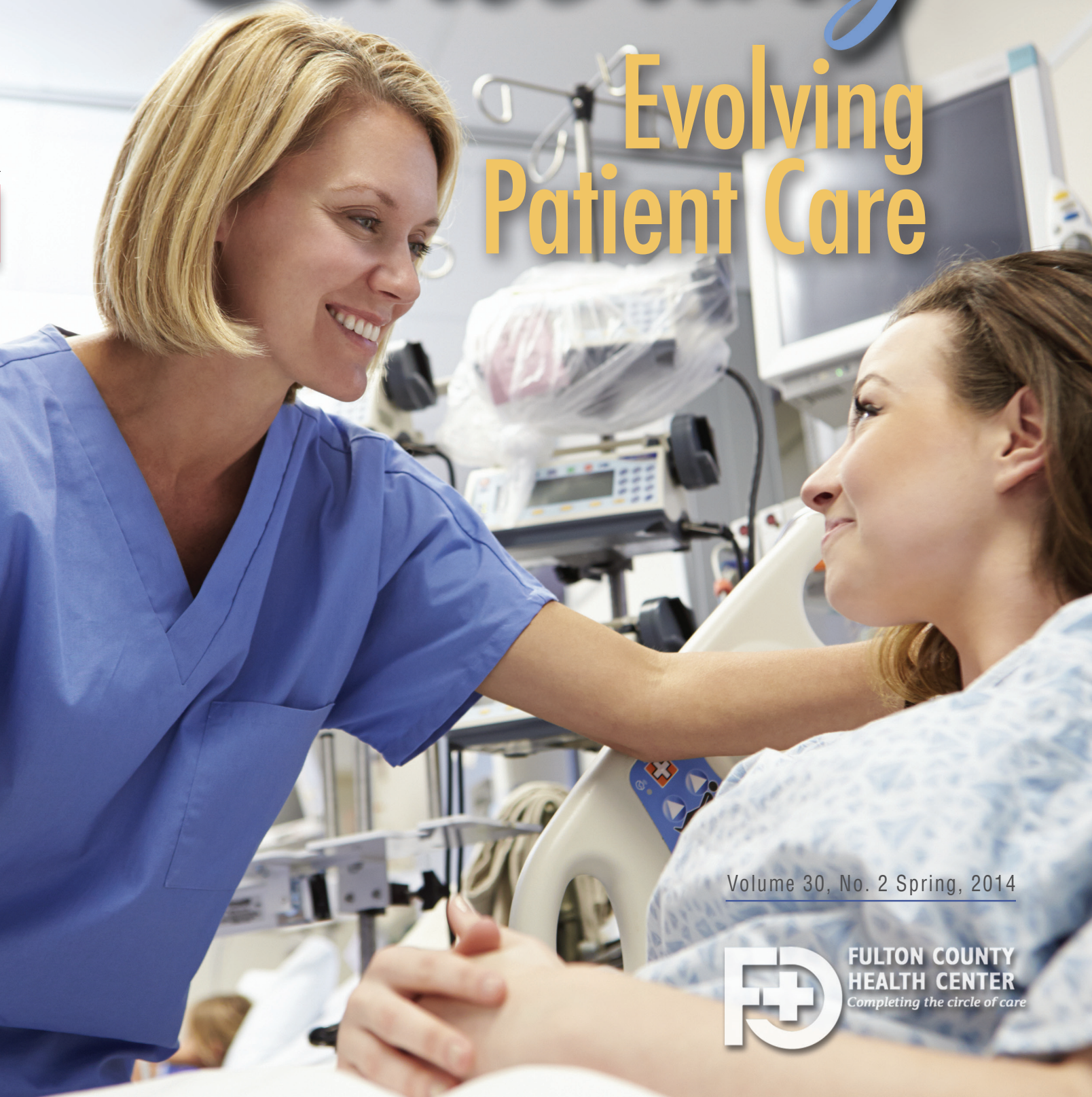


A publication of Fulton County Health Center

Health *Centering*

Evolving Patient Care



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

How Patient Care Has Evolved

Are you over the age of 50? Then you may recall that a trip to the hospital years ago meant being admitted for several days to undergo tests, with nearly no opportunity to provide input to the caregivers. In essence, you would be at the mercy of the doctors, nurses, radiology technicians, and other medical providers. Furthermore, patient education wasn't needed, since the physician would handle everything.

Fast forward to 2014, and Fulton County Health Center follows a different model today for patient care. "The methods we used to follow believed that the caregiver knew best what the patient needed, and the patient did not need to know very much about their health," says Nancy Roynon, MSN, RN, FCHC Performance Improvement Manager. "Today, we want the patient to understand the care they are being given and to also contribute to their care and help in the decision making."

Personalized Care

Smaller community hospitals, like Fulton County Health Center, can provide more personalized care than larger urban hospitals that deal with many more patients. "If you were to describe our philosophy as a health care provider, it can be described as offering patient-centered care," says Patti Finn, FCHC Chief Executive Officer. **"We care for each patient as the individual that they are."**

Roynon uses hospital food as a simple example of a more personalized care approach. "Years ago you had no choice on the food you would eat in the hospital," says Roynon. "Today, patients can order their meals from a room service menu. They can also choose the time they eat." The menu is still controlled by the FCHC Dietary Department to make sure the person with diabetes doesn't consume too many calories, or that the person on a low salt or low fat diet isn't given foods high in salt or fat content.

