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CHWC Cancer Program earns Outstanding Achievement Award

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Join us for the Second Annual Michelle Bard Geary Community Cancer Symposium

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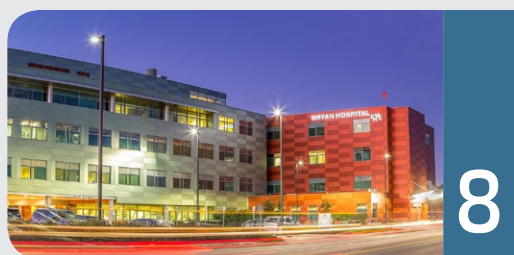
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To our community

COVER PHOTO: Dr. Samar Hassounah and Dr. Hanan Bazzi,
 OB/GYNs at the Women's Health Clinic at Bryan Hospital.

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Billing policies in line with core values at CHWC

ACCOUNTABILITY • RESPECT • INTEGRITY • COMPASSION • HONESTY



There are five core values that guide the actions and policies at Community Hospitals and Wellness Centers (CHWC): accountability, respect, integrity, compassion and honesty. These values are at the center of everything we do, right down to billing and financial assistance. In accordance with our core values, CHWC provides emergency and medically necessary care to patients without discrimination or regard to ability to pay, and allows every guarantor reasonable time to receive bills for their services, ask questions, apply for financial assistance if necessary and make payment arrangements.

“The need for health care is usually unplanned and can result in unexpected and sometimes significant financial debt,” says Marcia Willibey, Patient Accounts Director at CHWC. “This is especially true for uninsured patients as well as insured patients who have high deductibles and out-of-pocket costs. It’s important for us to make payment arrangements and financial assistance available to reduce the stress of resolving medical debt, so that our patients can focus more on their wellness and recovery.”

OPTIONS FOR FINANCIAL ASSISTANCE AND PAYMENT PLANS

To ensure clarity of our financial policies, patients receiving emergent and/or medically necessary care are given

the opportunity to apply for financial assistance and are offered the option to set up payment plans. Additionally, at the time of registration, uninsured patients receive a financial application, information on the hospital’s financial program as a plain language summary and enrollment details for Medicaid or the Health Insurance Marketplace. Our Social Services Department is available to assist with enrollment for Medicaid as well. After receiving care at our facilities, uninsured patients will receive a follow-up call approximately two weeks after their date of service to discuss enrollment options, financial assistance and payment arrangements.

After a statement from CHWC is received by a patient, reasonable time is given for payments to be made until the balance is settled in full, with additional opportunities to apply for financial assistance or make payment arrangements. As an added bonus for prompt payment, guarantors can receive a 15% discount if paid in full within the first 30 days of the first statement date.

FOR MORE INFORMATION

about financial assistance at CHWC, visit chwchospital.org/financial-assistance.

New Beginnings offers comfort and safety

A special thanks to Stephanie and Ryan Belton for agreeing to have photos taken during their scheduled C-section while baby Milo was born on May 9, 2019. Milo was 8 lbs, 3 oz at birth, and has been a very good baby for the Beltons, including his big sister, Khloe, age 6 and big brother Liam, age 2.



Having a baby is an emotional, highly technical event, which is why the team at Bryan Hospital's New Beginnings Birthing Center is focused on meeting the needs of mothers and ensuring a safe delivery of every newborn.

At New Beginnings, moms go through labor, delivery, recovery and postpartum in the comfort of the same beautiful hotel-like room — with the exception of C-sections, which take place in a surgical room right next to the New Beginnings unit. Our goal is to keep patients as comfortable as possible with the use of comfort measures, epidurals, birthing balls and IV pain medication. We believe in family-centered care, and New Beginnings is breastfeeding-friendly.

Working with obstetricians, family practice physicians and pediatricians, all of our staff at New Beginnings are neonatal resuscitation certified and have completed the University of Virginia Perinatal Program. Several of our OB nurses are certified in inpatient obstetrical nursing.

Stephanie Belton recently delivered baby Milo (pictured above) at New Beginnings Birthing Center, and called it an excellent experience. "Dr. Hassouneh and Dr. Bazzi are both spectacular OB/GYNs. I mostly worked with Dr. Hassouneh and I really like her. She remembered things we discussed at other appointments and was always prepared when we met. I would definitely recommend both of them to other moms and other women."



