

A publication of Fulton County Health Center

Health *Centering*

A Passion for Treating Cancer

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Fulton County
Health Center

Since 1983, Fulton County Health Center has been providing cancer care treatment for area residents. Originally known as the Rainbow Oncology/Hematology Treatment Center, the program was renamed in 2021 as FCHC Cancer Care as part of an overall rebranding strategy of many of our outpatient services. FCHC Cancer Care consists of two cancer services. The first service – known as FCHC Cancer Care: Oncology, Hematology and Infusion – is a hospital based outpatient service for oncology/hematology patients who need ongoing nursing care and in many cases infusion treatment for cancer. The second component is the FCHC Cancer Care Oncology Hematology Clinic, which is a part of FCHC Medical Group that provides clinic follow-up with physicians and advanced practice professionals.

a PASSION for Treating Cancer



Madison Smith RN,BSN accesses patient Arthur Cadwell's IV access device in the treatment room for his infusion.



Carrie Eitzman, RN (left) meets with a patient in the FCHC Cancer Care library to provide cancer education for her treatment.

For many years, patients in our community who have been diagnosed with cancer have relied on treatment at Fulton County Health Center. Beginning in January 2023, FCHC Cancer Care will be able to offer expanded clinic hours for area patients that will allow oncology and hematology patients to see their oncologist, hematologist or advanced practice professional in a timelier manner due to increased provider coverage. The expanded coverage will be available three days a week.

"If you have a cancer diagnosis, you want to see your oncologist or hematologist as soon as possible so you can begin your treatment," says Leisa Britsch, RN, BSN, OCN, FCHC Cancer Care and Hematology Director. "This increased coverage by our providers will greatly benefit patients."



Rex Mowat, MD



Ahmad Zarzour, MD



Apporva Chawla, MD



Melinda Campbell, CNP

Three physicians and a nurse practitioner will rotate to see patients three days a week at FCHC Cancer Care:

- ▶ Rex Mowat, MD, Oncology/Hematology
- ▶ Ahmad Zarzour, MD, Oncology/Hematology
- ▶ Apporva Chawla, MD, Oncology/Hematology
- ▶ Melinda Campbell, CNP provides Advanced Practice Oncology coverage

Rex Mowat, MD, Ahmad Zarzour, MD, and Melinda Campbell, CNP have been seeing patients at FCHC Cancer Care throughout 2022. Dr. Chawla is new to the FCHC Cancer Care staff.

All four providers provide not only oncology care, but they also see hematology patients for benign blood disorders.

A LOOK AT THE STAFF

In addition to the four providers mentioned here, FCHC Cancer Care has a nursing staff of eight members with a combined 125 years of service. “Our nurses are all Registered Nurses who have taken the ONS Chemotherapy/Biotherapy Provider Course,” says Britsch. “They are not only well-trained, but they have a wealth of experience in treating and caring for cancer patients.”



Members of the FCHC Cancer Care department keep detailed medical records for each patient they treat.

FCHC Cancer Care nurses also offer a close nurse/patient relationship. Patients and the community also benefit from educational and informational programs. If patients experience any issues or family concerns, they can contact a nurse in the department who is on call after hours, on weekends, as well as holidays. Discharge planning is also provided, which is an ongoing process between the patient, family, nurse, and any other help that may be needed in the home setting.

OUR TREATMENT FACILITY

As you enter the main hospital lobby, FCHC Cancer Care is located on the 1st floor directly to your left. We also have a separate entrance for oncology patients just to the left of the main entrance as you are arriving. This separate entrance allows oncology patients to come directly to the Cancer Center and avoid going through the lobby area at the main entrance.

Our treatment facility offers a wide variety of special features that include:

- ▶ La-Z-Boy® type chairs with an individual stereo system and TV for each chair
- ▶ Private treatment room with a bed (for those who cannot sit in the chairs)
- ▶ An easy access, private entrance
- ▶ Larger, wheelchair accessible bathrooms
- ▶ Private interview rooms to discuss patient problems
- ▶ Snack area for patients
- ▶ Large, private waiting room for patients and family

THE DIAGNOSTIC PROCESS

“It’s not unusual for a person to worry they might have cancer based on symptoms they have,” says Britsch. “The first thing they should do is contact their primary care provider and schedule a visit for a diagnosis. The diagnosis could consist of blood work, scans, and a discussion with the provider about the type, length and level of pain associated with the symptoms. The primary care provider will then make a diagnosis and refer the patient to one of our FCHC Cancer Care providers.”



