

A publication of Fulton County Health Center

Health *Centering*

Quality Care
that Makes
a Difference

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**FULTON COUNTY
HEALTH CENTER**
Completing the circle of care

Every American deserves to receive quality health care. But quality means different things to different people, especially when it pertains to the quality of care received from a hospital. Most people would probably agree that, at the very least, quality health care means receiving the correct diagnosis and the proper treatment in a timely fashion to achieve the best possible results. There are others who would also consider how they were treated by staff members as well as how comfortable they were during their stay.

Fortunately, there are scientific ways to measure health care quality, and Fulton County Health Center is committed to using those measures to improve patient care. "We're very focused on the quality of care we provide," says Jan Yoder, RN, BSN, MAOM, Compliance/Performance Improvement Director. "We continually measure how we are performing compared to other hospitals across the country. In order to improve we must be able to monitor, analyze, and make changes where needed in the care we give to our patients."

Comparing "Apples to Apples"

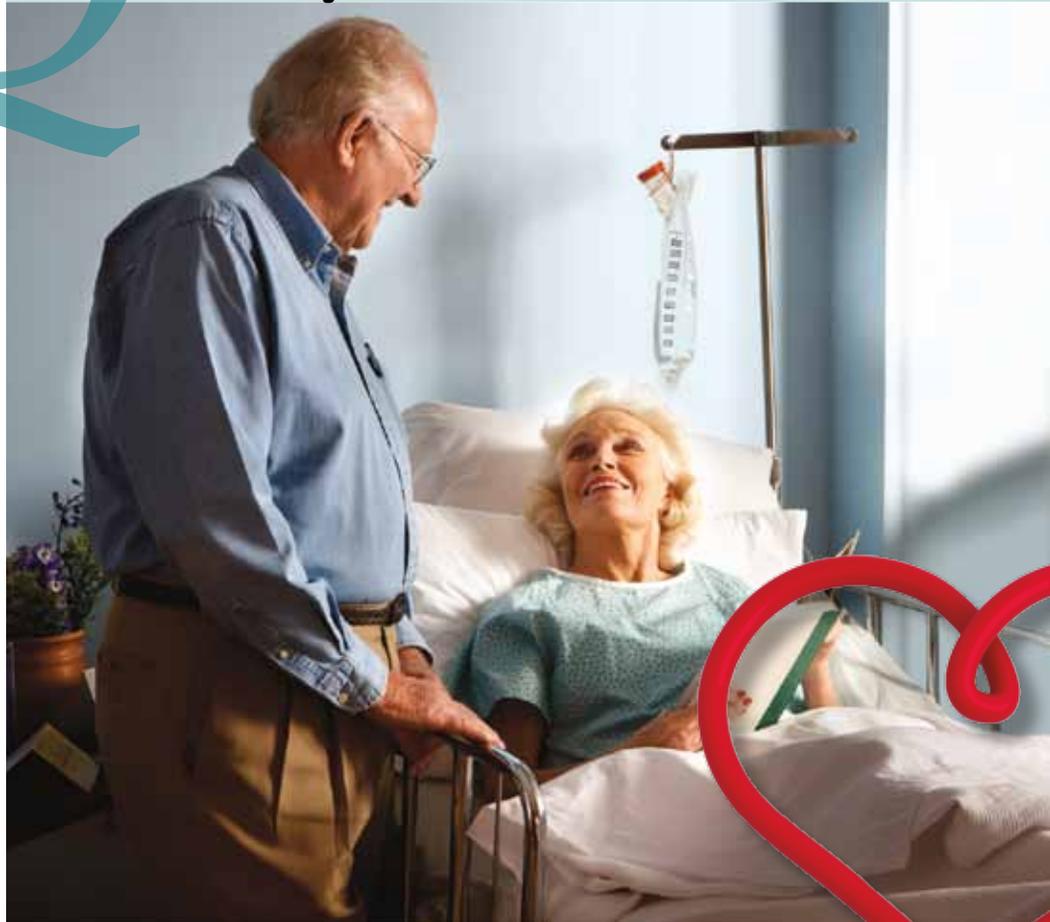
One of the ways to measure health care quality is through the Hospital Consumer Assessment of Healthcare Providers Scores (HCAHPS), which is supported by the Centers for Medicare & Medicaid Services (CMS). HCAHPS provides a standardized way to measure patients' perspectives on hospital care. "HCAHPS makes it possible to make 'apples to apples' comparisons of our patients' responses to the survey questions with results from other hospitals around the country," says Yoder.

The HCAHPS survey contains questions that ask a patient about his/her perspectives of the care they received. It also asks patients to rate eight key topics:

- Communication with doctors
- Communication with nurses
- Responsiveness of hospital staff
- Pain management
- Communication about medicines
- Discharge information
- Cleanliness of the hospital environment
- Quietness of the hospital environment

Fulton County Health Center has contracted with the independent National Research Corporation (NRC) since 2005 to conduct patient satisfaction surveys using the HCAHPS questions.

Quality Care that Makes



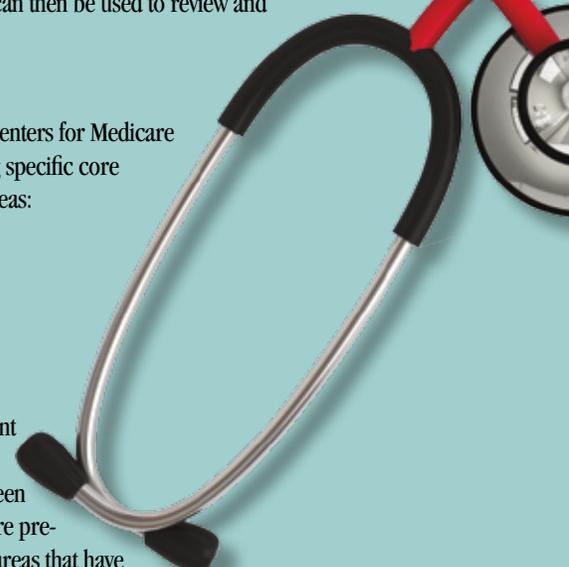
The questionnaires are randomly mailed to FCHC patients after they have been discharged and are sent back anonymously to NRC. From there, NRC rates FCHC's quality measures in comparison to other hospitals nationwide, which can then be used to review and analyze the patient experience at FCHC.