Dr. Samar Hassouneh (left) and Dr. Hanan Bazzi (right) offer the spectrum of OB/GYN care at Bryan Hospital.

EXPECTING? Schedule an appointment with Dr. Bazzi or Dr. Hassouneh by calling the Women's Health Clinic at Bryan Hospital: **419-633-0755** or learn more by visiting chwchospital.org/obgyn.

Comfort & Security

FACES OF CHWC



Kim Jerger, Director of Perioperative Services

"I love the community setting as opposed to working in a bigger city because you really see the outcomes of your work."

— Kim Jerger, Director of Perioperative Services



Although Kim Jerger stepped into his role of Director of Perioperative Services at Community Hospitals and Wellness Centers (CHWC) fairly recently, he has a deep history with our community and the hospital itself. A 1987 Bryan High School graduate, Jerger grew up a half a block down the street from Bryan Hospital and his mom was a nurse at the hospital for 25 years.

"When this job became available at CHWC, there were three aspects that interested me, three things that I was longing to get into. First was program development ... looking at how to take what we have established and develop a plan to make it bigger and better. Second, I love the community setting as opposed to working in a bigger city because you really see the outcomes of your work. Last, I have a vested interest in this community. I have a long history here, family that still lives here — my mom still lives in town and my sister lives just outside of town. I've seen the hospital from its early days to what it is now," Jerger says.

Since graduating in 1991 from Wright State University in Dayton, Ohio, Jerger has accumulated a great deal of nursing experience. He has worked in intensive care, neonatal intensive care, pediatric cardiac intensive care and medical surgical care. He also spent about a year running a critical access hospital, and he worked in a business director role for preventive cardiology, obesity, epidemiology and biostatistics, nephrology and hypertension programs. His final position before joining us at CHWC was in infection prevention. Throughout this time, Jerger worked in Cincinnati, Dayton, Urbana, Springfield and Fort Wayne.

Jerger and his wife, Tracy, have been married for 27 years, and they have two children: a daughter, Abby, who is a high school math teacher in Hamilton, Ohio, and a son, Alec, who is in his fourth year at University of Akron, majoring in chemical engineering.



Surgical Services at CHWC

Kim Jerger (front) and members of the CHWC surgical services staff. From left to right: Liberty Schultz, Tosha Moyer, Jan Batt, Sarah Kemper, Mcrea Nofzinger.

One thing that Jerger finds appealing about CHWC is the many resources available that aren't commonly seen in communities our size or in rural settings in general. "To have the scope and depth of resources here is phenomenal," he says. "Communities our size will typically see general surgery that is offered only during a specific set of hours and a much narrower scope of offerings. At CHWC, we get pretty detailed and way beyond that scope, as well as specialties you just don't see in a community our size like ENT, gastroenterology and the number of OB/GYNs we have here."

While the bulk of CHWC's surgical services are offered at Bryan Hospital, there are many same-day (ambulatory) surgical services offered at Archbold Medical Center as well.

BRYAN HOSPITAL

- » 7 operating rooms, including:
 - » 1 cystology room
 - » 1 cesarean section room
- » 5 procedural rooms, including:
 - » 1 dedicated to heartburn treatment
 - » 1 dedicated to pain management

ARCHBOLD MEDICAL CENTER

- » 4 operating rooms
- » 2 procedure rooms

SURGICAL PROVIDERS

There are 23 providers who work within our surgical program at Bryan Hospital and Archbold Medical Center. This includes:

- » 4 OB/GYNs
- » 3 orthopedic surgeons
- » 3 general surgeons
- » 2 podiatrists
- » 2 ophthalmologists (eye surgeons)
- » 2 urologists
- » 2 gastrointestinal specialists
- » 2 pain management specialists
- » 1 of each: pathology, spine, ENT (ear/nose/throat)

SURGICAL CASES

- In 2018, CHWC had 8,035 total surgical cases:
- » Bryan Hospital — 7,385 cases
 - » Archbold Ambulatory Surgical Center — 650 cases

When asked why he thinks CHWC has seen such success in providing specialty services, Jerger points to quality leadership. "I think

our leadership throughout has done a good job of keeping us connected with what our community needs," he says. "Why travel when you can get really high-quality care right here? I think people discount us versus a hospital in a bigger city because for some reason that will equate to better care when that's not necessarily the case. We have some of the top providers in the region working right here in our facility. One thing we are able to offer that others can't is individualized attention. It's not that other facilities don't care, but when you're one of 50 cases that day, you are bound to miss out on the personal touch you could get when you're one of just two or three cases that day."

