

A publication of Fulton County Health Center

# Health Centering

## FCHC: Paving the Way to Excellence

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*These FCHC staff members represent a cross-section of employees involved with a facility-wide initiative to improve patient care. (L-R): Barb Rohda, Environmental Services; Penny Crisenberry, Radiology; Becky Stidham, RN, Sterile Processing Dept. Manager; and Todd Pennington, RNFA, Surgery.*

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**Fulton County  
Health Center**  
*Completing the circle of care*

Eighteen months ago, Fulton County Health Center kicked off a campus-wide initiative focused on improving the patient experience at the Health Center. Now, a year-and-a-half later, the results of the Service Excellence Initiative are quite positive and impressive.

Stacie Radabaugh, Director of Medical Staff Services & Quality, and Tiffany Siegel, Chief Nursing Officer, proposed the idea for the initiative. It was then approved by the FCHC Board of Directors and enthusiastically supported by the Health Center's administrative team.

"Our goal was to take the patient experience to the next level," says Siegel. "And we wanted to do so by implementing measures that focused on meeting the needs of all those we serve in a fashion that encompassed service excellence. We needed to devise a strategy that offered avenues to allow us to accomplish our goals. The result was the formation of the Service Excellence Initiative."

Radabaugh says that for most people, it can be rather frightening to get admitted to a hospital. "At that point, you feel very vulnerable. I want to see patients come into our facility, from the very first touch point, and feel that they are going to receive the highest quality care from caregivers they trust and respect," says Radabaugh.

**"The Service Excellence Initiative aims to actively change the culture throughout our facility,"**

she adds. "We've been working to raise the expectations and expertise of our staff and to provide them with tools to offer care using evidence-based practice. We have truly worked to develop a team-based approach in every level of care. There are daily PACT (Patient Aligned Care Team) meetings that involve all disciplines coming together to discuss the



(L-R): Eighteen months ago Stacie Radabaugh, Director of Medical Staff Services & Quality, and Tiffany Siegel, Chief Nursing Officer, proposed the idea for the facility-wide Service Excellence Initiative. They are spearheading the effort to improve the patient experience at FCHC.

## FCHC: Paving the Way to EXCELLENCE



These FCHC Surgery Department members represent the type of family-friendly atmosphere found at FCHC. (L-R): Julie Stroheck, RN (along the wall); Nichole Waxler, RN (middle); Marissa Brown, CST.

goals and care needs of each patient. Pharmacy Rounding (discussed later in this newsletter) has shown huge success in helping our patients better understand their medications and giving them knowledge and tools to be successful in taking care of themselves when they are discharged. We have Quality Patient Care Managers assisting patients throughout their stay as well as in the month following their discharge. These Care Managers assist with coordination of a patient's care while in the hospital. At FCHC, we are focusing on engaging our staff to be accountable to the patient experience and to each other."



The FCHC Environmental Services Department has been instrumental in helping to improve patient outcomes at the Health Center. Pictured (L-R) are: Dan Ruplinger, Director of Environmental Services; and Environmental Services Techs Dawn Patterson, Brittany Taylor, Marsha Lee, Barb Rohda, and Cheryl Lembrick.



## Improving the Patient Experience

FCHC's facility-wide goal of improving the patient experience goes beyond having satisfied patients. It is a dynamic, ongoing culture change to enhance service to patients, residents, families, community members, and co-workers.

Staff members are asked to focus on four critical areas:

1. Deliver safe care
2. Deliver high quality care
3. Provide optimal patient satisfaction
4. Drive value and efficiency

"We've been educating our staff members on the importance of connecting with a patient as a person through caring and compassion," says Radabaugh. "That's where it all begins, showing care and compassion."

The Service Excellence Initiative challenges staff members to look beyond performing a task as part of their job. Instead, they are encouraged to understand they are part of a patient's health care team. **"Every role performed by every staff member directly affects how we care for our patients,"** says Radabaugh. "Developing collaboration within departments was key to staff engagement. "Our staff know what areas within their own departments need strengthening, and leadership is giving them the tools to

*The FCHC Service Excellence Advisors are a key part of the leadership needed to implement the patient experience initiative.*



*Patti Finn, FCHC CEO, meets with staff members to discuss progress on the Service Excellence Initiative.*

be able to improve it from within. This is having the greatest impact on our patients. These Performance Improvement Teams are making great strides in all areas of care. I can't begin to express how impressive these teams have been and their collaboration, innovations and dedication have shown improvement in every area throughout the facility. At FCHC, everyone is a caregiver."

Siegel says a critical part of the patient experience is the level of care they receive. "Health care is ever-evolving," says Siegel. "Every year, there is new data that impacts how we care for patients. One of the key things we look at is evidence-based care. This type of clinical practice incorporates the most recent and up-to-date knowledge that help guide our decisions when we're caring for our patients. It also affects how we devise policies and procedures to care for them, and it ultimately serves as our guideline for treating them. It is best practice care."

## A Facility-Wide Effort

The Service Excellence Initiative involves all FCHC employees, from administration



*Eric Demaline, RN, Emergency Department Coordinator (center, background), talks with FCHC Volunteers about their role in the patient experience.*

to frontline health care providers as well as support services. It is led by a Service Excellence Council comprised of FCHC leaders and frontline employees who implement and integrate the initiative. The council, chaired by Siegel, meets once a month to discuss the process, its desired outcomes, and formulate action plans for meeting goals.

In addition, Service Huddles are held by department leaders within department units to allow staff members to share both positive and negative comments from patients as well as quality information. Any negative comments are discussed and acted on to be resolved. *(Continued on page 4)*



# SERVICE EXCELLENCE ADVISORS, YEAR ONE

# FCHC: Paving the Way to EXCELLENCE



All FCHC employees attended a Service Excellence Training session when the program kicked off.

(Continued from page 3)

Siegel says, “The Service Excellence Initiative has prompted all employees to ask, ‘How can we do better? What does great care look like?’ It’s a different atmosphere walking into the building now. You feel more a part of the family. You feel that everyone working here or volunteering here is all part of your health care team.”