Core Measures

FCHC is also participating in an initiative with the Centers for Medicare and Medicaid Services (CMS) focusing on meeting specific core measures when treating patients for five clinical areas:

- Acute myocardial infarction (heart attack)
- Congestive heart failure
- Coronary artery bypass graft
- Pneumonia
- Hip and knee replacement

Nancy Roynon, RN, BSN, Performance Improvement Manager explains that these core measures are guided by specific tests and treatments that have been shown to improve the patient's outcome. "There are pre-defined treatment protocols for these five clinical areas that have been shown to make a difference with how the patient does," says Roynon.





a Difference

Focus on Quality Pays Off

As reported in our Winter issue of *Health Centering*, Fulton County Health Center has received a 5-star rating by Healthgrades in 2011 for its Joint Replacement program. This 5-star rating means FCHC's Joint Replacement program is ranked in the top 15% in quality nationwide of hospitals across the country. HealthGrades is an independent health care ratings organization that examines patient care using data from CMS along with other quality data. HealthGrades analyzed patient outcomes in the nation's 5,000 hospitals, and found that 5-star rated hospitals had, on average, an 80% lower rate of complications than hospitals receiving a 1-star rating.

"This is further evidence that shows our continued effort to monitor and improve the quality of our medical care is working," says E. Dean Beck, FCHC Administrator.



Nancy Roynon, RN, BSN, Performance Improvement Manager (left), and Jan Yoder, RN, BSN, MAOM, Compliance/Performance Improvement Director, review the results of patient satisfaction surveys.

Patient Experience Teams

In 2009 Fulton County Health Center decided to expand its focus on quality of care by establishing a Patient Experience Team. The team consists of 19 staff members cutting across various hospital disciplines who examine the patient experience from the completed patient surveys. "We're looking for trends in the survey responses," says Roynon. "We want to know if we are getting better in certain areas and if there are areas which are indicated by our patients as needing improvement."

Improving Customer Service

In order to improve patient care, the Patient Experience Team is also working to emphasize customer service in all levels of care. "By improving customer service, we are also improving quality care for each patient," states FCHC Administrator Beck. "We want each step of the health care process to be a positive patient experience."

HUSH!

One area where patients' surveys have indicated FCHC needs improvement is the level of quietness around their rooms. As a result, the Patient Experience Team is developing a hospital-wide "HUSH" campaign, an acronym for "Help Us Support Healing." The HUSH campaign's goal is to make the Health Center quieter, especially in the evening and overnight hours after visitors have left. "Studies show that people heal better in a quiet environment, so our focus is on making that happen," says Roynon. "By working together, we can provide a healing environment for all of our patients."

The HUSH campaign is multi-faceted and covers education, review of the facility and improving the delivery of care. The educational component involves reminding staff members, families and visitors of the importance of reducing their own individual noise levels.

The Patient Experience Team has also worked in conjunction with the night shift staff to coordinate the patient's care, where possible, so they will have a longer length of time to sleep at night without having to be frequently awakened for vital sign checks, to administer medication or to have blood drawn. "Our goal is to exceed the patient's expectations," reflects Roynon. "The well-being of each patient is our prime mission."



The FCHC Patient Experience Team meets to review independent research reports pertaining to patient satisfaction.

Quality Checks & Balances

The key to any health care organization's level of quality is impacted by the decisions made and care provided by its staff. One of the methods of checks and balances for quality is provided through the FCHC Quality Assurance and Assessment Committee, which is comprised of physicians and other staff members. The committee is responsible for implementing peer reviews of physicians for cases that are considered unusual and out of the norm. The peer reviews are part of ongoing evaluations required by The Joint Commission that ensures the quality of care.

Another method of monitoring quality of care is utilized by the FCHC Laboratory and Radiology

Departments. Every morning technicians perform quality tests of the equipment to verify they are operating and reporting accurately. A patient's diagnosis is often based on the results of these tests, so the equipment needs to be accurate and reliable.

Quality is Key

In the future a hospital's reimbursement levels from Medicare and Medicaid could very well be tied to the hospital's patient satisfaction surveys and quality of care indicator scores as an incentive for hospitals to improve their level of care.

"We understand the future financial implications of providing high quality care," says FCHC Administrator Beck. "But ultimately our mission is to provide quality care that makes a difference, and that is what drives us to continually work at improving our level of services."

"By improving customer service, we are also improving quality care for each patient."

— E. Dean Beck, FCHC Administrator

The Unsung Heroes Part III: Pharmacy



Debra Weber, CPhT, and FCHC Pharmacy Director Ed Clausing, Jr., RPh., follow a strict checks and balances system to make sure patients receive the correct medication.

If you've ever taken prescription medication, you have probably realized the power that is packed in those little pills. Thanks to a lot of research on the part of pharmaceutical companies, the resulting drugs they've produced have become a key element in treating many diseases. At Fulton County Health Center, the group responsible for dispensing and monitoring those potent pharmaceutical drugs is the FCHC Pharmacy Department, led by Director of Pharmacy Ed Clausing, RPh. Clausing offers 42 years of pharmaceutical experience, 25 of which have been at FCHC.

The FCHC Pharmacy Department, located on the second floor of the Health Center, has four full-time Pharmacists and a fifth who fills in part-time. They are assisted by five Pharmaceutical Technicians and one Pharmaceutical Information Systems staff member, who is responsible for all billing as well as the department's computer system. Each Pharmacist is well trained, having spent 6-10 years being educated and going through rotations in a hospital, clinic or manufacturing facility. Each is required to receive 60 continuing education credits in a three-year period in order to stay on top of changes in the industry. Pharmaceutical Technicians must pass a national board to become certified, and they are also required to meet continuing education requirements. The FCHC Pharmacy Department is not a retail pharmacy and does not dispense medications to the general public. It is governed by the Joint Commission, the Ohio State Board of Pharmacy and the Centers for Medicare and Medicaid Services (CMS).



Members of the Pharmacy staff, Front Row (l-r): Stephanie Osterhout, CPhT, Shelley Wynn, RPh., Debra Weber, CPhT, Sally Hogrefe, CPhT, Elena Stickley, CPhT. Back Row (l-r): Shannon Nagel, RPh., Edward Clausing, RPh., Jolene Goldsmith, CPhT. Absent: Pat Schroeder, CPhT, Rachel Durham, PharmD., Krista Amstutz, PharmD., Kelsey Marvin, Pharmacy Intern.

Controlling the Dispensing of Medication

The process of ordering patient medications is done with checks and balances to make sure the correct dosage and medication is provided to the patient. First, the physician writes an order on an FCHC Order sheet, which is then inputted by a staff nurse into the patient's electronic medical record. The order is then faxed to the Pharmacy Department. An FCHC Pharmacist then verifies the accuracy of the order to make sure the patient is given the right dose of the right medication. The Pharmacist also checks to make sure the patient isn't allergic to the drug being prescribed, or that the prescribed drug might negatively interact with another drug the patient is currently taking. "We want to treat the condition, but we also want to be aware of any previous conditions the patient may

Editor's Note: *Unsung Heroes* is a continuing series of Health Centering articles that profile the departments and staff members who work behind the scenes at Fulton County Health Center but are instrumental in helping to keep the Health Center functioning. In this issue we highlight Pharmacy Department.