An Emphasis on Communication

Suppose you were in a foreign country, couldn't speak the native language, but had to go to the hospital for care. Wouldn't that be a stressful experience? At Fulton County Health Center, staff members take steps to communicate to patients in their native tongue. Interpreters are available for several languages including sign language. The most common interpretation is Spanish to help Spanish-speaking patients. Language interpreters are accessible by phone to help with other languages. It's not a common occurrence, but FCHC is prepared should it happen.

Evolving Patient Care

In order to enhance physician communication with patients, doctors are encouraged to place a high priority on making sure a patient fully understands what they are saying. "It's little things that make a difference in communication between doctor and patient," says Roynon. Studies show that if a doctor sits down, the patient will think the doctor spends more time with them than when he or she stands in the room. A reassuring touch on the patient's arm also goes a long way towards building the communication level between patient and doctor.

Bedside Reporting

In July of 2013, FCHC introduced a new program – Hand-off Reporting at the Bedside – to improve communication between nurses and inpatients. As nurses change shifts, it places the oncoming and offgoing nurse at the bedside to discuss a patient's condition.

"If you were to describe our philosophy as a health care provider, it can be described as offering patient-centered care. We care for each patient as the individual that they are."

— Patti Finn, FCHC Chief Executive Officer



Alan Rivera, MD, FCHC Hospitalist, examines a patient for a workplace injury in the Emergency Department. Dr. Rivera performs Workers Compensation exams as well as physicals for area business and industry as part of the FCHC Occupational Medicine Department.

"In the past when nurses changed shifts, they would meet in a 'report room' to discuss the patient's care," says Roynon. "Now nurses meet at the bedside to keep the patient and family members informed of the patient's condition and plan of care. The bedside reporting sometimes triggers a patient's memory to tell us something they forgot to mention to the nurse."

Occasionally, it's the family member who remembers the patient having distress or issues, and they are able to provide input to help the nurses and doctors. "Medicine is an art as well as a science, and we need to paint a complete picture of the patient's medical condition," says Roynon. "No one knows better than the patient what is happening to their body." Studies show that a patient's care is safer when the patient provides input. The Joint Commission and the Centers for Medicare & Medicaid Services (CMS) support and encourage facilities to engage patients in their care.

"Patients and family members like and appreciate the bedside reporting," says Roynon. "But they have the option of declining to use bedside reporting, or they can request that they not be awakened for bedside reporting if they are sleeping during a shift change."



The FCHC ER Staff is focused on providing care to patients as quickly as possible. Pictured (L-R): Sue Stinson, Registration; Carrie Sigg, RN; and Marvin Stalter, MD.

their shift. Phone numbers for the housekeeping and dietary departments are also posted as well.

"Family members can't be with the patient at all times, so we're trying to make it easier for them to understand what is going on during the course of the day and who to contact if help is needed," says Roynon.

Streamlining the ER

The philosophy of patient-centered care has not only benefited FCHC inpatients, but it has also helped those using the Emergency Department.

"It used to be you would come into our Emergency Department and sign in at the desk," says Deb Bowman, BSN, RN, Emergency Department Coordinator. "Then you would sit in the waiting room for your name to be called to be taken to a triage room, where a nurse would take your vitals and obtain your medical history. Then a stop would be made to provide insurance information to the registration clerk. Not any more."

Bowman says a patient is now greeted when he/she first arrives, and their name is immediately logged into the system. They are moved to a private room within five minutes where they are seen by a nurse and physician to assess their condition and take their vital signs. The registration person is often there as well.

"The goal is to quickly get the patient back to the professionals who provide the care so they can start an IV or get x-rays right away rather than have them sitting in our Emergency Department waiting area," says Bowman. "It used to take up to 30 minutes before a patient was placed in a room to be seen by the physician. Now it's down to five minutes at the most."

Another goal of the streamlined system is improved privacy and one-time communication.

The doctor, nurse, registration person, and the patient are gathered in one room so the patient can relay their health symptoms once. That helps to shorten their stay in the Emergency Department.

Another move to shorten an Emergency Department visit is the addition of a full-time Nurse Practitioner from 11:00 a.m. to 11:00 p.m. The Nurse Practitioner handles less urgent cases to get patients in and out faster. "We would typically get bogged down between the hours of 11:00 a.m. and 4:00 p.m., and the addition of our Nurse Practitioner has helped to get care to patients faster," says Bowman.

Collaborating With Larger Hospitals

In order to improve its level of care for stroke and heart attack victims, the FCHC Emergency Department has worked with large Toledo area hospitals on two fronts. The first is the planned installation in March of a telemedicine "robot," which is essentially a computer system on wheels. The robot will primarily be used for stroke victims who visit the FCHC Emergency Department. "It will allow us to immediately contact a Neurosurgeon based out of St. V's or UTMH using video and audio," says Bowman. "It's kind of like Skype," she explains, referring to the online system that allows people to communicate with one another via computer. "The beauty of the robot system is that we will be able to establish a real time dialogue with a specialist who will essentially be in the room with us and the patient."

Bowman says the system will even allow for a stethoscope to be attached to the robot so the long-distance neurosurgeon can listen to the patient's heart.

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Jenna Kehnast, RN updates a patient's communication board to keep patient and family members informed on daily care.