## Proof the Initiative is Working

“We operate in an increasingly competitive marketplace and maintaining our position requires that we have all employees focused on providing patients with the best possible experience when they come here,” says Patti Finn, FCHC CEO. “We work with the Ohio Department of Health and The Ohio Hospital Association to continuously analyze trends in our performance using the Hospital Strength Index.” The Index looks at three key areas for rural hospitals:

- ▶ **Market Share**
- ▶ **Value of Care provided based on cost, quality, outcomes, & patient perspectives**
- ▶ **Overall financial stability**

In reviewing the Hospital Strength Index for the first six months of 2018, Fulton County Health Center has seen an overall increase of more than 10%. Every area of the Hospital Strength Index saw improvements, some greater than 20%.

## Outstanding Care Recognized

For 2018, Fulton County Health Center continues to receive national and state recognition for outstanding patient care. The FCHC Family Birthing Center received the Anthem Blue Cross/Blue Shield designation as a Blue Distinction Center for Maternity Care. Quantros, a leading provider of software and services to advance healthcare quality and safety performance, recognized FCHC with their CareChex® Patient Safety award for General Surgery and Cancer Care in our market area. And most recently, the Ohio Department of Health announced that Fulton County Health Center was recognized by The Chartis Center for Rural Health (Chartis) and the National Organization of State Offices of Rural Health (NOSORH) for overall excellence in Outcomes. This reflects top quartile performance among all rural hospitals in the nation. Fulton County Health Center is among 18 Ohio rural providers recognized for overall excellence in 2018. According to Radabaugh, “These achievements speak volumes to the care, expertise and commitment this facility and its staff have for our patients and community.”

FCHC also uses NRC Health, an independent firm, to randomly survey patients after they have been discharged from the Health Center. The patients are asked to rate the overall care they had received, which is then benchmarked with other health facilities nationwide. Results of those surveys show that:

**1. FCHC Patient Experience results are soaring.**

**2. FCHC Readmission Rates (unplanned hospital visits) are decreasing.** Hospitals that give high quality care can keep patients from returning to the hospital and reduce their stay if they have to come back.

**3. Core Measure Compliance shows significant increases.**

Core measures are national standards of care and treatment processes for common conditions. These processes are proven to reduce complications and lead to better patient outcomes.

## Striving to Be the Health Care Facility of Choice

The long-term goal of the Service Excellence Initiative is for FCHC to be considered the health care facility of choice, both by patients and employees. It is an ongoing process that will continue years into the future.

*“I want patients to know that every person within this facility is here for them,” says Radabaugh. “I want them to know we are all going to work as a team to do everything possible to provide them with the best possible outcome while they are in our facility. I want them to feel that people in all of the areas in our hospital are working together for their best interests. And when they leave, I want them to know how to care for themselves.”*



*FCHC has a staff of seven pharmacists and six pharmacy technicians. Last December, FCHC introduced a new program to provide direct patient interaction between inpatients and the FCHC pharmacist. In the Pharmacy Rounding program, an FCHC pharmacist visits with an inpatient to review and discuss the patient's current medications along with new medications prescribed by their physician.*

“Our goal is for our pharmacists to have more of a presence on the hospital floors, and to establish a relationship between them and our patients,” says Rachel Durham, Pharm.D., Director of Pharmacy. “The program also allows our pharmacists to discuss with the patient the therapeutic effects of the new medications along with any side effects and what they should watch for. Family members can also use the meeting to ask questions.”

**Here is an update from Durham on the status of the program:**

**Q:** *How well received is the Pharmacy Rounding program with patients?*

**A:** “Pharmacy Rounding has been very well received by our patients. Although we are not able to see each patient every day, those who we do see thank us for giving them the opportunity to speak to a pharmacist about their medications. Our patients are impressed that a pharmacist performs a thorough review of their medications, and that we take the time to make sure they are on board with their medication therapy. Pharmacy Rounding helps to demonstrate the many layers of patient care, reassuring our patients of the high quality care at Fulton County Health Center.”

**Q:** What does the FCHC staff think about the program?

**A:** “Pharmacy Rounding has allowed our pharmacists to be more accessible not only to patients but also to our nurses and physicians. It has helped to put a friendly face to the pharmacists who they hear on the phone every day. Since we began rounding on patients, there seems to be a more unified



## PHARMACY ROUNDING AN UPDATE

team approach to patient care . . . nurses and pharmacists feel like partners in health care and medication education.”

**Q:** *Have you made any changes to the program based on that feedback?*

**A:** “One change that we made early on in our journey was to not have a pre-determined agenda before visiting our patients. We learned that our conversations with patients about their medications often went in a different direction than what we had planned. Many patients have questions about their home medications, while others have questions about a new medication that they were prescribed during their hospitalization. The most seemingly straightforward medication regimens sometimes end up being the most complex, detailed and rewarding conversations we have with our patients.”

**Q:** *Has the program helped to eliminate confusion on the part of patients with regard to understanding the medications they will be taking, why the doctor prescribed them, and the side effects?*

**A:** “Yes. We feel that our program has very much improved our patients’ understanding of their medications, why they are taking them, and what side effects to expect or to look for. FCHC routinely surveys inpatients on many aspects of their care. These surveys

*Pharmacist Rachel Finlayson, Pharm.D., helps a patient understand her medications.*

allow us to know what is working for our patients and where we need to improve. Historically, our patients have told us they were struggling to understand their medication usage and changes, both during and upon leaving the hospital. This feedback allowed us to focus our efforts in these areas, and the key was the introduction of the Pharmacy Rounding program with patients. Since the Pharmacy Rounding program began, all medication related survey questions have shown significant increases in positive feedback. Some areas such as ‘Did you understand what your medication was for?’ and ‘Did you understand the purpose of any medication changes

during your stay?’ have shown increases of almost 30% or greater.”