Sharon Damman, LPN prepares clinic patient, Jill Grieser, to be seen by the doctor.

SHARING RESOURCES

The FCHC Cancer Care program has partnered with The Cancer Care Alliance, a regional group of hospitals that share data and metrics on the types of cancer cases in the region and the care provided. The alliance is associated with Karmanos Cancer Center, a well-respected Detroit-based cancer facility. The alliance includes FCHC Cancer Care as well as Oncology departments from the University of Toledo Medical Center, The Toledo Clinic, Henry County Hospital, and Wood County Hospital.

“The alliance is still in the planning stages,” says Britsch. “But the goal is to be able to share research results, provider specialists, and patient support. This will remove any guesswork in directing patients to a specific specialist in the region for the best care. It’s all about working as a larger team for the improved care and treatment of patients.” (Continued on page 4.)

a PASSION for Treating Cancer



Staff members of the FCHC Cancer Care department like Lorrie Crossfield RN (right) keep careful watch over each patient's vital signs.

(Continued from page 3.)

Britsch points out that cancer care in the United States is standardized, and patients don't need to go to a large university-based hospital for treatment. "The only thing they can offer that we don't are research studies. So, the creation of the alliance will benefit all of us."

IMPROVED DETECTION & TREATMENT

When most people think of cancer treatment, they probably think it involves chemotherapy. But cancer care has continued to advance, and now an increasing percentage of certain cancers are being treated by oral medications (pills) instead of IVs.

Not only is treatment advancing, but earlier detection of cancers is higher than in past years. "I think a large part of the reason for all the early detections is that primary care providers are promoting routine health screenings to their patients, and the patients are listening and getting the screenings," says Britsch. "Our generation and the younger generation are more into their health than our parents were."

A MULTI-DISCIPLINARY TREATMENT PLAN

When a patient is coming for treatment at FCHC Cancer Care, providers and staff meet once a month to review new patient medical records and discuss the best course of treatment for them. In addition, they also review the treatment already being provided to current patients. "Communication between all of us is important to make sure we provide the absolute best care we can provide," says Britsch.

SUPPORT SERVICES

In addition to treating patients, FCHC Cancer Care 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 – We provide counseling for nutrition, emotional and coping concerns, as well as end of treatment concerns.

Lymphedema Clinic – Located in the FCHC Rehabilitation Center at 719 South Shoop Avenue in Wauseon, the clinic includes specialists from physical therapy who are trained to treat patients with lymphedema.

Prosthesis & Wig Bank – Available for patients who cannot afford to purchase their own.

A COMMITMENT TO CARING

More than 1300 people from all over Northwest Ohio and Southern Michigan receive state of the art cancer and hematology care at FCHC Cancer Care. Our program offers chemotherapy, palliation therapy, blood product transfusion therapy, and infusion therapy for various conditions. We also offer a hematology/oncology clinic. Many services are also provided to support patients and families who are diagnosed with cancer or a hematological condition.

Appointments with FCHC Cancer Care can be made through a patient's provider office or by self-referral by calling 419-330-2708, Monday through Friday, 8:00 am to 4:00 p.m.

From a Volunteer to a Physician Assistant

How do you find your passion in life?

For Amy Miller White, a Physician Assistant at FCHC Urgent Care, it all began with inspiration from her mother, a Registered Nurse who has worked at FCHC for more than 30 years, and an opportunity to volunteer at the Health Center.

“When I was an undergraduate studying Biology at Bowling Green State University, I had an opportunity to participate in the Volunteer program here,” says White. She served as a volunteer for several years, and along the way she met and talked with many staff members while learning the inner workings of a hospital.