Communication Boards

In addition to bedside reporting, new white boards were installed this past fall in each inpatient room. The white boards contain categories of information to allow staff members to fill in each day of the patient's stay. There is a category for tests that were performed that day, one for new medications given and any noticeable side effects. A pain scale category keeps track of the patient's pain levels. The boards also have a section for nurses to record their names at the beginning of

Evolving Patient Care

(Continued from page 3)

A second collaboration between FCHC and Toledo-based hospitals involves streamlining the process of transferring heart attack patients to the appropriate care facility in Toledo.

"We've learned that it takes longer to transfer a patient with intravenous lines," says Bowman. "We are reducing the number of IVs so the patient can be moved much more quickly from our bed to the gurney and then to the waiting helicopter."

Preparing Patients to Go Home

Hospital procedures continue to be refined and treatments improved so that more patient care is being performed outside the brick and mortar facility. That cuts the time a patient spends in the hospital, which is a good thing for the patient. On the other hand, hospitals across the country are being measured by CMS on their ability to properly prepare patients to go home after a hospital stay. "We are being evaluated on our ability to prepare patients to go home, but we have less time to do so because of shorter hospital stays," says Roynon. "It presents quite a challenge for caregivers, and it forces us to refine our systems for the betterment of patient care."



Jenna Kehnast, RN (left) and Kim Nartker, LPN (right) actively engage a patient during their bedside reporting at shift change.

For more information about FCHC's evolving patient care, contact Nancy Roynon, MSN, RN, FCHC Performance Improvement Manager, at 419-337-7377, or email at nroynon@fulhealth.org. For information on evolving patient care in the FCHC Emergency Department, contact Deb Bowman, BSN, RN, Emergency Department Coordinator, at 419-335-2015, Ext. 2120 or email at dbowman@fulhealth.org.

Suppose you accidentally lost your health insurance card one day and didn't realize it. No problem until you went to the doctor or hospital the next time, right? Not necessarily. Someone could find that card, pretend they are you, and use it to get medical treatment. All charges for treatment would be billed to your insurance company, and the mess begins.

The scenario described here is known as medical identity fraud, and it is a growing problem in this country. Fulton County Health Center is taking steps to ensure it never happens to you.

FCHC is in the process of launching a new, secure patient identification technology that will help prevent not only medical identity fraud, but it will also eliminate duplicate medical records and improve patient outcomes. The installation of the new patient identification technology is being

led by two departments at the Health Center: Patient Access (Registration) and Health Information (Medical Records).

Fulton County Health Center has partnered with CrossChx, a

leader in health care intelligence solutions. CrossChx was founded with the support of the Ohio General Assembly and the Office of the Governor of Ohio. In February, CrossChx began installing their SafeChx patient identification system at FCHC to help solve medical identity resolution issues. The system is very simple to use, requires very minimal training and has been universally accepted in other health systems.

"First of all, SafeChx is a proven system that has been thoroughly tested and is in use at several other health care systems in Ohio," says Jan Buehrer, FCHC Manager of Patient Access. "We are an early partner in this technology, and we expect other health

systems to follow our lead very soon." She notes that the FCHC Pharmacy Department has used similar technology with FCHC physicians and staff to access the pharmacy.



Tiffany Busack, FCHC Account Specialist/Registrar, uses the new SafeChx patient identification system with a patient.



Protecting Your Medical Identity



Buehrer says the plan is to roll out the system in pieces, beginning with a few registration rooms in Central Registration and one room in the Emergency Department.

"We want our staff to get

comfortable using it before we roll it out to all registration areas," says Buehrer. Plans call for the full system to be in place by this summer. Eventually, the SafeChx system will be installed at FCHC physician offices.

How SafeChx Works

SafeChx uses biometric technology to scan a patient's index finger. The system identifies extremely small points on the finger and converts those points into a mathematical algorithm consisting of over 1600 numbers and letters. This means that neither FCHC nor CrossChx will ever store a fingerprint on file.

Patients will be asked to initially scan their index finger five times as they answer questions during the registration process. After that initial registration, they will only need one index finger scan to instantly verify their medical identity. It will then link the patient to their medical benefits so no one else can use them.

Benefits of the System

There are three major benefits to using the SafeChx patient identification system:

1. Eliminates Duplicate Medical Records

It is estimated that 10% of medical records are duplicates, which causes added expense for health care providers to carry and access those records. But it also poses problems for patients when they go to check in at a physician's office or at the Health Center. "Here's a simple example," explains Buehrer. "Let's say a patient visited our Health Center two years ago for tests and registers under the name Robert Smith. A medical record is created for Robert Smith and kept on file. Robert then returns two years later, but this time he registers as Bob Smith. We won't necessarily know that he is one and the same person." The use of two different names by the patient results in the creation of two separate medical records, but the information in each of the files is not shared.

Rachel McManaman, RHIA, FCHC's Director of Health Information & Privacy Officer, explains how this situation can be problematic for the patient. "Suppose this individual is brought to our Emergency Department in an unresponsive state, and we find his driver's license that reads Bob Smith," she says. "We'll access the Bob Smith medical record. But we won't access the Robert Smith medical record, which could contain valuable information about a previous diagnosis and treatment. The SafeChx system will eliminate that problem, because a patient will now have one medical record linked to their finger scan."

2. Prevents Medical Identity Fraud

Nationwide, medical identity theft is on the rise, and it is estimated that Americans spend \$40 billion annually on medical identity theft. On a personal level, it is possible for someone to find or steal your health insurance card and use it to get treatment, all while posing as you. SafeChx prevents that from happening, because you will be identified by your finger scan, not by a laminated paper health insurance card.