“Evidence has shown that understanding medication after hospitalization significantly reduces hospital readmissions. Returning to the hospital for unplanned care disrupts patients’ lives, increases their risk of harmful events like healthcare-associated infections, and costs more money. Hospitals that give high quality care can keep patients from returning to the hospital and reduce their stay if they have to come back. According to the Medicare.gov Hospital Compare website, the national average readmission rate for a hospital comparable to Fulton County Health Center is 15.3%. To date, Fulton County Health Center has reduced 2018 readmission rates to an internal collection number of 3.21%. This number is well below the national average, and our Pharmacy Rounding program is a significant contributor to our high standing quality efforts.”



*(L-R): FCHC Pharmacists Mary Flowers, Rachel Durham, Rachel Finlayson, and Kaylee Wentworth. Not pictured: Shelley Wynn and Shannon Nagel.*

# The Battle Against Infections

*Sometimes when a patient enters a hospital they can develop an infection while being treated. It could be an infection that enters the body from a surgical site. It could be from germs that are carried on a medical instrument. It could even come from friends or family who visit. Fighting infection is a constant battle, and FCHC's Barb Crow, BSN, RN, FCHC Infection Preventionist/Employee Health Manager, is on the forefront of that battle.*

"It takes everyone on our health care team to prevent and control the spread of infections," says Crow. "As the Infection Preventionist, my work primarily involves implementing evidence-based practices and collaborating with the health care team to prevent healthcare-associated infections (HAIs) and to limit the transmission of infections." Crow is responsible for covering the FCHC facility, Fulton Manor long-term care, as well as the ambulatory services.

## WHERE DO GERMS COME FROM?

We live in a world of germs. They are all around us. Typically, however, our bodies' immune systems are able to fight off those germs that can be harmful to us. But when a patient enters a hospital, they are often ill or have a compromised immune system. A dirty bedrail or computer keyboard could become deadly if germs from them hitch a ride to a patient's catheter or surgical site and cause an infection. This is especially true with germs like *Clostridium difficile* (C. diff) and others that are very hardy and difficult to kill. Thorough cleaning of all surfaces—especially high-touch surfaces—in a patient room or operating room is critically important.

## USING DATA TO ASSIST

FCHC's Infection Prevention Committee looks for any infection trends in their facilities. They do so by collecting and analyzing surveillance data using standardized methodology and defined criteria. If an infection trend is discovered, the staff immediately plans appropriate interventions to counter the infection. They then measure how successful they were in intervening and, when necessary, report data to public health agencies.

"We need to continually be alert to changing requirements from regulatory and accrediting/licensing agencies as well as recommendations and guidelines from relevant professional organizations," says Crow. "Changes in the health care industry over the past decade have placed increased demands on infection prevention programs. Infection Prevention is also involved in disaster planning and the maintenance and evaluation of the physical environment."

## A NEW TOOL TO FIGHT INFECTIONS

When time is tight, and rooms need to be turned around fast, it can be difficult to get the job done right. But it's important for the safety of patients that cleaning and disinfection be done at the right time, in the right way, and with the right materials. "We are all patient safety stewards and have the responsibility to ensure our environments are clean and free of germs that could cause harm to our patients and residents," says Crow.

In order to stay on the forefront of fighting infections, FCHC recently purchased an ultraviolet (UV) light disinfection system. The Tru-D® Smart UVC uses advanced technology in the form of a portable UV disinfection system that delivers precise UVC wavelength in an environmentally-friendly



Britany Taylor, Environmental Services Tech II and Sabrina Lind, RN, MSN, CCU Coordinator, look on as the Tru-D system disinfects a CCU patient room.

and chemical-free way to thoroughly disinfect a room. Manual cleaning must still be done, but UVC is extremely helpful in deactivating organisms that might survive manual cleaning and disinfection.

"The Tru-D® system emits intense ultraviolet light to kill germs," says Crow. "It is so powerful that no one can be in the room when it is operating. But it is extremely effective and safe, and it offers an extra step in keeping the environment safe for our patients and residents."

## ADDITIONAL TOOLS

Crow says there are simple steps that staff members, patients and visitors should take to help prevent the spread of infections. "One of the those steps that is quite effective is the thorough washing of hands with soap and water or an alcohol-based hand sanitizer," says Crow. "Another method is to keep current with the annual influenza vaccination as well as other vaccinations."





## Help Prevent Infections

At FCHC, we take healthcare-associated infections (HAIs) very seriously, and we work as a team to fight them. We also educate our patients and their families on what they can do to prevent infections while in the hospital and when they return home. Here is how you can help prevent HAIs:

### *In the Hospital*

- Did you see your doctor or nurse clean their hands? If not, ask them to wash with soap and water or an alcohol-based hand sanitizer.
- Ask visitors to clean their hands every time they enter your room.
- Clean your hands often with soap and water or a hand sanitizer, especially after using the bathroom.
- Cover your mouth and nose with a tissue if you cough or sneeze. Discard the tissue and then clean your hands.
- If your treatment requires a medical device such as a urinary catheter, ask your doctor or nurse why it's needed and when it will be removed.
- Report any symptoms you may have to your doctor or nurse.

### *At Home*

- Use the same precautions at home that you used in the hospital.
- Take all antibiotics exactly as prescribed and make sure you finish them.
- Ask your caregivers to clean their hands after changing a dressing.
- If your doctor prescribes a medical device such as a urinary catheter, make sure you thoroughly understand how to use it.
- Keep a list of medical professionals nearby to contact if a problem occurs.
- If you smoke, talk to your doctor about quitting. Patients who smoke are at an increased risk of getting an infection.

The FCHC Infection Prevention Department works with the healthcare team to provide educational materials that offer infection prevention and control information. In fact, in the past the Health Center even created its own flash mob video centered on infection control. They also monitor communicable diseases and emerging infection concerns occurring in the local community as well as abroad. "We are in regular communication with health department officials on what is happening in our facilities, locally and in the world," says Crow.

FCHC has undergone a good deal of construction and renovation through the years, and the Infection Prevention Department assists in evaluating the risks associated with those projects.

In addition to collaborating with the FCHC health care team to ensure appropriate infection prevention measures are implemented, the Infection Prevention Department is also involved in FCHC's water management plan to reduce the risk of infections caused by organisms that live in water.