Jerger adds, "Our responsibility is to our patients and to their loved ones. Otherwise, what are we doing here? Very few of us will be rich or famous; rather, we will be measured by the impact we have on the lives of others."

LEARN MORE about surgical services at CHWC by visiting chwchospital.org/surgical-services.

CHWC Cancer Program earns Outstanding Achievement Award



The cancer program at Community Hospitals and Wellness Centers (CHWC) was presented with the Outstanding Achievement Award from the Commission on Cancer (CoC) for its accomplishments in 2018. CHWC is one of a select group of 24 U.S. accredited cancer programs — and the only cancer program in Ohio — to receive this national honor.

“Our goal is to make a difference in our patients’ lives. This award is validation that we are reaching that goal and that the work we do sets us apart as a top cancer program,” says Kim Owen, Director of Radiation Oncology at CHWC.

The purpose of the Outstanding Achievement Award is to encourage cancer programs to

“We can't thank the community and local organizations enough for the support they provide us, our cancer patients and their families.”

— Kim Owen, Director of Radiation Oncology

raise the bar on quality cancer care, with the ultimate goal of increasing awareness about high quality, patient-centered care. In addition, the award is intended to:

- » Recognize those cancer programs that achieve excellence meeting the CoC Standards
- » Motivate other cancer programs to work toward improving their level of quality cancer care

- » Facilitate dialogue between award recipients and health care professionals at other cancer facilities for the purpose of sharing best practices
- » Encourage honorees to serve as quality care resources to other cancer programs

CHWC’s cancer program was evaluated on 34 program standards categorized within five cancer program activity areas: program management, clinical

The CHWC Cancer Program team. Back row, L to R: Dr. Michael Liu (General Surgeon/Colorectal Surgeon, Parkview Physicians Group), Michelle Clark (CHWC Social Services Director), Brenda Schofield (CHWC Patient Navigator), Kim Owen (CHWC Director of Radiation Oncology), Cathy Day (CHWC Compliance Director), Dr. Roger Kucway (Radiation Oncologist, Toledo Radiation Oncology), Pam Alpaugh (CHWC Radiology Director), Amy Boehm (American Cancer Society). Front row, L to R: Kim Jerger (CHWC Surgical Services Director), Michelle Breitner (CHWC Tumor Registrar), Jan Martinez (CHWC Director of Nutrition Food Services), Dorothy Meyers (CHWC Oncology Supervisor), Dr. Shannon Keil (CHWC Pathologist). Not pictured: Dr. Mahmoud Afifi (Medical Oncologist, Parkview Physicians Group), Dr. Michael Nosanov (CHWC Otolaryngology), Dr. Stenneth Adams (General Surgeon, Parkview Physicians Group), Kelly Colon (CHWC Patient Navigator), Charlene Mitschelen (CHWC Director of Therapy).

Join us for the Second Annual Michelle Bard Geary Community Cancer Symposium, Thursday, Oct. 17!

THURSDAY, OCT. 17, 2019

HELD AT NEW HOPE
COMMUNITY CHURCH
15627 US-127 IN BRYAN

The day will include:

- » Cancer-related continuing education for medical professionals
- » Dermatology and head/neck screenings (appointment required) held all day
- » Luncheon featuring keynote speaker Shannon Miller, Olympic gold medalist and ovarian cancer survivor

Plus: exciting details about cancer care offerings to our community!

Sponsored by

- » The James and Joan Bard Family
- » Community Hospitals and Wellness Centers
- » Parkview Physicians Group

Get more information about the event at chwchospital.org/symposium2019.

services, continuum of care services, patient outcomes and data quality. The cancer program was further evaluated on seven commendation standards. To be eligible, all award recipients must have received commendation ratings in all seven commendation standards, in addition to receiving a compliance rating for each of the 27 other standards.