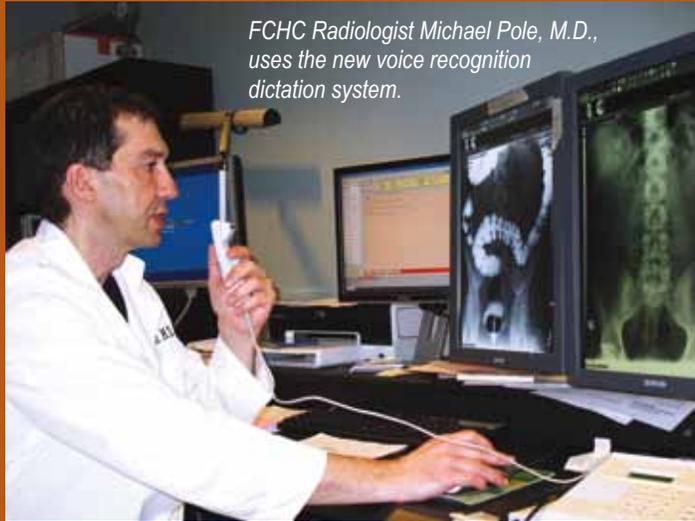
have and make sure those conditions continue to be treated as well," says Clausing. He says an example of the Pharmacist's role is when a patient with diabetes is diagnosed with pneumonia and is prescribed medication for the pneumonia. "We have to make sure the patient can continue to take their insulin without having issues with the new medicine," says Clausing. The Health Center is currently working on an order entry system for physicians to use instead of the handwritten method to prescribe medications. The goal is to speed the process and eliminate any potential errors. When the order entry system is complete, physicians will be able to order medications for their patients directly from their medical office. Since the Pharmacy Department is not open 24/7, there are special procedures in place for obtaining needed medications when closed. There is always a pharmacist on call who may be contacted or who is able to come back to the hospital if needed.

In addition to the main Pharmacy on the second floor of the Health Center, there are four Omnicell® drug dispensing units located in the Surgery Department, the Emergency Department, on the Health Center's second floor, and also on the fourth floor. All orders placed by the staff nurse are under the direction of the attending physician, and the orders are verified by the FCHC Pharmacist before the drug can be dispensed from the Omnicell units, which are about the size of a refrigerator. The Omnicell dispensing units can only be accessed using a biometrics system that scans a staff member's fingerprints before allowing access. Medical carts are used on other floors and are locked in a special room when not in use. "We keep very tight control on the location and dispensing of our pharmaceutical drugs," says Clausing.

(Continued on page 5)

Voice Recognition Technology Benefits All

FCHC'S RADIOLOGY DEPARTMENT continues to tap into state-of-the-art technology to improve its services. The latest addition is Voice Recognition software that allows a Radiologist to dictate a patient's medical report into a microphone and have it routed through a speech



FCHC Radiologist Michael Pole, M.D., uses the new voice recognition dictation system.

recognition system that has been programmed to remember the Radiologist's voice. As the physician dictates the medical report, his words are automatically typed on a computer monitor. The Radiologist reads what is typed on the screen and makes any needed corrections, or he can send it electronically to the transcriptionist for quick editing. The Radiologist can immediately sign it and send it off to the patient's physician within minutes. "The great thing about the technology is the speed of the system," says Barb Gibson, Radiology Unit Manager. "It's much faster than the traditional method of dictating a patient report. The fast turnaround time quickly gets the patient's report into the hands of the primary care physician so he/she can act on it and begin providing the necessary care much sooner."

The Unsung Heroes Part III: Pharmacy

(Continued from page 4)

A Busy Department

In 2010, the FCHC Pharmacy Department placed 169,329 pharmaceutical orders and dispensed 143,582 medications to inpatients and outpatients. Included in those numbers were 17,284 intravenous medications that were prepared, many of which were used to treat cancer patients in the Rainbow Hematology/Oncology Treatment Center at the Health Center. The mixing of cancer treatment drugs is done in a special IV room whose temperature and pressure are carefully regulated. The Pharmacy Technician mixes the drugs under the watchful eye of an FCHC Pharmacist, working under a hooded area in the lab that uses HEPA filters to trap any vapors. Pharmacy staff members are required to wear protective gowns and eye wear. "We need to protect the staff members from exposure to these powerful drugs, but we also want

to prevent the contamination of the medications themselves," says Clausing. A second temperature and pressure regulated room with protective hoods is used by the department to prepare non-hazardous IV's.

The Future of Pharmaceutical Drugs

Pharmacy Director Clausing has seen a lot of new pharmaceutical drugs introduced in the 47 years he has been in health care. He says there are no "magic bullets" on the horizon, but research continues to search for promising new drugs. "The bio-med companies today are looking at genetically-engineered drugs that are designed to consider the genetics of each individual patient so as to create a drug that offers the best outcome with the least amount of side effects," says Clausing. "It's an ongoing war being fought by the pharmaceutical researchers in order to combat new and existing diseases and infections."

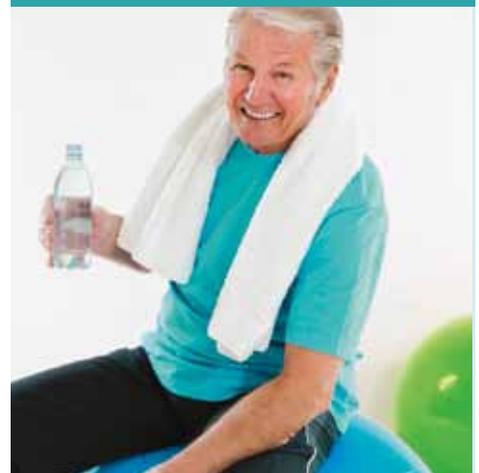
For more information about the FCHC Pharmacy Department, contact Director Ed Clausing, RPh., at 419-330-2690.

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Health TIPS

Health Tips is designed to offer you simple suggestions for a healthier lifestyle. In this issue we offer:

Exercise Tips To Get Moving!



Now that the cold winter months are just about behind us, here are tips to get up, get out, and get moving!

1. Set Realistic Goals – Focus on increasing healthy behaviors. Begin with planning to exercise 10 -15 minutes a day, then work up to 30 - 45 minutes per day.