**"It's a never ending battle,"** says Crow. "But we can never let our guard down. Our patients health depends on all of us to fight the spread of infections."

## Message from the CEO

As the New Year begins, we want to continue to keep you updated with happenings at Fulton County Health Center. Our lead story in this issue features our Service Excellence Initiative, which focuses on improving the patient experience. We value our patients, visitors, and staff members, and this initiative is a facility-wide effort to improve the care and service we provide to

patients. The initiative involves everyone in the Health Center, and it is something we have been working on for the past 18 months.



On the back cover (page 16), you can also read about our recently-adopted Core Values and how that

will benefit patients, visitors and the public.

As a result of the Service Excellence Initiative, we introduced our Pharmacy Rounding program a little over a year ago. This program places our pharmacists on patient floors so they can talk directly with the patient. Please take time to read an update on the Pharmacy Rounding program.

Infection prevention and control is critical in today's health care facilities, and we devote a great deal of energy and resources to fight germs. You can also read about infection prevention and control in this issue.

We also welcome Ahmed Elsayed, MD, Medical Hematologist/Oncologist, who joined the FCHC Medical Staff this past August.

This newsletter also features a variety of other articles as well as our usual fitness and wellness classes.

Please take time to get to know your Fulton County Health Center. Have a safe and enjoyable winter season!

Best Regards,

*Patti Finn*

Patti Finn,  
Fulton County Health Center  
Chief Executive Officer



# Breast Cancer Quality

## REPORTING

Since 1991, FCHC has been accredited by the American College of Surgeons Commission on Cancer. Each year, cancer registrars from accredited facilities report their data and statistics to the National Cancer Database. This data is analyzed to report several data items, including comparison of the incidence of cancer types at each reporting facility as well as whether each cancer program is following national standards and guidelines for treatment of patients. Participation in this type of quality reporting assures patients that they will receive similar treatment at any accredited facility in the United States. Therefore, patients can be treated locally in small cancer centers rather than traveling to larger cancer centers further from home.

Recently, FCHC's 2015 cancer data was analyzed and compared to 1,432 other accredited cancer programs in the United States. Here is how we ranked against other accredited facilities:

- 1** Radiation is administered within 365 days of diagnosis of early stage breast cancer where breast-conserving surgery was done.  
**FCHC - 100%,**  
All other programs - 92.5%
- 2** Anti-estrogen treatment is administered within 365 days to women whose breast cancer expresses Estrogen and Progesterone receptors.  
**FCHC - 100%,**  
All other programs - 93.5%
- 3** Radiation is administered after mastectomy when 4 or more lymph nodes were involved with breast cancer.  
**FCHC - 100%,** All other programs - 90%
- 4** Needle biopsy is used to diagnose breast cancer.  
**FCHC - 100%,** All other programs - 92.7%
- 5** Chemotherapy is administered within 4 months for stage IB-III hormone receptor negative breast cancer.  
**FCHC - 100%,**  
All other programs - 93.3%



Josie Torres, RT(R)(M), operates FCHC's 3D Mammography™ system.

At FCHC, we strive to promote early diagnosis of breast cancer through events sponsored by our Corporate and Community Health Promotion Department. We also promote early diagnosis through the Yes Mamm free mammography program for uninsured and underinsured women and men. In addition, we provide state-of-the-art surgical and treatment options that allow patients to be treated locally, rather than having to travel to larger facilities. For more information about the data reported here or our Oncology/Hematology treatment programs, contact Leisa Britsch, RN, BSN, OCN, at 419-330-2708 or [lbritsch@fulhealth.org](mailto:lbritsch@fulhealth.org).



Radiologist Michael Pole, MD, examines a 3D Mammography™ image with staff member Josie Torres, RT(R)(M).



# FCHC Rehab Settles In



*The FCHC Outpatient Rehabilitation Department is located off of the North Medical Office Building. Patients benefit from plenty of parking and a large drop off area with a canopy.*

It was September of 2017 when the FCHC Outpatient Rehabilitation Department moved from downtown Wauseon to the Health Center's main campus. The Rehab Department, which offers Physical, Occupational and Speech Therapy, was re-located to the ground floor near the North Medical Office Building.

"It has been a little over a year that we've been here, and our patients tell us that being on the main campus is helpful and convenient to them," says Karen Lance, Director of Outpatient Rehabilitation. "They are closer to our Radiology Department for diagnostic testing. They have greater access to our Laboratory services, since the main lab is open longer than the lab drawing station at Elm Street. In addition, patients can access our Pain Clinic, Diabetes Education and Respiratory Therapy services here." Lance says patients can also schedule an appointment with their physician if that doctor's office is on campus. Therapy patients also have access to the Health Center's main cafeteria. "There's just a lot of benefits for us to be on the main campus," says Lance.

Another benefit to patients is the large drop off area with canopy, located at the North Medical Office Building entrance. The canopy is particularly helpful during unpredictable weather.

The FCHC Outpatient Rehabilitation Department provides a multi-discipline approach to treating patients with all kinds of health issues. These include therapy needed after a stroke, brain trauma, injuries, and more. Patients visit from all over northwest Ohio and southeast Michigan. "Since we've made the move to our main campus, the number of Speech Therapy and Occupational Therapy patients has increased considerably," says Lance.

The former Elm Street location continues to house the Aquatic Physical Therapy program as well as the offsite lab drawing station. It has become the new home of the Corporate and Community Health Promotion Department, which offers a Wellness and Fitness Center.

*The FCHC Outpatient Rehabilitation Department provides a multi-disciplinary approach to treating patients with all kinds of health issues. Disciplines pictured include: (L-R): Lindsay Galambos, PT, DPT; Megan Lamming; Becky Wagner; Beth Gericke, OTR/L; Bonnie Yarbrough, PTA; Esther Axle, DPT, ATC; Lisa Aschliman, PTA; Karen Lance, M.S. CCC-SLP; Kristy Gerig, PTA; Crystal Sanchez. (Not all staff are pictured)*





## Construction Update

FCHC's new four-story south Medical Office Building remains on schedule to open in the Spring of 2019. The parking lots around the building have been finished. Most of the glass has been installed except where larger equipment needs to be brought in. Contractors are installing elevators; finishing the glass and sunshades; doing interior rough plumbing; installing interior studs, walls and ductwork; and roughing in the second floor electrical.