“I had always had an interest in the medical field because of my mom,” says White. “The Volunteer program helped me realize how important it was to serve my community in Fulton County. I’m now able to do that in my career as a Physician Assistant.”

As a Volunteer, White staffed the main information desk in the hospital lobby. She also worked at hospital events, registered clients for farm screenings, and transported people from outpatient surgery to their cars. “When I participated, the Volunteer program was not very large,” says White. “So, I worked with Mary Gautz, our Volunteer Coordinator to try and promote it more to high school students. Since then, the program has grown significantly.”

After graduating with a Biology degree from BGSU, White attended the University of Findlay where she earned her Master’s degree as a Physician Assistant. She was credentialed in 2019 and worked as a Physician Assistant at an Urgent Care facility in Wauseon, which has since closed. She then moved on to work at a gastroenterology office. This past May, she was hired as a Physician Assistant at FCHC Urgent Care.

When asked why she became a Physician Assistant, White responds . . . “It’s an opportunity for me to work as a medical provider and have the opportunity to see patients for longer visits. Spending more time with them allows me to relate better to them and connect on a deeper level.”

As a Physician Assistant at FCHC Urgent Care, White works a rotating shift covering Friday-Sunday followed by Tuesday-Thursday. She is able to prescribe medications and treat patients for injuries including fractures, cuts, and abrasions. FCHC Urgent Care is even able to take X-rays and get results in real time. “The best way to describe what we do is that you would go to Urgent Care if you were not able to connect with your primary care provider,” she says. “You’ll be able to get in and out faster than in an Emergency Department, and our billing procedure is similar to what you would expect from a doctor’s office. But if you are having serious issues, like chest

Amy Miller White today, as a Physician Assistant at FCHC Urgent Care.



pain, you should go immediately to an Emergency Department.”

Looking back, White says she was fortunate to participate in the FCHC Volunteer program and find a career she is passionate about. “I’ve never once been disappointed in my job, even on the most hectic of days,” says White. “And I love being back here where I grew up, seeing familiar faces and caring for members of my community.”

FCHC Urgent Care

Open 7 days a week and located on the campus of Fulton County Health Center at 735 S. Shoop Ave., Wauseon:

Monday - Friday, 9:00 am - 9:00 pm

Saturday, 9:00 am - 5:00 pm

Sunday, 1:00 pm - 5:00 pm

419-337-7467

FCHC Healthcare Camp

FCHC started the camp in June 2015 for high school students curious about a healthcare career. We have hosted 35 groups totaling 192 students from 15 high schools or colleges. Students learn about the healthcare culture, basic clinical skills, confidentiality, infection control, empathy, and insurance 101. The camp is the gateway to job shadowing and volunteer opportunities at FCHC. The next camp is scheduled for Sunday January 22, 2023, 1:00 - 4:30 pm. The camp is free and is limited to the first 10 students who register. Contact Mary Gautz, FCHC Volunteer Coordinator, at mgautz@fulhealth.org or 419-330-2695 for information about registering.



A recent FCHC Healthcare Camp was held on July 28, 2022 with 9 attendees. (Back row, L-R): Emily Birkhold, Ryleah Green, Raegan Radel, Alora Siegel, Caden Readshaw, Emma Smith, Elley Ward, and Kate Friess. (Front): Katie Moore.

Message from the CEO

If you're like most people, the thought of having cancer and needing treatment is quite scary. But diagnosis and treatment have come a long way in the years I have been in health care. Our lead story in this issue focuses on FCHC Cancer Care, a program we have offered since 1983. Our staff and providers offer experience, expertise, and compassion as they provide care for our patients. Beginning this January, we will also be able to offer patients increased access to our providers. I encourage you to spend some time learning about FCHC Cancer Care.



You will also be able to read about the career path taken by Amy Miller White, a Physician Assistant at FCHC Urgent Care. Amy has always been interested in the health care field, and her passion grew once she volunteered at FCHC. We are fortunate that she has come home to help patients in our area, and we encourage others who are interested in the health care field to consider volunteering to learn more.