2. Be Consistent – No exercise program works if you don't do it regularly.

3. Use the Buddy System – Encourage one another. Be accountable to someone else.

4. Be Patient – Setbacks happen. Focus on the successes and hang in there and you will see results.

5. Make it Fit Your Life – Are you a morning person or does afternoon or evening suit you best? Schedule your workout when you have the most energy.

6. Call in the Pros – Join an FCHC Fitness Class or the FCHC Rehab Center and get the most out of your workout! See this newsletter for classes, locations and times.

Message *from the* Administrator

In our last issue of *Health Centering* I wrote about the 5-star rating in 2011 for our Joint Replacement program that places Fulton County Health Center in the top 15% of hospitals across the country. That high ranking is the result of a concerted effort on the part of doctors, nurses and other staff members to raise the bar and push for positive surgical outcomes.



The effort put forth in our Joint Replacement program is hospital-wide, and our

lead story in this issue discusses our focus on quality. About a year ago we established a Patient Experience Team with members from all disciplines within our Health Center. The purpose of the team is to focus on improving the quality of medical care and the patient's experience at Fulton County Health Center. I am pleased to say that independent research shows we rank very high in certain areas, and in those areas where we need to improve we are taking concrete steps to do so. Please take time to learn more about our focus on quality.

This issue also continues the series on The Unsung Heroes of the Health Center, this time with a look at our important Pharmacy Department. The medications that are used today are powerfully effective. It is the responsibility of Pharmacy to make sure patients are given the right medication at the right dosage and that there are no potential issues with new medications interacting negatively with other medications they are taking.

Finally, we have included our annual Report to the Community in this issue. The report provides a snapshot of the medical care we provide to both inpatients and outpatients. Take time to learn more about your local hospital.

I am looking forward to the warm spring weather that is just around the corner. Take time to enjoy the fresh air and get some exercise.

Sincerely,

E. Dean Beck

E. Dean Beck,
FCHC Administrator

Report to the Community 2010

General Category	2009	2010
Admissions	2,029	1,935
Outpatient Visits	144,854	146,655
Emergency Room Visits	11,750	11,467
Fast Track Visits	2,124	2,113
Inpatient Surgeries	562	553
Outpatient Surgeries	2,417	2,553
Outpatient Services	208,017	208,806
OB Deliveries	283	305
Oncology Visits	4,723	4,723
Laboratory Tests	149,695	151,137
Radiology Procedures	43,515	42,353
Respiratory Procedures	2,836	2,694
Physical Therapy Outpatient Visits	7,447	7,783
Diabetic Education Outpatient Visits	242	225
<i>(includes both individual and group patients)</i>		
Cardiac Rehab Visits (Includes both Phase II and Phase III)	5,848	5,936
Stress Unit Admissions	353	315
Stress Unit Outpatient Visits (Therapists only)	3,207	3,291
Stress Unit Partial Hospitalization Visits	305	399
Corporate and Community Health Promotions		
Community Events and Class Participants	2,840	4,937
Corporate Program Participants	1,882	2,427
School Program Participants	1,008	1,089
Fitness Class Participants	1,401	1,209
Fitness Classes	155	132
Auxiliary		
Active Volunteers	132	135
Volunteers' Service Hours	11,783	12,846
Active VolunTeens	51	54
VolunTeens' Service Hours	1,130	693
Money Donated	*\$66,819	**\$18,704
*2009 donations included: EEG machine for Radiology, 8 wall mounted T.V.'s for pre-operation bays, and a \$50,000 Certificate of Intent for funds toward updating the Lobby in 2010		
**2010 donations included: Renovation of Lobby with balance to be in 2011, Multi-gym weight resistance training equipment for Cardiac Rehab, computer program for Cardiac Rehab (will also be in 2011), 3 scholarships to VolunTeens		
Physicians Added	Carolyn Sharrock-Dorsten, DPM - Podiatrist	
Equipment Purchased	Uretero-Renoscope Nuclear Medicine System and Camera (replacement)	
Services	Sleep Lab - Accredited by American Academy of Sleep Medicine Initiated Bariatric Surgery Program - Lap Band Procedure, Gold Recognition from American Heart Association for "Start! Fit-Friendly Company," Worksite Fitness Innovation Award from American Heart Association, Healthgrades 5-Star rated in Joint Replacement Surgery for 2011	
Uncompensated Care	2009	2010
	\$2,691,323	\$3,568,179

A Morning for Me

WOMEN'S WELLNESS FORUM

Ladies, are you taking care of your mental and physical health?

Maybe we can help. The FCHC Corporate and Community Health Promotion Department will hold "A Morning for Me" Women's Wellness Forum on Saturday, April 2, 2011 from 7:30 a.m. – 1:30 p.m. in the FCHC Beck Meeting Room. The cost of the event is \$10/person, which includes a continental breakfast, lunch, giveaways, and a chance to win door prizes. Seating is limited, so pre-registration and payment are required to secure a seat. Credit card pre-payments will be accepted over the phone; checks must arrive prior to the event (mail to Sharon Morr, FCHC Corporate & Community Health Promotion Department, 725 South Shoop Avenue, Wauseon, OH 43567). Pre-registration begins March 21st by calling 419-330-2735.

The event, which is sponsored by Fulton County Health Center and the "Healthy Choices, Caring Communities Coalition," will focus on several informational talks. The keynote speaker will be DeLores Pressley, a nationally known motivational speaker who has appeared on The Oprah Winfrey Show and has spoken to many corporations, organizations and businesses across the country. Pressley has inspired audiences for the past 20 years and shown them how to channel their personal power to achieve success in their lives and careers.

"We want to help any woman out there who is interested in their health," says Sharon Morr, FCHC Director of Corporate and Community Health Promotion. "But this conference will be especially useful for mothers, sisters, aunts, and grandmothers who are involved with raising teenagers and encounter family conflict in the process."

