairo University Hospitals—Cairo, Egypt

### Fellowships:

- » Orthopaedic Foot & Ankle Fellowship at University of Pennsylvania Health System
- » Sports Medicine and Shoulder Surgery Fellowship at Boston University
- » Sports Medicine Fellowship at University of Massachusetts
- » Limb Lengthening and Complex Reconstruction at Weill Medical College, Cornell University

### Special Interests:

- » Foot and ankle surgery
- » Ankle replacement surgery
- » Arthroscopic ankle surgery
- » Arthroscopic knee surgery
- » Arthroscopic shoulder surgery
- » Shoulder replacement surgery



**INTRODUCING DR. CHRIS SANFORD**  
Medical Degree: The University of Toledo College of Medicine

**Residency:** Orthopaedic Surgery at The University of Toledo Medical Center

### Fellowship:

- » Orthopedic Trauma Surgery at Penn State Health Milton S. Hershey Medical Center

### Special Interests:

- » Upper and lower extremity periarticular fractures
- » Fracture nonunions
- » Fracture malunions
- » Pelvic and acetabular fractures

CALL TO MAKE YOUR APPOINTMENT  
(no referral necessary) at **419-633-0746**.

Orthopedics Clinic

# CHWC training **ELEVATES** the patient **EXPERIENCE**

**W**hen considering what goes into a patient's experience at a hospital, many people initially think of interactions with nurses, therapists and physicians. The reality is, however, that patients and their loved ones are impacted by far more than those interactions, from the moment they schedule their appointment and enter our doors to the time of discharge and beyond.

## **PATIENT EXPERIENCE 101**

All 720+ staff at Community Hospitals and Wellness Centers (CHWC) have been challenged to consider how their role impacts a patient's experience through a training called Patient Experience 101 (PX101 for short), implemented by The Beryl Institute. To date, every CHWC employee has completed PX101 training, and moving forward, new hires will complete the training as part of their orientation.

PX101 provides resources to support and enhance CHWC's culture of patient experience excellence by facilitating discussions on what "patient experience" really means and how each member of the CHWC team can make a positive impact on patients. Regardless of how hands-on their position is in terms of patient care — from environmental services to coding and billing to nutrition food services — PX101 emphasizes that all CHWC staff have a hand in shaping a positive patient experience.

"The PX101 program highlights how compassionate care translates into a better experience for patients, which aligns perfectly with our mission and values here at CHWC," says Bobbi Case, Assistant Vice President of Ancillary Services and PX101 coordinator at CHWC. "We want to empower our employees and get them thinking about how they can make a positive impact for every patient, every time."

**“ We want to empower our employees and get them thinking about how they can make a positive impact for every patient, every time. ”**

*Compassionate Care*



## **Mark your calendar**

### **RUN FOR YOUR HEART 5K & KIDS FUN RUN**

Saturday, June 27, 2020

Race check-in by 8:15 a.m., begins in the Bryan Hospital west parking lot.

The CHWC Cardiology Clinic and Williams County YMCA are thrilled to bring back the Run for Your Heart 5K & Kids Fun Run for the fifth year! Whether you like to walk or run, gather your friends, family and co-workers to team up for a healthy start to your Saturday.

More information at [chwchospital.org/runforyourheart](http://chwchospital.org/runforyourheart).

### **MINDFUL PARENTING**

Tuesday, June 2, 2020 • 6–7:30 p.m.  
All fees paid by CHWC

Instructor Heidi Stark will guide parents of children up to age 8 in becoming more fully present with their loved ones, practicing self-care and introducing the practice of mindfulness, breathwork and meditation.

More information at [chwchospital.org/mindfulparenting0620](http://chwchospital.org/mindfulparenting0620).

### **MINDFUL SELF-COMPASSION FOR STUDENTS**

Sunday, September 27, 2020 • 4–5:30 p.m.  
For students ages 10–13 • All fees paid by CHWC

Participants will explore self-compassion and be introduced to common humanity through activities, meditations and gentle movement.

More information at [chwchospital.org/MS0920](http://chwchospital.org/MS0920).