## Caring Cradle

Kris Lauber and Kristen Lauber lost their infant daughter, Marleah, to SIDS when she was only two months old. They channeled their grief into forming Memories for Marleah, an organization that is focused on raising funds to help families who have lost a child. Last February, a fundraiser was held and with these funds the Lauber Family was able to purchase a Caring Cradle for FCHC's OB Department. If a family experiences a miscarriage, stillborn, or sudden infant death syndrome the Caring Cradle can be used to hold the infant so grieving parents can spend as much time with the baby as desired. In November, the Lauber's presented the Caring Cradle to FCHC. Pictured with the Caring Cradle are the Laubers: Kristen and Kris, and their children Trinity and Jarrett.



## FCHC Auxiliary Events

The Auxiliary works very hard to bring you fun sales, to keep the FCHC Gift shop open, and to make money to help FCHC be more beautiful and comfortable. To find out about events at FCHC, contact Mary Gautz, FCHC Volunteer Coordinator, at 419-330-2695.

## 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.

## Shuttle Service

Just a reminder that our free shuttle service van operates on our campus from 6:30 a.m. to 5:00 p.m., Monday through Friday.

## Workout for the Heart

Part of the Heart Radiothon. Thurs., Feb. 14, 6:00 - 8:00 p.m., FCHC Wellness Center, 138 E. Elm St., Wauseon. Two hours of segments of FCHC's most popular land and aquatic fitness classes. Work out for 30 minutes or for 2 hours. Refreshments provided. Obtain pledge sheets from any FCHC Fitness Instructor, at the FCHC Wellness Center, or by calling 419-330-2724. Raise at least \$25 for the Heart Radiothon and receive a free t-shirt. All proceeds will support heart-related programs and equipment in Fulton County.

## POUND® for a Purpose

Join us to raise money in support of Organ, Eye, and Tissue Donation. Come for 30 minutes or stay for 3 hours. Proceeds to benefit Life Connection of Ohio. Sat., April 6, 1:00 - 4:00 p.m, FCHC Wellness Center, 138 E. Elm St, Wauseon. Suggested donation: \$20. Call to reserve a spot! 419-330-2735.

## Heart Radiothon

On Feb. 14, WMTR 96.1 FM will devote the entire day to playing musical requests in exchange for a donation to the Heart Radiothon fund. This is the 44th Anniversary of the Heart Radiothon. Proceeds will support heart related programs and equipment in Fulton County. FCHC will test cholesterol and glucose (blood sugar) levels from 7:00 a.m. - 7:00 p.m. that day in the FCHC Cafeteria for a \$5 donation. Fasting is not required.





## Financial Assistance Policy – Plain Language Summary

The Fulton County Health Center financial assistance policy provides eligible patients partially or fully discounted emergency or medically necessary medical care. Patients seeking financial assistance must complete an application for financial assistance, which is summarized below. This Financial Assistance Policy is being published to satisfy requirements related to Sec 501(r) of the Internal Revenue Service Code.

### Eligible Patients/Services

Eligible services will include all emergency and medically necessary services provided by FCHC. Eligible patients include all patients who submit a financial assistance application who are determined to be eligible for financial assistance.

### How to Apply

Financial Assistance Applications are available at the following locations:

- ▶ FCHC Emergency Department or Other Registration Locations
- ▶ Cashiers Office, 725 S. Shoop Ave., Wauseon, OH 43567
- ▶ Contact Financial Counseling at 419-330-2669, option 7
- ▶ Download a copy at [www.fultoncountyhealthcenter.org](http://www.fultoncountyhealthcenter.org)

### Determination of Eligibility

Patients are eligible for financial assistance through FCHC based on their income level and family size as it relates to the Federal Poverty Levels. Patients with family income of 400% or less than the Federal Poverty level, based on family size, may be eligible for discounts up to 100% of the cost of their eligible services. Eligible patients will not be charged more for emergency or other medically necessary services than Amounts Generally Billed (AGB) than those patients that have Medicare or another private insurance.

### Availability of Financial Assistance Policy

Free copies of the Financial Assistance Policy are available at all locations listed above. Spanish versions of the application and policy are also available.



## FCHC's New Hematologist/Oncologist

*Ahmed Elsayed, MD, is FCHC's new Medical Hematologist/Oncologist.*

**Ahmed Elsayed, MD**, Medical Hematologist/Oncologist, joined the FCHC Medical Staff this past August. He holds regular hours from 8:00 a.m. to 4:00 p.m. the 2nd and 4th Monday of the month and every Wednesday at the FCHC Rainbow Hematology/Oncology Treatment Center. Dr. Elsayed is also a member of the medical staff at ProMedica Flower Hospital.

Dr. Elsayed has been practicing medicine for 15 years, mostly as a hospitalist in Texas. He received his medical degree from Mansoura University in Egypt. He completed his Oncology Fellowship at the Joan C. Edwards School of Medicine at Marshall University in West Virginia, where he was presented with the Fellow of the Month Award in July of 2017. Dr. Elsayed treats all cancers and hematology conditions. His special interests are breast cancer, lung cancer, Lymphomas, and gastrointestinal malignancies.

Dr. Elsayed and his wife, also a physician, live in Sylvania with their two children. He speaks English, Arabic and Spanish. To schedule an appointment, call 419-330-2708.

## FITNESS FAIR!

**Sat., Jan. 5, 8:00 a.m. -12:00 p.m.**  
FCHC Wellness Center, 138 E. Elm St., Wauseon

Check out our new fitness equipment and find out what we have to offer for all of your fitness needs. See land and aquatic demonstrations of our Winter classes that begin Jan. 7. Fitness staff will answer questions on fitness equipment and membership specials. Enter to win a free fitness membership and/or fitness class session! Refreshments, blood pressure, and body fat testing will be offered.