This issue also has a variety of shorter articles covering topics like the possibility of a Tripledemic threat of influenza, RSV and COVID hitting at the same time; our new patient registration kiosk that uses technology to speed the registration process; and a new patient satisfaction survey system we are installing.

Please take time to get to know Fulton County Health Center and our staff and providers through issues like this of our *Health Centering* newsletter. And along the way, stay healthy and well!

As always, FCHC Proud!

Patti Finn

Patti Finn
Fulton County Health Center
Chief Executive Officer

Are We Headed for a Tripledemic?

COVID-19 isn't the only viral threat facing the U.S. this coming winter. The seasonal influenza (flu) is upon us, and as of mid-December, influenza is outpacing COVID and RSV (respiratory syncytial virus) in our area. The rise of a single respiratory infection is cause for concern, but when two or three viruses start circulating in the community it is a unique situation to deal with and has the potential to overload the health care system.

What's Behind the Concern?

In the past two years, respiratory disease activity has been dominated by COVID-19, and seasonal circulation of other respiratory viruses have been historically low. This is most likely the result of people taking steps to protect themselves against COVID. Now that most of these protective measures are no longer in place, we're seeing an increased spread of respiratory viruses while COVID-19 continues to generate new cases.

Who Is at Risk?

Anyone can get RSV, and for some it can cause cold-like symptoms, while for others it could lead to serious conditions such as pneumonia. "RSV, like flu, is more likely to be serious in younger children and older adults," says Barb Crow, BSN, RN, FCHC Infection Prevention & Employee Health Director. Individuals with underlying medical conditions such as asthma, chronic heart and lung disease, or a weak immune system may also be at increased risk for severe complications from RSV. "It's possible that some individuals could become ill with two respiratory viruses at the same time. It can be a combination of flu and RSV, or a combination of RSV and another common virus circulating in our community."

Is RSV New?

"RSV is not new," says Crow. "It's a respiratory virus that usually circulates every fall and winter. This year we're seeing a high volume of cases in all age groups, but particularly in young children."

Many respiratory viruses have similar symptoms. Warning signs that indicate children need immediate medical care include fast or difficulty breathing, bluish lips, chest pain, high fever, and lethargy.

Protect Yourself & Those Around You

"There are a variety of actions you can take to protect yourself and others," says Crow. "Wash your hands often; avoid touching your eyes, nose, and mouth with unwashed hands; clean and disinfect surfaces that people frequently touch; avoid sharing cups and eating utensils with others; stay at home if you're not feeling well; cover your coughs and sneezes with tissues; or wear a well-fitting mask if you need to be around others." Unfortunately, there's no vaccine to protect against RSV yet, but scientists are working hard to develop one. CDC recommends vaccination against influenza and COVID-19 to all eligible people aged 6 months and older to avoid serious illness and a burden on hospitals.

Contact Your Provider

"If you are experiencing symptoms of respiratory illness, we recommend that you contact your health care provider and seek early treatment," says Crow.

FCHC News & Notes

An Evening of Heart Matters

On Mon., February 6, from 5:30 - 7:30 p.m., FCHC will present "Heart Matters." This program will be presented in an informal setting with a free, heart-healthy dinner at 5:30 p.m. followed by the Heart Matters program at 6:00 p.m. Attendees can pose heart-related questions to a panel of Heart Vascular Specialists. FCHC staff will provide free blood pressure checks and 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 Jan. 27. Call 419-330-2724 to register. Doors will open at 5:00 p.m. Raffle proceeds and other donations will benefit the 2023 Heart Radiothon.

Heart Radiothon

On Thurs., Feb. 9, WMTR 96.1 FM will devote the entire day to playing musical requests in exchange for a donation to the Heart Radiothon fund. Heart Radiothon proceeds will support heart-related programs and equipment in Fulton County. FCHC Corporate and Community Health Promotion will test total cholesterol, HDL, blood glucose, and blood pressure from 7:00 a.m. - 6:00 p.m. that day at the Fulton County Health Center Cafeteria. Call 419-330-2724 to schedule an appointment. Testing will also take place from 10:00 a.m. - 2:00 p.m. at the Fulton County Senior Center, 240 Clinton St., Wauseon. A sign-up sheet for this location will be available onsite at the Senior Center or call 419-337-9299. Fasting is not required. A \$5 donation to the Fulton County Heart Radiothon is requested at the time of the screening.