Here is a breakdown of the half-day event:

7:30 a.m. – 8:15 a.m.	Registration, continental breakfast, limited number of free blood pressure and blood sugar screenings
8:15 a.m. – 8:30 a.m.	Welcome. Sharon Morr, FCHC Director of Corporate & Community Health Promotion
8:30 a.m. – 9:15 a.m.	Recognizing and Understanding the Signs of Drug Abuse. Officers Kevin Chittenden and Brian Courtney, Wauseon Police Department
9:15 a.m. – 10:00 a.m.	Conflict Resolution, A Win, Win Outcome. Antonia Jensen, LISW-S
10:00 a.m. – 10:15 a.m.	Break
10:15 a.m. – 11:00 a.m.	Minimally Invasive Plastic Surgery. Marlene C. Welch, M.D., Ph.D., Assistant Professor of Surgery, Division of Plastic & Reconstructive Surgery, University of Toledo Medical Center
11:00 a.m. – 11:45 a.m.	Success with Stress. Andrew Lesniewicz, PCC CHt, Professional Clinical Counselor and Clinical Hypnotherapist, FCHC Stress Unit
12:00 p.m. – 1:00 p.m.	Lunch Believe in the Power of You: Leveraging Your Personal Strengths. Keynote speaker: DeLores Pressley
1:00 p.m. – 1:30 p.m.	Door Prizes

Funding for this conference was made possible (in part) by Grant 5H79SP015851-02 from ONDCP and SAMHSA. The views expressed in written conference materials or publications and by speakers and moderators do not necessarily reflect the official policies of the Office of National Drug Control Policy or the Department of Health and Human Services; nor does mention of trade names, commercial practices, or organizations imply endorsement by the U.S. Government.



"A Morning for Me" Women's Health forum will feature nationally known motivational speaker **DeLores Pressley**. Pressley's *Believe in the Power of You: Leveraging Your Personal Strengths* will inspire you to feel confident in knowing what you bring to the table and help you understand how to make yourself stand out from the others.

By learning how to stretch your comfort zone and tap into what you love to do, you'll create opportunities you never thought possible. Discover how to empower yourself and others for career and personal fulfillment by spending a fun-filled, inspirational and thought provoking time with yourself while learning to:

- ✓ Clarify your personal strengths and opportunities
- ✓ Set realistic and achievable career and life goals
- ✓ Achieve work-life balance
- ✓ Take responsibility for your own development



Health & Fitness Classes

Register on-line at www.fultoncountyhealthcenter.org (click on Health Classes/Special Events), or call 419-330-2735. Most classes except a few special classes such as Aquatics, Belly Dancing, & Yoga can be mixed and matched for dates/times/locations. 7 Week Session – March 28 – May 14; 7 classes - \$28, 14 classes - \$40, 15 or more classes - \$50.

Health & Fitness Class Descriptions

Aikido - Beginner

Is a non-competitive martial art that can be practiced by almost anyone. Aikido techniques do not rely on physical strength, but rather it develops relaxed power through the focus of intention and Ki. The result is a creative method of non-destructive conflict resolution.

Aquatic Aerobics

A high-energy, vigorous workout performed in shallow water to avoid injury. Great for toning and strengthening.

Arthritis Aquatics

Consists of range of motion, muscle strengthening, stretching and endurance building activities. All classes are structured so participants can work at their own ability level.

Aquatic Noodle Workout

Using the noodle for upper and lower body toning, abdominal toning and aerobic workout, you'll push it, pull it, float on it, balance on it, and get an awesome workout!

AthleKinetix™

Utilizes any fitness training product available to create a dynamic workout that will consistently challenge the body with creative, innovative exercises. There are NO repetitions, NO rest, NO choreography, and NO two classes are the same.

Ball

Incorporated into your workout to perform a variety of balance, core training, strength training, and flexibility exercises.

Ballroom Dance

Dancing is easy, fun, beautiful, elegant, modern, and stylish! The session will include fun country dances and latino dances which will include: popular salsa and fiery cha cha cha. All of the dances can easily be used at home or at a number of social events. This class will elevate the heart rate and challenge the body!

Belly Dance

Fitness for women of any age and body shape. It's a great and fun workout. Belly dancing utilizes muscles not often used otherwise. It's something that everyone can learn and enjoy.

Cardio Core

A class geared toward variety! You'll be stepping on a bench, performing aerobic moves on the floor, using the Ball and Body Bars. A great all-in-one workout incorporating both cardiovascular, flexibility and strength training!

Health & Fitness Classes: 7 classes - \$28, 14 classes - \$40, 15 or more classes - \$50

Wauseon Classes	Day(s)	Time	Location
Cardio Core	M & W	5:30 PM	FCHC Rehab Center
AthleKinetix™	M, W, F	6:00 AM	FCHC Rehab Center
Turbo Kick®	T & TH	5:30 PM	FCHC Rehab Center
Ball	M	6:45 PM	FCHC Rehab Center
Zumba® (April 4-May 23, No class March 25)	M	7:00 PM	Wauseon Elementary School Gym
Belly Dance (\$9 per class, no discounts)	T	7:00 PM	FCHC Rehab Center
Ballroom Dance (March 29 - May 7)	TH	7:00 PM	FCHC Rehab Center
\$70.00 Couple, \$42.00 Single – Cannot be combined with other class pricing!			
New! Aikido - Beginner	M	5:30 PM (90 min.)	Fulton County Senior Center
\$42 - Cannot be combined with other class pricing			
SilverSneakers® MSROM	T & TH	10:30 AM	FCHC Rehab Center
(Free to SilverSneakers® cardholders, regular pricing applies to others)			
Golden Retrievers	M & W	10:00 AM	Fulton County Senior Center
Donations appreciated. Co-sponsored by American Physical Rehabilitation Network.			
Wauseon Aquatics Classes	Day(s)	Time	Location
Arthritis Aquatics	T & TH	9:00 AM	FCHC Rehab Center
Arthritis Aquatics	M & W	4:30 PM	FCHC Rehab Center
Aquatic Aerobics	T & TH	7:30 AM	FCHC Rehab Center
Aquatic Aerobics	M, W, TH	6:00 PM	FCHC Rehab Center
Parent & Child Water Wonders, Beginner (6-24 months)	SAT	9:30 AM (30 min.)	FCHC Rehab Center
Parent & Child Water Wonders, Beginner (24-36 months)	SAT	10:00 AM (30 min.)	FCHC Rehab Center
Parent & Child Water Wonders, Advanced (3-5 years)	SAT	11:00 AM (30 min.)	FCHC Rehab Center
8 weeks - \$32; April 2 – May 21			
Bryan Class	Day(s)	Time	Location
Cardio Dance	M & W	5:15 PM	Lincoln School Gym
(April 4 – May 18)			
Delta Class	Day(s)	Time	Location
Cardio Dance	TH	5:45 PM	Delta Memorial Hall
Evergreen School District Classes	Day(s)	Time	Location
Cardio Dance	M	7:00 PM	Evergreen H.S. Upstairs Lobby
Cardio Dance	W	7:00 PM	Evergreen Elementary School Gym
Fayette Classes	Day(s)	Time	Location
Cardio Dance	M	6:15 PM	Fayette Opera House
Cardio Dance	W	6:15 PM	Fayette Jr. H.S. Gym
Liberty Center Class	Day(s)	Time	Location
Cardio Core (April 4 – May 19)	M & TH	3:30 PM	Liberty Center Elem. School Library
Pioneer Classes	Day(s)	Time	Location
Total Body Tone (April 5 – May 17)	T	5:45 PM	Church of the Nazarene
Cardio Dance	TH	5:45 PM	Church of the Nazarene
Swanton Class	Day(s)	Time	Location
Cardio Core	T & TH	6:00 PM	Crestwood Elementary
(No class week of April 4)			
West Unity Class	Day(s)	Time	Location
Cardio Dance	T & TH	6:15 PM	Solid Rock Church



Health & Fitness Classes

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Health & Fitness Class Descriptions

Cardio Dance (formerly Smooth Moves)
Choreographed with upbeat dance and aerobic moves to gain strength and improve cardiovascular health. A fun, high energy workout suitable for all fitness levels.