# \$50 Off

**WELLNESS**  
FULTON COUNTY  
HEALTH CENTER

Coupon good for \$50 OFF  
the 2019 Annual Fitness  
Membership Rates.  
\*This offer can not be  
combined with any other  
discount.

## Fitness Membership Coupon

**Valid January 5 - 12, 2019**  
Membership must be purchased between  
January 5 - 12, 2019 to receive discount.



# Fitness Programs

**10-Week Session: Jan. 7 - March 16**

10 Classes - \$40; 20 classes - \$55; 21 or more classes - \$70. All classes can be mixed; excludes specially priced classes.

Register: [fultoncountyhealthcenter.org](http://fultoncountyhealthcenter.org) or 419-330-2735.

## CARDIO, STRENGTH AND CONDITIONING

### 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!

M W 5:30 PM FCHC Wellness Center, Wauseon  
T 6:00 PM Crestwood Elementary, Swanton

### 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.

W 6:30 PM Fayette Junior High School Gym, Fayette

### Cardio 360

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. The Step 360 will be incorporated in to this workout! Who knew that exercising could be this fun!

M W 5:30 PM Ruibley Park Pavilion, Archbold

### Drums Alive®

Powerful beat and rhythm of the drums, using the stability ball, that will get your feet stomping and your body moving. Simple movements on the ball, with the ball, and around the ball. Great workout for men and women. Must bring stability ball and mat. FUN! FUN! FUN!

SAT 9:30 AM FCHC Wellness Center, Wauseon  
TH 6:00 PM Crestwood Elementary, Swanton

### POUND®

The world's first cardio jam session inspired by the infectious, energizing, and sweat-dripping fun of playing drums. This takes cardio drumming to the next level. (Mat Required)

M W 6:45 PM FCHC Wellness Center, Wauseon  
SAT 8:30 AM FCHC Wellness Center, Wauseon  
M W 6:45 PM Ruibley Park Pavilion, Archbold  
M 6:30 PM Fayette Junior High School, Fayette  
T 3:45 PM Crestwood Elementary, Swanton

### Tabata Fire/Power Training

Tabata is a system of short, high-intensity intervals developed by Japanese Professor Izumi Tabata. Each exercise lasts only 20-60 seconds each. The one hour training with increased strengthening can push men or women to new physical levels never imagined and people continue to burn calories for hours after!

T TH 5:30 AM FCHC Wellness Center, Wauseon  
M W 7:30 PM FCHC Wellness Center, Wauseon

### Strength & Toning

This low-impact class will condition and tone your body using hand weights, body bars, and body weight. Increase muscle strength and endurance by working all eight major muscle groups in time to the music.

T TH 5:30 PM Ruibley Park Pavilion, Archbold  
(Begins Jan. 22)

### 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.

T TH 6:15 PM FCHC Wellness Center, Wauseon

## SENIOR ADULT

### Delay the Disease (For Parkinson's Disease)

A fitness program designed to empower people with PD to take control of the disease with daily exercise, including Activities of Daily Living exercises.

T TH 10:30 AM FCHC Wellness Center, Wauseon

### Gentle Movement

Gain strength and flexibility in this no-sweat class. Many exercises are performed sitting on a chair. (Donations appreciated. Sponsored by American Physical Rehabilitation Network & FCHC Rehab Department. Archbold class. Co-sponsored by Archbold Parks & Recreation Dept.)

M W 9:30 AM Fulton County Senior Center, Wauseon  
M W 9:30 AM Fairlawn Wyse Commons, Archbold  
(Archbold class - Begins Jan. 21)

### 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. (Free to SilverSneakers® card holders, regular pricing applies to others)

M W 10:00 AM FCHC Wellness Center, Wauseon

### Stretch & Balance

This class focuses on stretches for the entire body and includes balancing poses as well as a relaxation segment.

W 11:00 AM St. John Lutheran Church, Stryker  
(Begins Jan. 23)

## TAI CHI AND YOGA

### Tai Chi

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

W 1:30 PM Henry County Senior Center, Napoleon

### Yoga (Mat Required)

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! (Mat Required)

SAT 9:00 AM FCHC Beck Meeting Room, Wauseon  
T 5:00 PM FCHC Wellness Center, Wauseon  
M 5:00 PM Delta Public Library, Delta  
(No class Jan. 21 or Feb. 18; \$25)  
M 7:00 PM Evergreen Elementary Music Room, Evergreen  
(Jan. 7-Feb. 25, No class Jan. 21 or Feb. 18, Limit 10 participants)  
T TH 7:15 PM Trinity United Methodist, Swanton

### Yoga - Gentle (Mat Required)

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.

T 6:45 PM Ruibley Park Pavilion, Archbold  
(Begins Jan. 22)

### Yoga - Intermediate (Mat Required)

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.

M 7:30 PM Ruibley Park Pavilion, Archbold  
(Begins Jan. 21)

### VeraFlow (Mat Required)

Dance, stretch and find your true flow in this class like no class you have ever experienced. Find your true flow in body and mind as you stretch your body and train your mind to the rhythm of the music. VeraFlow is just what you need to feel completely relaxed and content.

TH 6:45 PM Ruibley Park Pavilion, Archbold  
(Begins Jan. 24)



### Aquatic Aerobics

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

M W 6:15 PM FCHC Wellness Center, Wauseon

### Aquatic Noodle Workout (Beginner/Advanced)

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! Advanced class will work harder and faster.

(Beginner) T 5:30 PM FCHC Wellness Center, Wauseon  
 (Advanced) T 6:30 PM FCHC Wellness Center, Wauseon  
 (Combined) TH 5:30 PM FCHC Wellness Center, Wauseon  
 M 5:30 PM Fairlawn Wyse Commons, Archbold

### 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.

M W 8:30 AM Fairlawn Wyse Commons, Archbold  
 (Begins Jan. 21)  
 T TH 8:30 AM FCHC Wellness Center, Wauseon  
 (Begins Jan. 22)

### Aqua Jogging/Toning

Involves walking, jogging, or running in a pool where you may choose to touch the bottom or not. It is neuromuscular specific, so it replicates what you do on land without the impact on your joints. But, you still receive the benefits of the cardiovascular and muscular workout. This makes the exercise safer for individuals with joint issues or minor injuries. One of the best exercises you can do at your own pace, whether you decide to walk, jog, or run!