Heart Radiothon Senior Center Screenings

Take advantage of timely non-fasting health screenings at four different satellite senior center locations. Participants will be tested for their total cholesterol, HDL, blood glucose, and blood pressure. A \$5 donation to the Fulton County Heart Radiothon is requested at the time of the screening. To schedule an appointment, please call 419-330-2724. Screening times and locations are:

- ▶ Swanton Senior Center, (620 Dodge St., Faith Lutheran Church)
Wed., April 26, 9:30 a.m. - 11:30 a.m.
- ▶ Delta Senior Center, (101 Northwood Dr., United Methodist Church)
Thurs., April 27, 9:30 a.m. - 11:30 a.m.
- ▶ Fayette Senior Center, (306 E. Main St., Family Life Center)
Thurs., May 4, 9:30 a.m. - 11:30 a.m.
- ▶ Archbold Senior Center, (401 W. Holland St., Scout Cabin in Ruyhley Park)
Fri., May 5, 9:30 a.m. - 11:30 a.m.



It's Not Too Late to Get Your Flu Shot!

Get your annual flu vaccine at the FCHC Outpatient Pharmacy. The pharmacy is located on the Ground Floor of the South Medical Office Building, 725 South Shoop Avenue, Wauseon. No appointments are needed, and the flu shot is covered by most insurance plans. For more information, call us at 419-335-3715.

Outpatient Pharmacy Hours:

Monday - Friday 8:00 a.m. - 7:00 p.m. | Saturday 9:00 a.m. - 2:00 p.m. | Closed on Sunday

Auxiliary Volunteer Opportunities

FCHC is welcoming back its volunteers and engaging new ones as our community health stabilizes. For more information, please contact our Volunteer Coordinator: Mary Gautz, FCHC main campus, at 419-330-2695.



Karen Bauer, right, receives the AAWC 2022 Distinguished Member Award

Bauer Receives Award

Karen L. Bauer, DNP, A.P.R.N.-F.N.P., CWS, DAPWCA, Program Director for the FCHC Wound and Hyperbaric Center, has received the 2022 Distinguished Member Award from the Association for the Advancement of Wound Care (AAWC). Bauer has been on the AAWC's Board of Directors for the past six years and currently serves as the nurse board representative. She chairs the AAWC Educational Steering Committee, which arranges the majority of the educational content from the organization. Her committee is also heavily involved in the planning of the national conference.

Bauer's award stemmed from the AAWC being chosen as a participating organization in the American Heart Association's Peripheral Artery Disease National Action Plan. The plan is a national initiative to increase awareness and education regarding peripheral artery disease. Bauer's participation as the AAWC liaison subsequently led to her becoming a member of the American Heart Association PAD National Action Plan Steering Committee. The committee is tasked with engaging patients and clinicians in recognition and educational endeavors regarding peripheral artery disease.

Financial Assistance Policy – Plain Language Summary

The Fulton County Health Center financial assistance policy exists to provide 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.

Eligible Patients/Services

The following is a brief description of eligible patients and services. Eligible services will include all emergency and medically necessary services provided by the Fulton County Health Center. 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
- ▶ All Other Registration Locations
- ▶ Cashiers Office located at 725 S. Shoop Ave., Wauseon, OH 43567
- ▶ Contact Financial Counseling at 419-330-2669, option 2
- ▶ Download a copy via our website at fultoncountyhealthcenter.org

In addition, if you provide your mailing address to a Financial Counselor, we will mail you a copy of our Financial Assistance Policy and Application Form free of charge.

Determination of Eligibility

Patients are eligible for financial assistance through the Fulton County Health Center 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

Copies of the Financial Assistance Policy is available at all locations listed above free of charge. Also, Spanish versions of the Financial Assistance application and policy are also available.