Golden Retrievers

Gain strength and flexibility in this no-sweat exercise class. Many of the exercises are performed sitting on a chair.

Kids Tumbling For Fun – Beginner

Designed for the gymnast who is just starting his or her career. This class will introduce the beginning

basics of the sport, such as: forward and backward rolls, cartwheels, headstands, etc. If you have no previous gymnastics experience, and you are excited to learn, this class is for you!

Kids Tumbling For Fun – Intermediate

Requires previous gymnastic experience, must be able to do a handstand and cartwheel.

Parent & Child Water Wonders

Parent/guardian must be in the water. The child will be exposed to games that use basic swimming movements in the water, such as straight leg kicks, arm strokes and breath control.

Health & Fitness Classes (continued)

Archbold Fairlawn Retirement Community	Day(s)	Time	Location
Aquatic Aerobics	W & F	9:00 AM	Fairlawn Retirement Community
Aquatic Aerobics	T & TH	5:45 PM	Fairlawn Retirement Community
Arthritis Aquatics	W & F	10:15 AM	Fairlawn Retirement Community
Arthritis Aquatics	M & W	4:45 PM	Fairlawn Retirement Community
Aquatic Noodle Workout	M & W	5:45 PM	Fairlawn Retirement Community

Archbold Classes	Day(s)	Time	Location
Co-sponsored by Archbold Parks & Recreation Dept.			
Cardio Core	T & TH	5:30 AM	Park Pavilion
Cardio Core (April 5 – May 19)	T & TH	5:30 PM	Park Pavilion
Turbo Kick®	M	5:30 PM	Park Pavilion
Turbo Kick®	W	5:00 PM	Park Pavilion
7 classes - \$21, 14 classes - \$32, 15 or more - \$42			

Kids Tumbling for Fun – Beginner (4-7 yrs.)	SAT	9:00 AM (45 min.)	New Elem. School Cafeteria
Kids Tumbling for Fun – Intermediate (4-7 yrs.)	SAT	9:45 AM (45 min.)	New Elem. School Cafeteria
7 weeks – 1x/week - \$29			

Golden Retrievers	M & W	9:15 AM	Fairlawn Retirement Community
Donations appreciated. Co-sponsored by Archbold Parks & Recreation Dept.			

Yoga Classes: Yoga classes cannot be mixed & matched with other classes.

Wauseon Classes	Day(s)	Time	Location
Yoga - Intermediate (Mat Required)	SAT	9:00 AM	FCHC Rehab Center
Yoga - Gentle (Mat Required)	SAT	10:30 AM	FCHC Rehab Center
7 classes - \$35, 14 classes - \$62			

Pioneer Class	Day(s)	Time	Location
Yoga (Mat Required)	T & TH	7:00 PM	Church of the Nazarene
7 classes - \$35, 14 classes - \$62			

Swanton Class	Day(s)	Time	Location
Yoga (Mat Required)	T	7:15 PM	Swanton Public Library
7 classes - \$35, 14 classes - \$62			

Archbold Classes	Day(s)	Time	Location
Co-sponsored by Archbold Parks & Recreation Dept.			
Yoga - Gentle (Mat Required)	M & TH	6:30 PM	Park Pavilion
Yoga - Intermediate (Mat Required)	M & TH	7:30 PM	Park Pavilion
7 classes - \$35, 14 classes - \$62			

Health & Fitness Class Descriptions

Parent & Child Water Wonders - Advanced
Parent/guardian must be in the water. Class works on performing various strokes and skills while experiencing an enjoyable time in the water.

SilverSneakers® Muscular Strength & Range of Motion

Have fun and move to the music through a variety of exercises designed to increase muscular strength, range of movement and activities for daily living. Hand-held weights, elastic tubing with handles and a SilverSneakers® ball are offered for resistance. A chair is used for seated and/or standing support.

Total Body Tone

This class utilizes and requires a light pair of dumbbells and an exercise mat. Individuals will go through a 60 minute workout that will include a warm-up, resistance training session that will target the entire body, and a cool down.

Turbo Kick®

It's a combination of kickboxing and dance moves all perfectly choreographed to energetic and motivating music. It's the ultimate cardiovascular challenge that's a unique blend of strength and endurance interval training, and a relaxing cool-down.

Yoga

This class consists of basic Yoga postures, breathing and relaxation techniques. Yoga poses and passive stretches are the focus of this artful format. It's a total body workout as you use the weight of your body to hold the various poses!

Yoga - Gentle

A class for people new to yoga or for those who are experiencing joint sensitivity, overall stiffness due to lack of activity, or other physical limitations.

Yoga - Intermediate

This class covers yoga poses and their variations in more detail than the other classes and includes some challenging poses. Poses are held longer than in the beginner classes in order to increase strength, balance and flexibility.

Zumba®

Zumba is a fusion of Latin and International music - dance themes that create a dynamic, exciting, effective fitness system! The routines feature aerobic/fitness interval training with a combination of fast and slow rhythms that tone and sculpt the body.



Health & Fitness Classes

Register on-line at www.fultoncountyhealthcenter.org (click on Health Classes/Special Events), or call 419-330-2735.

Heart Health

Lifestyle for Lower Cholesterol

Focus will be on risk factors for heart disease, cholesterol numbers and their significance, type of fat and cholesterol in the diet, and more! Thursday, April 14, 6:30-8:00 pm, \$5, FCHC Surgery Conference Room. Please call 419-330-2735 to pre-register.

Lifestyle

New! Lifestyle Management Training

Individual training that includes a 6-visit series with a Health Coach (dietitian/certified fitness professional) to learn and set goals for healthy eating, exercise and living, \$150 for series. Call 419-330-2721 to schedule.

New! Lifestyle Management Class

One-time visit with a Health Coach (dietitian) to review healthy eating strategies and goals for healthy living, \$50. Call 419-330-2721 to schedule.

