



Coshocton Regional
Medical Center

NAMED TOP 100 HOSPITAL

Coshocton Regional Medical Center was recently recognized as a 2021 Top 100 Hospital in the Nation by Fortune and IBM Watson Health. In the annual list published by Fortune, Top 100 Hospital recipients showcase excellence in clinical outcomes, operational efficiency, patient experience, and financial health.

"I cannot even begin to express how proud I am of our staff members who continuously place patient care first", said CEO, Stephanie Conn. "We are here to serve our patients and deliver the best patient experience possible. This award confirms our hard work and commitment to that vision. To have your hometown hospital named as a Top 100 Hospital speaks volumes of the care the community can receive right here in Coshocton."

This recognition demonstrates Coshocton Regional Medical Center's ongoing commitment to prioritize patient-centered care. According to IBM Watson Health, as compared to similar hospitals, the hospitals included on the Fortune/IBM Watson Health 100 Top Hospitals list had better results on key clinical and operational performance indicators. These include survival rates, patient complications, healthcare as-

Watson Health®

100 Top Hospitals®

sociated infections, 30-day mortality and 30-day hospital-wide readmission rates, length of stay, throughput in emergency departments, inpatient expenses, profitability, and ratings from patients.

When it comes to receiving an award like this, the data tells the story. Coshocton Regional Medical Center provides high quality care based on clinical metrics. That means that you and your loved ones can trust our amazing team of professionals with your life.



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LETTER FROM CEO

As I reflect on the last several months coming off the challenging year of 2020, it's difficult not to be filled with pride as I write this letter. The goal of any community healthcare organization is to provide its family, friends, and neighbors with the best possible care and experience. That's why at Coshocton Regional Medical Center we say, "care matters most." I have witnessed our hospital family live up to this expectation as our amazing employees show up and give their most each day. This was even more evident over the last 18 months as our staff worked through a global pandemic, adapting to rapid change on a sometimes hourly basis. I have always known we provide quality care. I have seen it and felt it. But recently, the rest of the country has taken notice too.

As you may have seen or heard, Coshocton Regional Medical Center was recognized as one of the Top 100 Hospitals in the United States by Fortune & IBM Watson Health. This recognition is based on clinical outcomes, patient experience, and overall quality of care. It is considered one of the top honors to receive in the healthcare industry and one that deserves celebration of our dedicated staff who made this possible. As if the Top 100 award wasn't enough to be excited about, for the 2nd year in a row, Coshocton Regional Medical Center has received the Healthgrades Patient Safety Excellence Award which validates our commitment to keeping those who trust us with their healthcare safe. You can read more about these awards in the following pages.

While we are proud of these recent achievements, we are also excited about the services we have been able to add and grow during this past year including Pulmonology and Urgent Care. In addition, we are excited to welcome Dr. Douglas Virostko and Dr. Stephanie Richcreek as our newest providers in CRMC's Family Care clinic. Both Dr. Virostko and Dr. Richcreek are accepting new patients into their practices and look forward to serving the primary care needs of the Coshocton community.

There is much happening at Coshocton Regional Medical Center and we are continually looking for ways to better serve our community that has supported us through these difficult times. I am thrilled that we can share this good news with you and also take a moment to thank you for your continued support of our hospital. We will continue to raise the bar and set a higher standard of high-quality healthcare for you and your family so we can prove that Coshocton Regional Medical Center is "where care matters most."

Sincerely,
Stephanie Conn



NEW AWARDS

2021 PATIENT SAFETY EXCELLENCE AWARD



Coshocton Regional Medical Center has been recognized as a Healthgrades 2021 Patient Safety Excellence Award™ recipient for the second year in a row. This distinction places Coshocton Regional Medical Center among the top 10% of all short-term acute care hospitals reporting patient safety data as evaluated by Healthgrades, the leading marketplace connecting patients and providers.

"Receiving the Patient Safety Excellence Award two years in a row confirms our commitment to putting patients first", said Stephanie Conn, CEO. "We continue to focus on excellence in patient care for the residents of Coshocton and surrounding communities, which also earned us a Top 100 Hospital designation for 2021."