3. Improves Patient Outcomes

"What if we have two patients with the same common name," explains Buehrer. "Mary Smith, age 72, has allergies to certain prescription medications. Mary Smith, age 74, does not. With the current system, it would be possible ... although unlikely ... to pull the wrong medical file because of the common name. So if 72-year-old Mary Smith with medical allergies is thought to be 74-year-old Mary Smith with no allergies because of pulling the wrong medical record, bad things could happen to Mary Smith, age 72, if she is given a medication to which she has an allergy."

"This potential error cannot happen using the SafeChx system," adds McManaman, "because each of the Mary Smith's will be identified and linked to their respective medical records via their finger scan. It means the right person will receive the right care."

A Voluntary System

While the system is not mandatory, all patients ages 5 and up will be encouraged to use it to protect their medical identities. In a short amount of time, there have already been over 400,000 patient encounters at other health care systems using SafeChx, with an acceptance rate of over 96%.

Even More Benefits

"There are many long-term advantages of this new technology that we expect to benefit from in the near future," says Buehrer. "SafeChx will allow us to provide quicker patient registration, easier access for doctors to visit patient medical records, decreased administrative burdens of duplicate or incorrect records, as well as quick and accurate patient identification in emergency situations."

For more information about FCHC's new SafeChx patient identification system, contact Jan Buehrer, Manager of Patient Access, at jbuehrer@fulhealth.org or 419-337-7327. For questions regarding patient privacy, contact Rachel McManaman, RHIA, Director, Health Information Privacy Officer, at rmcmanaman@fulhealth.org or 419-330-2784.



The new Fulton Manor/Suites bus allows residents to take many comfortable rides for shopping and field trips.

Fulton Manor | Suites Gets a New Bus

Residents at Fulton Manor and Fulton Suites have a new mode of transportation to get them to their outside activities with the purchase of a \$71,000 2014 Ford hand-capped-accessible bus. The vehicle was funded by the FCHC Auxiliary through its 2013 golf outing as well as from its other fundraising events. The new bus seats 12 with a wheelchair lift and space for two wheelchairs. It is driven by the Activities staff at Fulton Manor/Suites.

“The new bus will be put to good use,” says Mary Jo Smallman, LNHA, Administrator of Fulton Manor & Fulton Suites. “For example, our Fulton Suites residents will use it to go shopping at local stores, take a lunch trip to Defiance, eat breakfast out, and make a visit to Archbold.” Fulton Manor residents will be transported in the bus to the Toledo Zoo, Toledo Mud Hens games, shopping trips, and rides in the country.

“We worked with an auto dealer to create our own floor plan inside including larger windows for viewing, wider aisles, a few less seats for more room, and wheelchair accessibility,” says Smallman. “Our residents really like how the bus turned out.”

Report to the Community 2013

	2012	2013
General Category		
Admissions	1,808	1,830
Outpatient Visits	159,822	151,201
Emergency Room Visits	12,145	15,469
Fast Track Visits (<i>*Fast Track discontinued in 2013</i>)	4,253*	N/A
Inpatient Surgeries	501	472
Outpatient Surgeries	2,369	2,376
Outpatient Services	223,866	209,977
OB Deliveries	272	279
Oncology Visits	4,450	4,487
Laboratory Tests	162,431	151,551
Radiology Procedures	44,395	41,929
Respiratory Procedures	2,709	2,240
Physical Therapy Outpatient Visits	12,678	12,502
Diabetes Education Outpatient Visits (includes both individual and group patients)	450	429
Cardiac Rehab Visits (includes both Phase II and Phase III)	6,773	6,103
Stress Unit Admissions	303	401
Stress Unit Outpatient Visits (Therapists only)	3,663	3,884
Stress Unit Partial Hospitalization Visits	453	411
Uncompensated Care (<i>*Through 9/2013</i>)	\$3,648,122	\$2,591,899*
Corporate and Community Health Promotion		
Community Events and Class Participants	4,397	4,551
Corporate Program Participants	2,468	2,698
School Program Participants	850	705
Fitness Class Participants	1,853	1,738
Fitness Classes	183	189
SilverSneakers® Member Visits	4,461	6,956
Auxiliary		
Active Volunteers	129	154
Volunteers' Service Hours	14,401	18,649
Active VolunTeens	50	54
VolunTeens' Service Hours	511	485
Money Donated	\$50,914	\$45,331

2013 Auxiliary Donations Included: Fulton Manor Dining Room and Activities Room expansion, furniture, dining tables, chairs, stacking chairs, educational training tables, etc.; Telemetry System upgrade for Cardiac Rehab

New Services/Technology: Fulton Manor Dining and Activities - Addition and Renovation; Fulton Suites - Remodeling of Resident Suites, Dining, Kitchen, and Commons area; Diabetes Education site opened in Swanton; Updated the Omnicell Automated Medication Distribution System; Radiology - New 128 Slice CT Scanner installed replacing our older 64 slice scanner, Added 3D/4D Ultrasound, New Sonalvision Versa 100R Fluoroscopy table; Laboratory - New Siemens Vista Chemistry Analyzer, DXH800 Hematology Analyzer; Met stage one meaningful use requirements for the Affordable Care Act

Awards: Health Grades 2013 Award - Hip Fracture Repair; CareChex® Medical Excellence Awards 2013: Top 10% in quality nationwide in Joint Replacement and Major Orthopedic Surgery, #1 in quality for General Surgery in area market.