Salt Sense

Whether it's for high blood pressure, heart disease or to maintain a healthy diet, learn how and where to reduce sodium. Includes label reading, commercial product choices, recipes and shopping tips. Tuesday, May 10, 9:30 - 11:00 am, \$5 suggested donation. FCHC 1st Floor Cardiac Rehab Classroom.

Low Cholesterol Living

Focus will be on risk factors for heart disease, cholesterol numbers and their significance, type of fat and cholesterol in the diet, and more! Tuesday, May 24, 9:30 - 11:00 am, \$5 suggested donation, FCHC 1st Floor Cardiac Rehab Classroom.

Blood Pressure Management

Learn what high blood pressure is, its effects, and how to lower and control it. Get information on lifestyle changes, current treatments, and medication do's and don'ts. Tuesday, June 7, 9:30 - 10:30 am, Free, FCHC Cardiac Rehab Classroom.

Safety

American Red Cross First Aid and CPR

Learn how to handle emergencies through this American Red Cross class. Participants will be certified in adult, child and infant CPR and obstructed airways. Class taught by RN. Saturday, April 16 or June 25, 8:00 am - 4:00 pm, \$60, FCHC Ground Floor Meeting Room.

Babysitting Classes

Learn to handle emergencies such as choking, burns and more, and become a more effective and competent baby sitter. Class covers growth and development and safety for the sitter as well as the children and much more. Class certification is given. Please bring a sack lunch. Beverages/ snacks provided.

Saturday, April 30, 9:00 am-3:00 pm, \$20, Swanton Library. Call 419-826-2760 to register.

Saturday, May 7, 9:00 am-3:00 pm, \$20, Evergreen Library. Call 419-644-2771 to register.

Saturday, May 21, 9:00 am-3:00 pm, \$20, Delta Library. Call 419-822-3110 to register.

Cardiopulmonary Resuscitation

CPR Certification by the American Heart Association for health professionals and health professional students. Taught by RN. Registration and payment due 1 week prior to class. Sign-in starts at 7:30 am, class begins promptly at 8:00 am, Saturday, May 14, 8:00 am - 2:00 pm, \$50, FCHC Ground Floor Meeting Room.

Stress Management

New! Navigating Life's Phases

We do not like to think about or plan for "old age," unless it is to put funds into our retirement account. While financial stability is important, it is not the only thing to consider. We will talk about our changing roles as children, adults, parents, grandparents, to being caretakers of our own parents. How we process and deal with these changing roles and responsibilities has a huge impact on our relationships. We will also have a general discussion on recognizing and addressing the early signs and symptoms of dementia. This discussion will last about an hour and will cover aspects of Mary Pipher's book, *Another Country*. Presented by Christina Hancock, LISW-S, Fulton Stress Unit, Tuesday, April 12, 7:00 pm, Free, FCHC 2nd Floor Surgery Conference Room.

Weight, Smoking

FreshStart

FreshStart is the American Cancer Society's quit smoking program consisting of four one-hour sessions held in a four-week period. All methods and activities contain the most effective elements for success. FreshStart can be your start to a new life without cigarettes! Monday, April 18 & 25, May 2 & 9, 5:00-6:00 pm, Free, FCHC Emergency Department Conference Room.

Metabolic & Bariatric Surgery Programs

Jose Parodi, M.D., FCHC General Surgeon, will lead the discussion on the problems of Obesity and Related Co-Morbidities, such as Diabetes and their response to Metabolic and Bariatric Surgery. Dr. Parodi will also explore the role of Bariatric Surgery in Diabetes Mellitus as well as indications for Lap Band or



Bypass Surgery, statistical analysis, and patient satisfaction following Metabolic and Bariatric Surgery. Two free sessions will be offered: Tuesday, April 19 or May 17, 6:00 - 7:30 p.m., FCHC Beck Meeting Room. Registration is required and can be accomplished by calling 419-337-7378, or by registering online at www.fultoncountyhealthcenter.org.

Hypnosis

You deserve to be Nicotine Free and Be Your Ideal Size and Shape. Andrew Lesniewicz, PCC CHt, a National Certified Clinical Hypnotherapist, Professional Counselor and area resident, can assist you in making the change towards a healthier you. Cost: \$50 per person for either a Stop Smoking or Weight Loss Seminar, which includes a reinforcement CD and the option of attending a future seminar. Bring a friend at a discounted price of \$40 per person. To register, call 419-467-9406. Classes are held in the FCHC 2nd Floor Surgery Conference Room except where noted.

Saturday: April 2, May 7, June 4

Weight Loss – 1:00-2:30 pm

Stop Smoking – 2:30-4:00 pm

Monday: April 4, June 6

Weight Loss – 5:30-6:45 pm

Stop Smoking – 7:00-8:15 pm



Health & Fitness Classes

Register on-line at www.fultoncountyhealthcenter.org (click on Health Classes/Special Events), or call 419-330-2735.



Obstetrics: Partners in Pregnancy Programs

All classes meet in the FCHC 3rd Floor Training Room. To register, call 419-330-2757.

Breastfeeding Classes - Learn the process of Breastfeeding and getting off to a good start. Discuss advantages, techniques, pumps and any questions you might have about breastfeeding. Taught by a Certified Lactation Consultant. Free.

Childbirth Education - 2 hours/week for 4 weeks or 6-hours on Saturday. Taught by experienced childbirth educators. Learn about the birth process, breathing techniques, relaxation, and comfort measures. Includes labor preparation, discussions, and birth/c-section videos. 4-week series - \$25. Saturday session - \$40 (includes food/refreshments).

Refresher Class - Review of Childbirth Education class. Optional tours of OB and birth video. One 2-hour session - \$10.

Shape-Up for Motherhood - Fitness class for pregnant women and new mothers to help them regain their energy and get back to regular exercise. 1-hour session, 1x per week, \$2/session.

Sibling Class - For children age 3 and older at home. Held at 10:00 a.m. the first Saturday of each month. Includes OB department tour and stamping a T-shirt for the baby. Free 1 session.

Grief Support

H.O.P.E

Helping Other Parents Experiencing Grief (H.O.P.E.) is a support group that meets the third Monday of every month (except December) at 7:30 p.m. in the FCHC Meeting Room. H.O.P.E. offers support for parents who have experienced miscarriage; stillbirth; or the death of infants, young children, and teenagers due to illness or accident. For more information, call Fulton County Health Center at 419-330-2757.