From 2017 through 2019, there were 190,273 potentially preventable patient safety events among Medicare patients in U.S. hospitals. And, if all hospitals, as a group, performed similarly to hospitals performing better than expected on each of 13 Patient Safety Indicators (PSIs) evaluated by Healthgrades, on average, 106,052 patient safety events could have been avoided.

"The importance of hospital quality is now at the forefront of consumer's minds. We congratulate the recipients of the Healthgrades 2021 Patient Safety Excellence Award for their ongoing commitment to upholding the highest quality standards for their patients and communities," said Brad Bowman, MD, Chief Medical Officer, Healthgrades.

During this time frame, four patient safety indicators accounted for 72% of all patient safety events (collapsed lung, hip fracture due to an in-hospital fall, pressure or bed sores and catheter-related bloodstream infections). Healthgrades found that patients treated in hospitals receiving the Healthgrades 2021 Patient Safety Excellence Award were, on average:

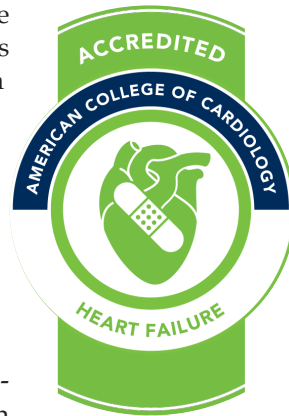
- 50.3% less likely to experience a collapsed lung due to a procedure or surgery in or around the chest, than patients treated at non-recipient hospitals.
- 60.3% less likely to experience an in-hospital fall resulting in hip fracture, than patients treated at non-recipient hospitals.
- 66.5% less likely to experience pressure sores or bed sores acquired in the hospital, than patients treated at non-recipient hospitals.
- 65.4% less likely to experience catheter-related bloodstream infections acquired in the hospital, than patients treated at non-recipient hospitals.

All of this means a better, safer experience for Coshocton County residents. That's why we say that Coshocton Regional Medical Center is where care matters most.

OUR CONTINUED COMMITMENT TO HEART CARE

Heart failure is an all too common condition where the heart is unable to pump enough blood to meet the body's needs for blood and oxygen. Hospitals that employ an evidence-based, protocol-driven and systematic approach to managing heart failure have been able to reduce time to treatment and are able to identify and predict high-risk patients while also reducing length-of-stay and hospital readmissions.

The American College of Cardiology (ACC) has recognized Coshocton Regional Medical Center for its demonstrated expertise and commitment in treating patients with heart failure. Coshocton Regional Medical Center was awarded Heart Failure Accreditation based on rigorous onsite review of the staff's ability to evaluate, diagnose and treat patients with heart failure through pre-hospital care, early stabilization, acute care, transitional care, clinical quality measures and more. This distinction is a welcome addition to Coshocton Regional Medical Center's existing Chest Pain Accreditation and is only one of three hospitals in the state of Ohio to hold both accreditations.



Welcome Dr. Richcreek



Coshocton Regional Medical Center is excited to welcome Dr. Stephanie Richcreek back to Coshocton County! Dr. Richcreek is returning to her hometown to provide care for her community. Dr. Richcreek will provide Primary Care services at our Family Care of Coshocton practice located at 311 S. 15th Street in Coshocton.

"We are thrilled to welcome Dr. Richcreek to our primary care team," said Melissa Snider, the Director of Physician Services and Clinic Operations at Coshocton Regional Medical Center. "Not only is she passionate about providing quality care, but she has a wonderful insight into the Coshocton community...and the type of healthcare we need. Our community needs access to quality primary care and Coshocton Regional Medical Center is committed to making that happen with amazing partners like Dr. Richcreek."

Dr. Richcreek will be providing a broad base of acute and chronic care for ages birth through geriatric. She is currently accepting new patients. To make your appointment, please call Family Care of Coshocton at (740) 622-0332.

Be sure to Wash Your Hands!

Washing hands is a simple and powerful tool in the fight to stay healthy.

- **Wet** your hands with clean, running water (warm or cold), turn off the faucet, and apply soap.
- **Lather** your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
- **Scrub** your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.
- **Rinse** your hands well under clean, running water.
- **Dry** your hands using a clean towel and use the same towel to turn off the faucet.

Take a few extra moments and wash your hands. It is an easy way to keep you and those with you safe!