TH 6:30 PM FCHC Wellness Center, Wauseon  
 (Limit 10 participants)

### Parent & Child Water Wonders-Beginner

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. Begins Jan. 12 for 8 weeks.

(Beginner 6-24 months, 30 min.)  
 SAT 9:30 AM FCHC Wellness Center, Wauseon  
 (Beginner 24-36 months, 30 min.)  
 SAT 10:00 AM FCHC Wellness Center, Wauseon  
**8 weeks - \$35**

### Parent & Child Water Wonders-Advanced

(3-5 years, 30 min.) Parent/guardian must be in the water. Class works on performing various strokes and skills while experiencing an enjoyable time in the water. Begins Jan. 12 for 8 weeks.

SAT 10:30 AM FCHC Wellness Center, Wauseon  
 SAT 11:00 AM FCHC Wellness Center, Wauseon  
**8 weeks - \$35**

### SilverSneakers® Splash

Activate your aqua urge for variety! Splash offers lots of fun and shallow water moves to improve agility, flexibility and cardiovascular endurance. No swimming ability is required. A special SilverSneakers® kickboard is used to develop strength, balance and coordination. Ideal for those with arthritis, as this class consists of range of motion, strengthening, and endurance. Work at your own ability level. (Free to SilverSneakers® cardholders, regular pricing applies to others)

T TH 9:30 AM FCHC Wellness Center, Wauseon  
 T TH 10:30 AM FCHC Wellness Center, Wauseon

## Special Events

### Couples Colonoscopies

Prep together, test together, and rest together. If you are age 50 or older and due (or overdue!) for a colonoscopy, talk to your doctor about this life saving cancer screening for colorectal cancer. Fulton County Health Center is offering consecutive "Couple Colonoscopy" screening slots, throughout the month of February. All participating couples will be given a goody bag and entered to win a \$50 gift card to dine out. A physician's order is required for the screening. To get started, contact your primary care physician today for a referral! Need more information? Call the FCHC Endoscopy Department at 419-330-2751.



Members of the FCHC Endoscopy Department prepare for last year's Couples Colonoscopies. (L-R): Georgia Schnitkey, RN; Nicky Grime, RN; Beverly Smith, RN, Endoscopy and Pain Management Coordinator; Dana Brown, RN; and Jake Grime, RN.

## An Evening of Heart Matters

**On Thurs., Feb. 7, from 5:30 - 7:30 p.m.,** FCHC will present "An Evening of Heart Matters." This program will be presented in an informal setting with a free, heart-healthy dinner at 5:30 p.m. Attendees can pose heart-related questions to a panel of Heart & Vascular Specialists. FCHC staff will provide free blood pressure checks, offer displays and information regarding various heart disease tests as well as information for general heart health. The event will be held in the FCHC Beck Meeting Room. Seating is limited, so pre-registration is required by Feb. 4. Call 419-330-2735 to register, and press option 4. Doors will open at 5:00 p.m. An evening meal will be provided at 5:30 p.m., followed by the Heart Matters program beginning at 6:00 p.m.



# Health & Wellness Programs

## HEALTH EDUCATION

### ***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.

### ***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., Feb. 5 or April 9, 9:30 a.m., \$5 suggested donation, FCHC 1st Floor Cardiac Rehab Classroom. Call 419-330-2692 to register.

### ***Healthy Grocery Shopping Tours***

Learn how to shop for healthier foods while balancing a budget. Tour led by a Registered Dietitian. Tues., Jan. 15 or Feb. 19, 6:30 p.m., free. Meet at Chief Supermarket in Wauseon. Registration required 24 hours in advance. Call 419-330-2735 to register.

### ***New Year New You!***

What better time to start thinking and learning about ways to improve your overall well-being. From food to exercise to sleep, learn how each one affects mood, energy level, chronic illness, and overall health. Led by a Registered Dietitian. 5-week session, Tues., beginning Jan. 22, 5:30-6:00 p.m., \$25. FCHC Wellness Center, 138 E. Elm St, Wauseon. Get started now by registering at 419-330-2721.

### ***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., Feb. 19 or April 23, 9:30 - 11:00 a.m., \$5 suggested donation, FCHC 1st Floor Cardiac Rehab Classroom. Call 419-330-2692 to register.

### ***Managing Your Blood Pressure***

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. Thurs., Jan. 10 or March 7, 9:30 - 10:30 a.m., Free, FCHC Cardiac Rehab Classroom. Please report to Cardiac Rehab at 9:20 a.m. the day of the class. Call 419-330-2692 to register.

### ***Cooking Quick & Healthy With a Pressure Cooker***

This class will cover the benefits of cooking with a pressure cooker and demonstrate simple meals that can be accomplished in the pressure cooker. Tues., March 5, 5:30-6:30 p.m., \$5, FCHC Wellness Center, 138 E. Elm St., Wauseon. Call 419-330-2721 to register.

### ***Relaxation/Stress Management***

Learn basic relaxation and stress management techniques to improve your heart and health. This class will give you practical tools to decrease your stress and improve ways you can relax in today's busy world! Tues., Jan. 22 or March 19, 9:30 - 11:00 a.m., \$5 suggested donation, FCHC 1st Floor Cardiac Rehab Classroom. Call 419-330-2692 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, infant CPR; obstructed airways; and first aid. Meets most childcare requirements. Registration and payment due 1 week prior to class. Sat., March 16 or July 20, 9:00 a.m. - 3:00 p.m., \$75, 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. 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., Jan. 19 or May 18, 9:00 a.m. - 12:00 p.m., \$50, FCHC Ground Floor Meeting Room.

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 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.

### ***Yes Mamm Program***

Free screening mammograms for uninsured and underinsured men and women age 40 and over. A doctor's order is required. For more information, call 419-330-2706.

### ***Prosthesis and Wig Bank***

Available for patients who cannot afford to purchase their own.