New Active Staff Physicians: Rowland Rivero, DO, Hospitalist; Christopher Meyer, MD, Pediatrician.

Staff Additions at West Ohio Family Physicians



Marissa Baus, NP, Nurse Practitioner, joined West Ohio Family Physicians in October of 2013. Baus graduated in 2013 from The University of Toledo Medical College and is certified in Family Practice from the American Academy of Nurse Practitioners. She was employed as a Registered Nurse at FCHC for nine years prior to pursuing her advanced degree. Baus is a member of the American Academy of Nurse Practitioners and the Ohio Association of Advanced Practice Nurses.

Alan Rivera, M.D., FCHC Hospitalist, is now seeing overflow patients at West Ohio Family Physicians in addition to his duties at the Health Center.

New Physician Assistant Joins West Ohio Orthopedics

Kristen Hug, PA-C, a certified Physician Assistant, has joined the staff of West Ohio Orthopedics. Hug is board certified by the National Commission on Certification of Physician Assistants. She holds a Bachelor's degree from the University of Findlay's Physician Assistant Program and a Master's degree in Physician Assistant Studies from the University of Nebraska. Hug previously worked as a Physician Assistant in Orthopedics for eight years with two different ProMedica physician groups.

Excuse Our Mess

We are renovating the main Cafeteria to give it a facelift and to streamline operations that will result in cost savings. In addition, we will expand our menu offerings. Look for more information in future issues of *Health Centering*.

Start Swinging Those Clubs

The 15th Annual FCHC Auxiliary Golf Tournament will be held on Thursday, June 5 at Ironwood Golf Course in Wauseon. The 4-person best-ball scramble will begin with registration at 11:00 a.m. followed by a noon shotgun start. A silent auction and dinner at FCHC will be held after the outing. The cost of \$80 per person or \$320 for a team of four covers 18 holes of golf with a cart, sack lunch, gift pack, beverage tickets, and BBQ chicken dinner. Sponsorship opportunities are available:

Platinum Sponsor: \$1,000 (includes golf for 4); **Gold Sponsor:** \$600;

Silver Sponsor: \$500; **Bronze Sponsor:** \$400

Proceeds are used by the Auxiliary to fund FCHC projects. Entry deadline is May 24 and is limited to the first 36 paid foursomes. For more information, contact Janice Fitzenreiter in the FCHC administrative office at 419-330-2603.

Auxiliary Events

March 17-18: Books are Fun, FCHC Cafeteria

March 31- April 1: U Be Dazzled, FCHC Cafeteria

April 15: Spring Flowers, Cookies, Mennonite Pantry Sale - Wauseon Auxiliary Unit, FCHC Cafeteria

May 3: Geranium Sale Pickup (Order Dates are March 10-April 7); forms available in the FCHC Gift Shop, Auxiliary office and from Auxiliary members

May 8: Nurses Edge, Fulton Manor

May 15 -16: \$5 Jewelry Sale, FCHC Cafeteria

June 5: Golf Outing and Silent Auction

Auxiliary Volunteer Opportunities

Volunteer positions are available at both our main campus and at Fulton Manor. To find out about opportunities at FCHC, contact Mary Gautz, FCHC Volunteer Coordinator, at 419-330-2695. Contact Tammy Miller, 419-335- 2017, Ext. 2798, for opportunities at Fulton Manor.

Message from the CEO

The health care industry has seen many changes over the decades, and one of those is the aspect of evolving patient care. Gone are the days when the patient was at the mercy of a hospital's health care providers. Today, we actively engage patients and their family members in discussing a patient's ongoing care. Those changes have affected how we approach both our inpatients as well as our Emergency Department patients. Our lead story in this issue focuses on those changes to patient care, and I hope you take time to read about them.



We are also in the process of installing new technology to better identify patients when they visit our Health Center. The technology is designed to prevent any potential medical fraud as well as to avoid identity issues. I think you will find the system to be quite interesting as you read about it here.

Please welcome Kristen Hug, PA-C, a certified Physician Assistant, who has joined the staff of West Ohio Orthopedics. Please also welcome Marissa Baus, Nurse Practitioner, who has joined West Ohio Family Physicians. Both are very well qualified for their new roles. You can read about them in our News & Notes section.

Finally, on April 5th we will hold our Biennial Health Fair on our FCHC campus. This is a great time for you to get a comprehensive blood test at a minimal cost as well as receive free health screenings and information. Today's individuals take a more active role in the monitoring of their health, and this is an excellent opportunity to get checked. You can learn more in this newsletter.

Let's all hope this spring issue of *Health Centering* finds the weather spring-like and the snow and cold gone. Enjoy the approaching months of freshly cut grass and budding flowers!

Best Regards,

Patti Finn

Patti Finn,

Fulton County Health Center
Chief Executive Officer



Health & Wellness Programs

Register on-line at www.fultoncountyhealthcenter.org (click on Health & Wellness Programs in the Quick Links Section), or call 419-330-2735.



Obstetrics: Partners in Pregnancy Programs

To register for classes call the FCHC OB Unit at 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 an International Board Certified Lactation Consultant. Free.

Car Seat Checks - Making sure you have your car seat installed correctly is important to your baby's safety. Inspections are performed by a certified car seat technician. Free by appointment.