New Kiosks Help Speed Registration

Sometime in the early part of 2023, new technology will become operational that will help speed the registration process for FCHC patients. That's when two, new stand-alone kiosks will become operational in the patient waiting area of Central Registration. The two kiosks are currently being tested by staff members to make sure they function smoothly and correctly. "These kiosks will be available to patients requiring some type of radiology scan or service and for our respiratory patients," says Amanda Unverferth, FCHC Patient Access Coordinator.



Amanda Unverferth, FCHC Patient Access Coordinator, tests the new patient registration kiosk.

"In order to be able to use one of the kiosks, the patient must be pre-registered before they arrive at the Health Center. If they are pre-registered, they can arrive at the hospital and skip going to the Central Registration window. Instead, they will be able to sign in at the kiosk in the patient waiting area."

Once a patient has completed filling in the information on the kiosk screen, the Radiology or Respiratory department will receive a pop-up message telling them a patient is in the waiting area.

"We'll have a member of our Central Registration department standing by the kiosks if a patient needs assistance in using the new technology," says Unverferth. "Once a patient has used the kiosk, they should be comfortable doing it again in the future. But our staff members will always be available to assist as needed. If a patient is not comfortable using the kiosk, they are still welcome to talk to one of our registration clerks."

Unverferth says that in addition to testing the new technology, the Central Registration managers will meet with the Radiology and Respiratory Therapy departments to explain the kiosk system so all are on the same page. "We're excited about going live with this new technology," says Unverferth. "It will help our patients save time when they visit so they can get on with their daily activities afterwards."



MEMBERSHIP OPTIONS & PRICING

GYM PLAN:	BASE	GET FIT	AQUATIC	ELITE
Monthly Individual Rate	\$29	\$39	\$39	\$49
Monthly Family Rate	\$45	\$60	\$60	\$75
24/7 Gym Access	✓	✓	✓	✓
Unlimited Fitness Classes		✓		✓
Open Swim			✓	✓

All memberships include 24/7 gym access with upgrades available for unlimited fitness classes and open swim. Annual memberships can be paid-in-full or by recurring monthly payments. Call today to join and ask about our discounts available for Seniors, First Responders, Clergy, Military, and Full-Time Students.

FITNESS Classes

Classes offered
in Archbold,
Wauseon, and
Swanton.



WHY TRY ONE OF OUR FITNESS CLASSES?

- ▶ Led by a certified instructor who is trained in proper exercise form, exercise planning, and exercise modifications
- ▶ Build a community to help you stay motivated and committed
- ▶ Take the stress off yourself and let the professionals do the planning
- ▶ Try something new in a safe but challenging environment
- ▶ So much fun!

3 Payment Options!

1. **GET FIT Membership** - unlimited classes at all locations \$39/month
2. **Fitness Class Package** - take any 10 classes for \$50
3. **Drop In** - one class for \$10

First Class
is **FREE!**



To view the class schedule & sign up, create a free account at: fchcfitness.antaris.us

WHAT'S NEW AT THE GYM

NEW YEAR SALE!

Sale Ends January 13th!!

- ▶ Purchase any 12-month membership, GET an additional month FREE!
- ▶ Purchase a 3-month student membership, GET a FREE t-shirt!
- ▶ Reduced AQUATIC membership pricing for 2023!

SWIM CLASSES

Parent and Child Water Wonders (6 months - 5 years)

Parent/Guardian must be in the water. Swimmers learn to be comfortable in the water and develop swim readiness skills through fun and confidence-building experiences. All classes are held at FCHC Fitness, Wauseon. Call 419-330-2724 to register.

Saturdays, Jan. 14 - March 4, \$50

Swim Lessons

Independent swimmers learn basic swimming competency and self-rescue skills.

Group Lessons (3 - 6 years)

Saturdays, Jan. 14 - March 4, \$80

Private Lessons (All ages)

4-sessions — Times TBD by instructor and parent. \$100. All lessons are held at FCHC Fitness, Wauseon. **Call 419-330-2724 to register.**

WORKOUT FOR THE HEART

Thursday, Feb. 9, 6:30-8:00 pm

FCHC Fitness is offering this workout as part of the Heart Radiothon. The workout features FCHC's most popular classes. Workout for 30 minutes or the entire 1.5 hours. Individuals can turn in pledge sheets, which can be obtained at FCHC Fitness. Raise at least \$25 for the Heart Radiothon and receive a free Heart Radiothon t-shirt. All proceeds will support heart-related programs and equipment in Fulton County.