**"You treat a disease, you win and lose. You treat a person, I guarantee you will win every time, no matter the outcome." - Patch Adams, M.D.**

## ONCOLOGY PROGRAMS



Register on-line at [fultoncountyhealthcenter.org](http://fultoncountyhealthcenter.org) (click on Health and Wellness Programs in the Quick Links section), or call 419-330-2735 unless noted.

## DIABETES EDUCATION

Contact the Diabetes Education office at 419-330-2772 for information and/or scheduling group presentations. Check out the FCHC website: [www.fultoncountyhealthcenter.org](http://www.fultoncountyhealthcenter.org)

### **NEW! Blood Sugar Management**

This program replaces “Taking Charge of Blood Sugars Through Daily Choices.” It features individual training that includes a 5-visit series with an RN Certified Diabetes Educator. Together, you will examine and set goals in the seven aspects of self-care that affect blood sugars, whether one has diabetes, pre-diabetes, or increasing blood sugar numbers. There will be two different 5-visit series options available, focusing on blood sugar control when diagnosed with diabetes, or when trying to prevent diabetes. \$150 for series. Call 419-330-2772 to schedule.

### **NEW! Blood Sugar Management Mini-Series**

This program replaces the “Taking Charge of Blood Sugars Mini-Series.” It includes two individual visits with an RN Certified Diabetes Educator using a simplified curriculum for learning how to better manage blood sugars, whether diagnosed with diabetes or trying to prevent this disease. \$75 for two classes. Call 419-330-2772 to schedule.

## PARTNERS IN PREGNANCY

To register for Partners in Pregnancy classes, call the FCHC Family Birthing Center 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 by appointment.

### **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**

Class is 2 hours/week for 2 weeks or 4 hours on Saturday. Taught by experienced childbirth educators. Learn about the birth process, breathing techniques, relaxation, and comfort measures. Includes labor preparation, discussions, and Powerpoint presentations. Call to register and get cost information.

### **Sibling Class**

For children age 3 and older at home. Held at 10:00 a.m. the first Saturday of even months. Includes Family Birthing Center tour and stamping a T-shirt for the baby. Free, 1 session.

## GRIEF SUPPORT

Please contact Patricia Franz Pahl, LSW, LCDC III, H.O.P.E. & H.E.L.P. Group Coordinator at 419-330-2757 (FCHC OB Unit) or 419-335-2015, Ext. 2385 (Office).

### **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.

### **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 through these grieving times. We educate participants on the causes of suicide in order to prevent more loss.

## WEIGHT LOSS

### **An Introduction to Weight Loss Surgery: Sleeve Gastrectomy**

Attend one of these free seminars in the FCHC Beck Meeting Room to learn more about Sleeve Gastrectomy weight loss surgery. The staff and physicians of our Weight Solutions program will provide an overview of the effects of obesity and treatment using weight loss surgery options. You will also learn how bariatric surgery can treat chronic health conditions related to obesity, such as: Type 2 Diabetes, High Cholesterol, Sleep Apnea, and Hypertension. To register, call 419-337-7373.

Mon., Jan. 7, Feb. 4, March 4, April 1, 5:00 pm, Timothy Duckett, MD, FCHC Beck Meeting Room

Mon., Jan. 21, Feb. 18, March 18, April 15, 6:00 p.m., Arun Kumar Baskara, MD, FCHC Beck Meeting Room

### **Bariatric Support Group**

Tues., Jan. 22, Feb. 26, March 26, April 23, 5:00 p.m. FCHC Beck Meeting Room

## FCHC Establishes New Core Values

Like many businesses and organizations, FCHC began a process last February to re-examine its mission and vision statements along with its philosophy. The goal was to better define what FCHC stands for as an organization and to clarify that message to the public and our stakeholders ... what we strive to provide every day in caring for our patients and our community.

Steve McCoy, FCHC Director of Marketing and Planning, says the planning process lasted several months. It involved both the FCHC Administration and its Board of Directors working together to define the Core Values. In June, the FCHC Board of Directors adopted the new Core Values (see related graphic). The Core Values were added to FCHC's Mission and Vision while replacing our philosophy statement.

The goal of redefining FCHC Mission, Vision and Values centers around three major groups. One group is with our employees and physicians. "We identified our employees and physicians as a core group," says Steve McCoy, "because our employees make the Core Values part of the process of providing care. Our physicians rely on that care for their patients." The second group is our community. "We exist to meet the ever growing health needs of the community as efficiently and professionally as possible in a caring environment." McCoy adds, "But ultimately, the Core Values affect our most important group, our patients and family members who are understandably concerned about the outcome of their health situation. They also affect the public who want to understand what we are all about."

McCoy says the exercise of establishing Core Values was part of FCHC's annual planning session that administrators hold with its Board of Directors. The Core Values planning session also ties in with the Health Center's Service Excellence program aimed at improving the patient experience at FCHC (see lead story in this newsletter).

For more information about FCHC Core Values, contact Steve McCoy, FCHC Director of Marketing and Planning, at (419) 330-2717 or email [smccoy@fulhealth.org](mailto:smccoy@fulhealth.org)



Serve our community by promoting and providing the means for continued health and wellness.

# MISSION

Meeting the health needs of our community through excellent service and teamwork with cost effective quality health care programs.

# VISION

# VALUES

## CORE VALUES

We are committed to **Financial Sustainability** in the **Community that We Serve** with **Honesty and Integrity** while Completing the Circle of **Innovative Care**. We are FCHC Proud!

**F** **Financial Sustainability** - Committed to financial sustainability to allow us to meet our mission of improving the health status and quality of life for residents of communities we serve.

**C** **Community We Serve** - Committed to providing leadership to our community by improving the health status and access to care while providing an environment in which patients, residents and employees are highly satisfied with the care provided.

**H** **Honesty and Integrity** - We are committed to treating our patients, residents, employees, and providers with dignity and respect while delivering outstanding service excellence.

**C** **Care and Innovation** - Committed to completing the circle of innovative care for our patients and residents while continually striving to improve the quality, safety and outcomes of our care.



**Fulton County  
Health Center**  
*Completing the circle of care*

*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.