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 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, teenagers, and adults due to illness or accident. If you are suffering from the death of a child at any age, you are welcome to attend. Please contact Patricia Franz Pahl, LSW, LCDC III, H.O.P.E. Group Coordinator at 419-330-2757 (FCHC OB Unit) or 419-335-2015, Ext. 2385 (Office).

H.E.L.P.

Helping Each other Live Past a suicide is a new support group offered at FCHC that meets the third Monday of each month at 6:00 p.m. in the FCHC Ground Floor Meeting Room. If you have lost someone to suicide, you are welcome to attend the meetings. We cannot take your grief from you, but it does help to talk with someone who knows your despair and isolation. We give supportive listening and companionship through these grieving times. We educate participants on the causes of suicide in order to prevent more loss. Please contact Patricia Franz Pahl, LSW, LCDC III, H.E.L.P. Group Coordinator at 419-330-2757 (FCHC OB Unit) or 419-335-2015, Ext. 2385 (Office).

Diabetes Education & Support

Balancing Life with Diabetes (formerly *Mountain Climbing*). Community class in self-help for the person with diabetes. Format has changed to every other month, in the even months of 2014 (i.e., February, April, June, August, October, December). \$5 suggested donation. FCHC Meeting Room. No registration necessary. *Note: No May class.*

April: Let's Eat!!! Come and interact with Jill Crossgrove-Murillo, RD, LD, to learn more about meal planning and how food labels can help. This is a nutrition discussion for better diabetes care focusing on carbohydrates, proteins, & fats, figuring them out on a food label, and how to put them together in a healthy and tasty way. **Thurs., April 10, 7:00 – 9:00 p.m.**

June: A Double Header! Improving Your Knowledge of Medications and Effective Diabetes Self Care. FCHC Pharmacist Rachel Durham, PharmD, RPh, will present information on oral medications and insulin that assist the body's response for better diabetes care. Sue Murry, DNP, CNP, from Delta Medical Center, will then lead us as we discover the facts of diabetes self care in a fun and easy to learn format. **Thurs., June 12, 7:00 – 9:00 p.m.**

Free Support Group 5-6 PM, Diabetes Education Office, 3rd Floor. Dates: April 10, May 8, June 12. Ask questions, learn a new meter, have your current meter downloaded for a printout, and receive basic education and support in a small group format. No registration necessary – just stop by the office and a certified diabetes educator will be waiting to assist you in your needs. 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.

Patient Navigation - On site case management, financial counseling and facilitation with community resources.

American Cancer Society Services on Site - Look Good Feel Better - March 20 and May 15, 10:30 a.m. RSVP one week before at 419-330-2708. *Plus Cancer Resource Center* (Cancer information).

American Cancer Society Programs by Referral - "Reach to Recovery" and "Road to Recovery:" Physical & Occupational Therapy, Stomal Therapy and Wound Care - on site.

Lymphedema Therapy - 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.

Health & Wellness Programs

Register on-line at www.fultoncountyhealthcenter.org (click on Health & Wellness Programs in the Quick Links Section), or call 419-330-2735.

Lifestyle

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.

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.

Cholesterol & Blood Pressure Screenings

Cholesterol screenings will be held at the following local libraries in conjunction with the Heart Radiothon and Fulton County Health Center. The screenings are 4:00 p.m. - 7:00 p.m. and include testing for total cholesterol, HDL cholesterol (the good cholesterol), a ratio, and blood sugar. No fasting is required. A \$5.00 donation is requested to support the Heart Radiothon. Free blood pressure checks will also be offered.

Evergreen Library	April 9
Swanton Library	April 10
Archbold Library	April 14
Delta Library	April 15
Fayette Library	April 21
Wauseon Library	April 24

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. Tues., April 8 or June 3, 9:30 - 11:00 a.m., \$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! Tues., April 22 or June 17, 9:30 - 11:00 a.m., \$5 suggested donation, FCHC 1st Floor Cardiac Rehab Classroom.

Nutrition

Healthy Eating in the Real World

Learn how to make meaningful changes in your eating behaviors. Includes information on the basics of eating well, shopping tips and eating on the run. Mon., May 12, 6:00 - 7:00 p.m., FCHC Surgery Conference Room. Call 419-330-2721 to register.

Safety

American Heart Association Heart Saver CPR & First Aid

Learn how to handle emergencies through this American Heart Association class. Participants will receive a 2-year certification in adult, child and infant CPR; obstructed airways; and first aid; meets most childcare requirements. Class taught by RN. Registration and payment due 1 week prior to class. Sat., May 17 or July 19, 9:00 a.m. - 4:00 p.m., \$65, FCHC Ground Floor Meeting Room.

American Heart Association Healthcare Provider CPR

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 8:30 a.m., class begins promptly at 9:00 a.m., Sat., April 26 or June 21, 9:00 a.m. - 1:00 p.m., \$50, FCHC Ground Floor Meeting Room.

Safety

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.

Sat., April 5, 9:00 a.m. - 3:00 p.m.

\$20, Liberty Center Library. Call 419-533-5721 to register.

Sat., April 12, 9:00 a.m. - 3:00 p.m.

\$20, Evergreen Library. Call 419-644-2771 to register.

Sat., May 3, 9:00 a.m. - 3:00 p.m.

\$20, Swanton Library. Call 419-826-2760 to register.

Sat., June 14, 9:00 a.m. - 3:00 p.m.

\$20, Delta Library. Call 419-822-3110 to register.

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! Mon., April 7, 14, 21 & 28, 5:30 - 6:30 p.m., Free, FCHC Emergency Department Conference Room.