Health & Wellness Programs

SAFETY

American Heart Association Heartsaver® 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 18. July 15, Nov. 18. Sign-in starts at 8:30 a.m., class goes from 9:00 a.m. - 3:00 p.m., \$75, FCHC Fitness, 138 E. Elm St., Wauseon. Call 419-330-2724 to register.

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. Sat., Jan. 21, May 20, Sept. 16 sign-in starts at 8:30 a.m., class goes from 9:00 a.m. - 1:00 p.m., \$50, FCHC Fitness, 138 E. Elm St., Wauseon. Call 419-330-2724 to register.



Parent and Child Water Wonders (6 months - 5 years)

Parent/Guardian must be in the water. Swimmers learn to be comfortable in the water and develop swim readiness skills through fun and confidence-building experiences. All classes are 30 minutes and held at FCHC Fitness, Wauseon. Call 419-330-2724 to register.

Saturdays, Jan. 14 - March 4, \$50

6-24 months old - Sat., 9:00 a.m.

2-3 years old - Sat., 9:30 a.m.

3-5 years old - Sat., 10:00 a.m.

Swim Lessons (Group and Private)

Independent swimmers learn basic swimming competency and self-rescue skills. All lessons are 30 minutes and held at FCHC Fitness, Wauseon. Call 419-330-2724 to register.

Group Lessons (no more than five per group)

Saturdays, Jan. 14 - March 4, \$80

3-6 years old - Sat 11:00 a.m.

3-6 years old - Sat 11:30 a.m.

Private Lessons (All ages)

\$100 for 4-session package - times TBD by instructor and parent.

Discount for siblings.

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 Surgical Conference Room on second floor. 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 Surgical Conference Room on second floor. 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.



ONCOLOGY PROGRAMS

The Rainbow Hematology/Oncology Treatment Center provides cancer treatment and support.

Counseling

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.

Rehabilitation Services

On-site physical & occupational therapy and wound care.

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.

Register on-line at fultoncountyhealthcenter.org (click on Health and Wellness Programs in the Quick Links section) or call 419-330-2772 unless noted. **Please Note: Classes subject to change based on any changes to the COVID-19 situation.**

DIABETES & NUTRITION EDUCATION

Contact the Diabetes and Nutrition Education office at 419-330-2772 for information, scheduling group presentations, and or to register for classes. Check out the Diabetes Education website page at: fultoncountyhealthcenter.org/services/diabetes-education/

Lifestyles for Health

Work with a health professional (dietitian and/or nurse) to create a specialized plan that includes dietary and lifestyle upgrades to feel empowered, enhance wellness, manage blood sugars and address other potential health concerns. One visit \$50, series of 5 visits \$150.

Diabetes Support Group

A Diabetes Care and Education Specialist will be available to discuss any diabetes related requests. Blood pressure and blood sugar testing offered. 4th Thursday of the month, Jan. 26, Feb. 23, March 23 at 1:00 p.m. FREE.

Diabetes Prevention Program

The Diabetes Prevention Program has been approved by the Centers for Disease Control and Prevention (CDC). It will be held for an entire year, with meetings most weeks for the first 4-6 months and bimonthly meetings for the next 5 months. The curriculum will incorporate healthy eating, physical activity, stress management and more. Statistics have shown that those who have completed the program have reduced their risk of diabetes by 58%. In addition, they have experienced weight loss, increased energy and activity and an overall physical and mental wellbeing that comes with a healthy lifestyle. This program is for you if you are age 18 or older, have a BMI greater than 25, have been clinically diagnosed with pre-diabetes or gestational diabetes, or have no previous diagnosis of Type 1 or Type 2 diabetes. For more information or to participate in the program, please call to register.