Diabetes Education & Support

Dining with Diabetes. An OSU Extension Cooking School for people with diabetes and their support persons in partnership with FCHC and the Fulton County Health Department. Learn how to prepare meals that taste great, are healthy and are easy to prepare. Recipes will be demonstrated, and participants will have the opportunity to sample each one. Participants will also learn up-to-date information on nutrition, meal planning, exercise and how to understand common diabetes-related medical tests. Thurs., April 28, May 5 & May 12, 6:30-8:30 pm. Wyse Commons Gathering Space, Fairlawn Complex, 407 Lutz Rd., Archbold. Regular cost is \$35/person. Be Healthy Now: Fulton County Participants can register for the event at the cost of \$25/person. Must pre-register at the Extension Office, 419-337-9210.

Cardiovascular Disease 101. Learn about the 4 main types of cardiovascular disease, risk factors, disease process, warning signs, and prevention. Let us help you keep your heart strong and your blood vessels flowing! Tues., May 24, 6:00-7:30 pm, Swanton Public Library, 305 Chestnut St., Swanton. Taught by certified diabetes educator. Suggested donation of \$5 to cover the cost of supplies. Must pre-register at 419-330-2772.

Diabetes Survival Skills. Just what it says – the basics of taking care of diabetes in a simple and easy-to-follow format. Come and learn, whether you are newly diagnosed or just need to brush up on the latest in meals, movement, medications, monitoring, and more! Fri., June 17, 2:00-3:30 pm. Wyse Commons Gathering Space, Fairlawn Complex, 407 Lutz Rd., Archbold. Suggested donation of \$5 to cover the cost of supplies. Must pre-register at 419-330-2772.

Balancing Life with Diabetes (formerly Mountain Climbing) Monthly class in self-help for the person with diabetes: 2nd Thurs. of every month, 7:00-9:00 pm: \$5 suggested donation. FCHC Meeting Room. No registration necessary.

April: The Eyes Have It. Dr. Richard Tam, FCHC Ophthalmologist, will explain how to prevent and treat eye complications associated with diabetes. Thurs., April 14, 7:00-9:00 pm.

May: Improving Your Self Care Knowledge for a Better Quality of Life. Dr. Jana Bourn, Wauseon Clinic, will help you discover the facts of diabetes management in a fun and easy-to-learn format. Thurs., May 12, 7:00-9:00 pm.

June: Medication Issues for Better Diabetes Care. Curtis Black, RPh, PhD, University of Toledo Professor of Clinical Pharmacology, will present information on medications that are commonly prescribed to improve the way our bodies function with diabetes. Thurs., June 9, 7:00-9:00 pm.

Diabetes Support Groups – Every Wed. of 2011, 9:30-10:30 am, every Thurs. from 3:00-4:00 pm, and the second Thurs. of every month from 5:00-6:00 pm. Diabetes Education Office, 3rd Floor, FCHC. Free. Learn from the educators AND from others traveling the diabetes journey. If you need assistance in staying on track with your diabetes self-care, this is the place for you!



Oncology Programs

In addition to treating patients, the Rainbow Hematology/Oncology Treatment Center also offers a wide variety of support services to patients, families and the community. We offer educational materials and programs, as well as other services to help patients and families cope with the diagnosis and stress of their disease.

Counseling Services - Counseling for nutrition, emotional and coping concerns, as well as end of treatment concerns.

American Cancer Society Services on Site: "Look Good/Feel Better", Patient Navigator and Cancer Resource Center (Cancer information).

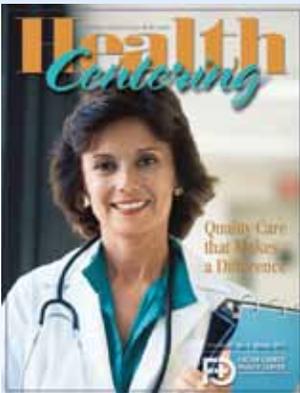
American Cancer Society Programs by referral: "Reach to Recovery" and "Road to Recovery."

Physical Therapy, Stomal Therapy and Wound Care on site.

Lymphedema Clinic - An outpatient clinic that includes specialists from nursing, physical therapy, and massage therapy who are trained to work together in treating patients with lymphedema.

Prosthesis and Wig Bank - Available for patients who cannot afford to purchase their own.

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 FCHC News & Notes

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Steve McCoy, Director of Marketing and Planning

For address changes or information about articles or
 programs in this issue, contact
 Fulton County Health Center at (419) 335-2015.

FCHC News & Notes

Start Swinging Those Clubs

The FCHC Auxiliary will hold its 12th Annual Auxiliary Golf Tournament on Thursday, June 2, 2011. The 4-person scramble will begin with registration at 11:00 a.m. followed by a noon shotgun start. The outing will again be held at Ironwood Golf Course, 1015 West Leggett St., Wauseon. The popular event features prizes for the longest drive, closest to the pin and longest putt. A silent auction and dinner at FCHC will be held after the 18-holes of golf. The cost to participate is \$70 per person or \$280 for a team of four players. The fee covers 18 holes of golf with a cart, sack lunch, gift pack, beverage tickets, and BBQ chicken dinner. Sponsorship opportunities are available: \$550 – Gold Sponsor; \$450 – Silver Sponsor; \$350 – Bronze Sponsor. Proceeds from the auction are used by the FCHC Auxiliary to fund projects at the Health Center. Entry deadline is May 20 and is limited to the first 36 paid foursomes. For more information, contact Janice Fitzenreiter in the FCHC administrative office at 419-330-2603.



Need a Lift?

FCHC's free courtesy shuttle transports patients and visitors from our parking lots to various entrances to our facility. The shuttle is particularly convenient when the weather turns bad. The shuttle operates Monday – Friday, 7:30 a.m. – 5:00 p.m. It does not operate on weekends.

Auxiliary News

April 4-5 - Michele's Shoe Sale, time and place to be announced



April 21 - Spring and Flower Sale, 7:00 a.m. till gone, FCHC Cafeteria



April 28 - JD Handmade Jewelry Sale, 7:00 a.m. - 6:00 p.m., FCHC Cafeteria



May 7 - Geranium Sale Pick-up, order forms available at the FCHC Gift Shop or from any Auxiliary member, forms must be turned in by April 21st



May 12-13 - Masquerade \$5.00 Jewelry Sale, FCHC Cafeteria, times to be announced



June 2 - FCHC Auxiliary Golf Outing, Noon shotgun start, see related article in News & Notes

Volunteers Needed

Want to give back to your community? Consider becoming an FCHC Auxiliary volunteer. The Health Center relies on volunteers to provide escort services; assistance in the cafeteria or kitchen; working in the Gift Shop and at the Information Desk during the evenings and on weekends; and serving as receptionists in various departments. Please call Julie Engler, Volunteer Coordinator, at 419-330-2695 to schedule an interview.