Hypnosis

You deserve to be Nicotine Free and Be Your Ideal Size and Shape. Andrew Lesniewicz, PCC, Professional Clinical Counselor and clinically trained Hypnotherapist will assist you in making the change towards a healthier you. Cost: \$60 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 \$50 per person. To register, call 419-467-9406. Classes are held in the FCHC 2nd Floor Surgery Conference Room except where noted.

Sat., March 15, April 19 & June 7

Weight Loss: 1:00 - 2:30 p.m.

Stop Smoking: 2:30 - 4:00 p.m.



Health & Wellness Programs

Register on-line at www.fultoncountyhealthcenter.org (click on Health and Wellness Programs), or call 419-330-2735. Most classes (except a few such as Yoga) can be mixed and matched for dates/times/locations. **7 Week Session – March 24 – May 10; 7 classes - \$28, 14 classes - \$40, 15 or more classes - \$50 (excludes specially priced classes).**

Health & Fitness Class Descriptions

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!

Aqua Zumba®

Just Add Water And Shake! Splash your way into shape with an invigorating low-impact aquatic exercise. Known as the Zumba® "pool party," the Aqua Zumba® program gives new meaning to the idea of a refreshing workout. Integrating the Zumba® philosophy with traditional aquatic fitness disciplines, Aqua Zumba® blends it all together into a workout that's cardio-conditioning, body-toning, and most of all, exhilarating beyond belief.

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 cardiovascular, flexibility, and strength training!

Cardio Craze Plus

This is a class you can be crazy about with various types of cardio including step, dancing, and kickboxing. Plus some resistance training that will utilize various types of equipment while targeting numerous muscle groups. Who knew that exercising could be this fun!

Cardio Dance

Choreographed with upbeat dance and aerobic moves to gain strength and improve cardiovascular health. A fun, high energy workout suitable for all fitness levels.

Fire IT (Interval Training)

Extreme interval training that pushes your endurance levels to heights you never imagined. One hour workout consists of only 5-7 exercises. Each exercise lasting only 20-60 seconds for 8-12 sets. You will continue to burn for hours after.

Gentle Movement

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

Maximum Burn

A program combining circuit training, intervals, and a boot camp style workout all in one! The ultimate fire for your muscles that pushes you to the limit.

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

Wauseon	Day(s)	Time	Location
Cardio Core	M & W	5:30 PM	FCHC Rehab Center
Maximum Burn	M, W & F	5:45 AM	FCHC Rehab Center
Fire IT	SAT	7:00 AM	FCHC Rehab Center
Fire IT	M & TH	6:45 PM	FCHC Rehab Center
Zumba®	W	6:30 PM	FCHC Rehab Center
SilverSneakers® Classic	M & W	10:30 AM	FCHC Rehab Center
(Free to SilverSneakers® card holders, regular pricing applies to others)			
Gentle Movement	M & W	9:30 AM	Fulton County Sr. Ctr.
(Donations appreciated. Sponsored by American Physical Rehabilitation Network & FCHC Rehab Center.)			

Wauseon Aquatics	Day(s)	Time	Location
Arthritis Aquatics	T & TH	9:00 AM	FCHC Rehab Center
Arthritis Aquatics	M & W	4:45 PM	FCHC Rehab Center
Aqua Zumba®	T & TH	8:00 AM	FCHC Rehab Center
Aqua Zumba®	T	5:30 PM	FCHC Rehab Center
Aquatic Noodle Workout	T	6:30 PM	FCHC Rehab Center
Aquatic Noodle Workout	TH	5:15 PM	FCHC Rehab Center
Aquatic Aerobics	M & W	6:15 PM	FCHC Rehab Center
Aquatic Aerobics	TH	6:30 PM	FCHC Rehab Center
Aquatic Aerobics	SAT	8:15 AM	FCHC Rehab Center
SilverSneakers® Splash	T & TH	10:30 AM	FCHC Rehab Center
(Free to SilverSneakers® card holders, regular pricing applies to others.)			

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	10:30 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; March 29 - May 17			

Bryan	Day(s)	Time	Location
Cardio Dance	M & W	5:15 PM	Lincoln School Gym

Evergreen School District	Day(s)	Time	Location
Cardio Dance (Begins April 7th)	M	7:00 PM	Evergreen H.S. Gym
Cardio Dance (Begins April 2nd)	W	7:00 PM	Evergreen E.S. Gym

Fayette School	Day(s)	Time	Location
Cardio Dance	W	6:30 PM	Fayette Jr. H.S. Gym

Napoleon	Day(s)	Time	Location
New! TAI CHI (Begins March 28th)	M & F	2:00 PM	Henry County Senior Center
(Free - Sponsored by Golden Living Center Northcrest)			

Pioneer	Day(s)	Time	Location
Cardio Dance	TH	5:30 PM	Church of the Nazarene

Swanton	Day(s)	Time	Location
Cardio Core	T & TH	6:00 PM	Crestwood Elementary
Zumba®	M	6:30 PM	Trinity United Methodist

West Unity	Day(s)	Time	Location
Cardio Dance	T & TH	6:15 PM	Solid Rock Church

Health & Wellness Programs

Register on-line at www.fultoncountyhealthcenter.org (click on Health and Wellness Programs), or call 419-330-2735. Most classes (except a few such as Yoga) can be mixed and matched for dates/times/locations. **7 Week Session – March 24 – May 10; 7 classes - \$28, 14 classes - \$40, 15 or more classes - \$50 (excludes specially priced classes).**

Health & Fitness Class Descriptions

Health & Fitness Classes

Archbold Fairlawn Retirement Community	Day(s)	Time	Location
Aqua Zumba®	M & W	9:00 AM	Wyse Commons
Aquatic Noodle Workout	M & W	10:00 AM	Wyse Commons
Aquatic Noodle Workout	M	5:45 PM	Wyse Commons
Aquatic Noodle Workout	W	5:15 PM	Wyse Commons
Aqua Zumba®	TH	5:00 PM	Wyse Commons
Gentle Movement	M & W	9:15 AM	Wyse Commons

(Donations appreciated. Sponsored by Archbold Parks & Recreation Dept.)