"We are proud to offer our community exceptional cancer care right here, no need to travel far or go to a big city. I can't imagine the added stress of travel before or after chemo or radiation treatment. We can't thank the community and local organizations enough for the support they provide us, our patients and their families," Owen says.

KEYNOTE SPEAKER SHANNON MILLER



OLYMPIC GOLD MEDALIST, OVARIAN CANCER SURVIVOR

Shannon Miller remains the most decorated Olympic gymnast in American history. She is the only female athlete to be inducted into the U.S. Olympic Hall of Fame twice — individual (2006) and team (2008).

Shannon has won an astounding 59 international and 49 national competition medals.

Over half of these have been gold. She is the only U.S. gymnast to win two World All-Around titles. Her tally of five medals (two silver, three bronze) at the 1992 Olympics was the most medals won by a U.S. athlete in any sport. At the '96 Games, she led the "Magnificent Seven" to the U.S. Women's first-ever team gold, and for the first time for any American gymnast, she captured gold on the balance beam. She is the first American gymnast to win an individual gold medal at a fully-attended Summer Games and cemented her place as the most accomplished gymnast, male or female, in U.S. Olympic history.

After retiring from Olympic competition, Miller received her undergraduate degrees in marketing and entrepreneurship from the University of Houston and her law degree from Boston College. She then moved from Olympic athlete to advocate for the health and wellness of women and children.

In January 2011, Shannon was diagnosed with a rare form of ovarian cancer. She had the baseball-size tumor removed successfully and followed up with an aggressive chemotherapy regimen. Shannon is now cancer-free and remains open and public about her diagnosis and treatment.

In addition, Shannon continues to travel the country as a motivational speaker.



Going for the Gold in cancer care

Making a difference in our patients' lives

To our community:



Community Hospitals and Wellness Centers
BRYAN | MONTPELIER | ARCHBOLD

433 W. High St.
Bryan, OH 43506-1690

It is my privilege to share that the CHWC Board of Directors has asked me to serve as the next President and CEO of Community Hospitals and Wellness Centers (CHWC). I am so excited to lead this amazing organization. Having been born at Bryan Hospital, I have a passion for the health and well-being of our community. Serving for the last 13 years has allowed me to see what a talented team we have working at CHWC, who have the distinction of caring for their family and friends every day. Being asked to lead this outstanding organization is an honor for me. I look forward to our bright future.

As I begin my time as CEO, I have a strong desire to hear from the community about what you hope for CHWC. I have been afforded the opportunity to share our strategic priorities with various local philanthropic and civic groups. I am grateful for their invitations and look forward to learning more about how CHWC can continue to enhance the health, safety and well-being of our community. Groups interested in having me attend are welcome to reach out at any time.

At CHWC, we know that visiting a hospital is often an anxious or nervous time for patients and their families. Our goal is to create an atmosphere that is welcoming, nurturing and supportive. We are working diligently to implement patient-focused enhancements that will help you navigate our campuses with confidence. I hope that in the coming months, you can feel the difference when you walk through our doors.

Additionally, we provide exceptional clinical care at CHWC and want to share that information with our community to help tell our story. For example, the Commission on Cancer recently presented CHWC with the 2018 Outstanding Achievement Award. CHWC was the only recipient of the award in Ohio, Michigan or Indiana and was 1 of 24 health systems across the country to receive this designation. What an accomplishment!



As we look to the future, as an independent community health system, we will need to find ways to continue collaborating with others. Working with other medical providers to bring needed resources to our community, as well as avoiding duplication of services, is essential to our long-term success. We need to be good stewards of our community and provide the highest quality of care in the most efficient manner possible, while listening to our community about the services they need and desire. We are grateful to the medical community who help us accomplish our mission every day.

During these early days of my leadership, I have been humbled by the gifted team I get to serve with — from senior leadership, to department directors, to all the dedicated staff who work to provide patient-centered care to every patient, every time. I truly believe the future of CHWC is bright! And, that if we continue to provide services that the community desires, respect the dignity of our patients and enhance the well-being of our community, we will have control of our future.

Your President and CEO,
Chad D. Tinkel



"If we continue to provide the services the community desires, respect the dignity of our patients, and enhance the well-being of our community, we will have control of our future."

— Chad Tinkel,
President and CEO