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., January 24 or March 28, 9:30 - 11:00 a.m., \$5 suggested donation, FCHC 1st Floor Cardiac Rehab Classroom.

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., January 10 or March 7, 9:30 - 11:00 a.m., \$5 suggested donation, FCHC 1st Floor Cardiac Rehab Classroom.

Mediterranean Meals & the Countertop Pressure Cooker

Learn about the health benefits of Mediterranean-style eating while you experience a simple meal with quick preparation ideas and tips. Explore the benefits of cooking with a countertop pressure cooker. January 17, 12:00 - 1:00 p.m., Diabetes and Nutrition Education Center Classroom, \$5. Please call to register.

Living Heart Healthy

Keeping your heart healthy with food and fiber. Explore meal ideas, cooking tips and tastes. February 23, 12:00 - 1:00 p.m., Diabetes and Nutrition Education Center Classroom, \$5. Please call to register.

Use It Up!

Come learn about quick and tasty meals made from items on hand. Demonstration and samples. March 9, 12:00 - 1:00 p.m., Diabetes and Nutrition Education Center Classroom, \$5. Please call to register.

WEIGHT LOSS

Introduction to Weight Loss Surgery: Sleeve Gastrectomy

Learn how bariatric surgery can treat chronic health conditions related to obesity, such as: Type 2 Diabetes, High Cholesterol, Sleep Apnea, and Hypertension.

New! Online Video Presentation

Weight Loss is hard to do on your own. If you have struggled with obesity and do not know where to turn, weight loss surgery may be for you. To learn more about obesity and weight loss treatment options at FCHC through bariatric surgery, sign up for a free video presentation by General Surgeon Timothy Duckett, MD. To register for the video presentation, visit <https://www.fultoncountyhealthcenter.org/health-and-wellness-programs/?program=bariatric>



Register for an online bariatric video presentation by General Surgeon Timothy Duckett, MD. You will receive a link that takes you to the video page on the FCHC website.

Bariatric Support Group

Meetings on the 4th Tuesday of each month, 5:00 - 6:00 p.m., South Medical Office Building, 2nd Floor Conference Room.

OB PROGRAMS



If you are a patient planning to deliver at the FCHC OB Unit and are interested in Childbirth and Breastfeeding education, please call the OB Department at 419-330-2757.



TRACKING PATIENT SATISFACTION

Fulton County Health Center has contracted with a new patient satisfaction survey vendor to improve the collection of information and to survey more patients. The new vendor, Press Ganey, has replaced the hospital's previous surveyor, National Research Corporation (NRC).

"The surveys are designed to provide us with a representation of the patient's experience throughout their episode of care with us," says Andrea Faykosh, RN, FCHC Director of Quality Improvement and Patient Safety, Medical Staff Services. "Survey questions may address the quality of care provided by nurses and doctors, the cleanliness of the environment, the ease of scheduling appointments, or even the quality of meals."

Patient satisfaction surveys will include paper surveys delivered via traditional mail as well as e-surveys that are sent via text message and email invitations. "When we switched over to using the Press Ganey system, we added additional service lines to the process," says Faykosh. "This has increased the number of patients who will now receive surveys." All hospital inpatients will receive a paper survey via traditional mail for each hospital discharge. Outpatient surveys will be distributed to patients by either traditional mail or e-survey via a text message and follow-up email invitations. FCHC Medical Group patients will receive only e-surveys.

"We use this information to determine what areas of our organization are performing well so we can continue to provide excellent service to our patients," says Faykosh. "The survey results also help us to identify the changes that can be implemented to make our patients' care experience even better."

Our Patients Are Important

We want to improve, and you can help.

You may receive a survey asking you about your visit. Please complete the survey. We will use your feedback to make improvements.

Fulton County Health Center
Completing the circle of care

Texting with 91994 (SMS/MMS)

Your feedback is important to us. Please take a survey about your experience with FCHC Medical Group: <https://pgsms.co/gn687mgpy2fcpij8>

Patients may receive an email or text notification like these asking them to complete an FCHC Patient Satisfaction survey.

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

Patti Finn, Chief Executive Officer | **Sandy Barber**, Chair, 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.