Archbold	Day(s)	Time	Location
(Co-sponsored by Archbold Parks & Recreation Dept.)			
Turbo Kick®	M	5:30 PM	Park Pavilion
Zumba®	W	5:30 PM	Park Pavilion
Cardio Craze Plus	T & TH	5:30 PM	Park Pavilion
Zumba® (No Class March 27th)	T & TH	5:30 AM	Park Pavilion

7 classes - \$21 , 14 classes - \$32, 15 or more - \$42

Yoga Classes: Yoga classes cannot be mixed & matched with other classes. Mat is required for classes.

Wauseon	Day(s)	Time	Location
Yoga	SAT	9:00 AM	FCHC Beck Mtg. Rm.
Yoga	T	5:00 PM	FCHC Beck Mtg. Rm.

7 classes - \$35; 14 classes - \$62

Pioneer	Day(s)	Time	Location
Yoga	W	7:00 PM	Church of the Nazarene

7 classes - \$35

Swanton	Day(s)	Time	Location
Yoga	T	7:15 PM	Trinity United Methodist

7 classes - \$35; 14 classes - \$62

Archbold	Day(s)	Time	Location
Yoga – Gentle (No Class March 27th)	M & TH	6:30 PM	Park Pavilion
Yoga – Intermediate (No Class March 27th)	M & TH	7:30 PM	Park Pavilion

7 classes - \$30; 14 classes - \$48

(Co-sponsored by Archbold Parks & Recreation Dept.)

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® Classic

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, a SilverSneakers® ball are offered for resistance. A chair is used for support, stretching and relaxation exercises.

SilverSneakers® Splash

Activate your aqua exercise urge for variety! Splash offers lots of fun and shallow water moves to improve agility, flexibility and cardiovascular endurance. No swimming ability is required, and a special SilverSneakers® kickboard is used to develop strength, balance and coordination.

Tai Chi

Gentle flowing movements to reduce falls, improve sleep quality, and improve respiratory function. The low intensity program also improves strength and balance.

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®

Forget the workout, just lose yourself in the music and find yourself in shape at the original DANCE - FITNESS PARTY. Zumba® classes feature exotic rhythms set to high-energy Latin and international beats. Before you know it, you'll be getting fit and your energy levels will be soaring! It's easy to do, effective and totally exhilarating.

A Month to Honor Donors

April is National Donate Life Month that honors organ, eye, and tissue donors. FCHC will sponsor a Green Chair event on Tuesday, April 8 to help spread awareness to this life saving cause. When someone is seated in the chair, it symbolically represents the hope and second chance at life that comes from donation. When the chair is empty, it represents the loss of someone who had died waiting for a transplant. We will also hold a flag raising ceremony during the Green Chair event. During the ceremony, a Donate Life flag will be raised and will fly for the entire month of April to honor and celebrate the donors and recipients whose lives have been affected by organ, eye, and tissue donation. The community is welcome to join us in this very special event beginning at 9:00 am with the flag raising ceremony. April 11 is National Donate Life Wear Blue and Green Day to show your support for organ, eye, and tissue donation.



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Protecting Your Medical Identity
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Health & Fitness Classes
FCHC Biennial Health Fair

Health Centering is published four times a year by Fulton County Health Center for area residents.

Patti Finn, Chief Executive Officer

Carl Hill, President, Board of Directors

Steve McCoy, Director of Marketing and Planning

For address changes or information about articles or programs in this issue, contact the FCHC Marketing and Planning Department at 419-330-2717.

Get a Health Check Up

We want you to keep track of your health.

Mark your calendars for:

FCHC Biennial Health Fair

Date: April 5

Time: 7 a.m. – 11 a.m.

Place: FCHC Beck Meeting Room

Parking: South Lot – Use ER Entrance

Sponsored By: The FCHC Corporate & Community Health Promotion Department

Screenings & Information (No appointments will be taken; cash or checks only)



1. Comprehensive Blood Test – \$30, normally \$400; requires a 12-hour fast – no food or drink
Blood Draws Will End at 9:30 a.m.

- Lipid profile for heart health
- Tests for liver & kidney health
- Hemogram to detect infections or anemia
- PSA for men: add \$25
- A1C Screening – \$10

Free Tests

- Blood Pressure Screening
- Dermascan Screen (for sun damage)
- Osteoporosis Screening
- Vision Test
- Hearing Test
- Blood Sugar (finger stick)

Free Information

(on these topics)

- Cancer
- Fitness Classes
- Hearing
- Heart Health – Provided by the FCHC Heart & Vascular Center and Cardiac Rehab Staff
- Stress Management
- Nutrition
- Diabetes