Lifestyle Changes To Lower Blood Pressure:

High blood pressure threatens your health and quality of life. In most cases, the damage done by high blood pressure (HBP, or hypertension) takes place over time. Left undetected (or uncontrolled), high blood pressure can lead to many health problems. Here are just a few lifestyle changes to lower your blood pressure.

- **Move More.** Get regular physical activity.
- **Focus on Nutrition.** Follow the DASH diet and eat potassium-rich vegetables.
- **Cut Salt.** Aim for 1,500 mg of sodium or less per day.
- **Limit Alcohol.** For men, not more than 2 drinks per day; for women, 1.
- **Lose Weight.** Losing just a few pounds can make a big difference.
- **Don't Smoke.** If you smoke, stop.
- **De-stress.** Meditation and rest help lower blood pressure.



On the Field



Allison Cramer



Megan Devol

You are likely to see Coshocton Regional Medical Center at the field and on the court this year all around Coshocton County. We are proud to have partnered with River View and Newcomerstown school districts to provide athletic training services. You will see certified athletic trainer Allison Cramer on the sidelines at River View and she is incredibly excited to make a difference.

"It means so much to me to have this opportunity to come back to what I have always called my home, and give this community something they have been without for several years," says Cramer. "I am looking forward to educating and helping student athletes become faster, stronger, tougher, and able to help athletes play as long as they can. You only get one body in life, so it is best if we take care of it in the best ways that we can." Certified Athletic Trainer Megan Devol will be caring for athletes at Newcomerstown Trojan games.

"From the first time I visited the Newcomerstown area I enjoyed the familiarity of being in a small town and appreciated the genuine relationships between the administration of Newcomerstown

High School. I could tell this was a school that cared for their students and employees and was something that I wanted to be a part of. I am very excited to be able to help make a positive impact in the community and be a Trojan!"

Welcome Dr. Vitrosko

It's hard not to be excited when you have so much good news to celebrate!

Coshocton Regional Medical Center is proud to welcome Douglas Virostko, MD to its Family Care of Coshocton practice as a primary care provider. Family Care of Coshocton, previously known as Family Physicians, is located at 311 S. 15th St. Coshocton.

"We are very excited to have Dr. Virostko join our growing team of family practice providers in our medical office practices," said Melissa Snider, the Director of Physician Services and Clinic Operations at Coshocton Regional Medical Center. "We are committed to continuing high quality healthcare for families in Coshocton and surrounding communities. There is still a large need for patients

to become established with a primary care provider for their continued health and wellness and Dr. Virostko is ready to help fill this need. Dr. Virostko will be a great asset to patients and a welcome addition to the CRMC family."

Dr. Virostko is currently accepting new patients. Call Family Care of Coshocton at (740) 622-0332 to make an appointment.



All of Your Primary Care Needs in One Place With One Number to Call!

(740) 622-0332

- Ursula Corbett, PA-C
- Fred Corder, PA-C
- Rajene Fox, CNP
- Mary Lynne Garrett, CNP
- Todd Gibson, PA-C
- Jeffrey Hamilton, DO
- Stephanie Richcreek, DO
- Douglas Virostko, MD
- Linda Weekley, NP-C

Services

- Walk-In and Same-Day Visits
- Wellness Visits
- Immunizations
- In-office Procedures
- Infant and Child Wellness
- Women's Health
- School and Sports Physicals

Two Convenient locations

Family Care of Coshocton
311 S. 15th St.
Coshocton, Ohio

Arrowhead Clinic
6307 E. State Rd.
Newcomerstown, Ohio



NURSE HOTLINE

With the ever-changing world we live in, healthcare information can be confusing.

Please call our Nurse Hotline at (740) 623-4019.

Our Nurse Hotline is a free phone service available to answering general health questions.

Community Fun Day

Recently at Coshocton Regional Medical Center, we partnered with all of our local first responders to celebrate the community. We hosted a Community Fun Day that featured food, giveaways, and inflatables for kids (of all ages) to come and enjoy. In addition, members of the Coshocton County Sheriff Department, Coshocton EMS, Medflight, Tri-County Joint Ambulance District and the Coshocton County Fire Department joined the fun. The goal was to celebrate the community and educate our locals about all of the amazing services in the county to help keep them safe.

It's a great example of organizations that are Stronger Together! Thanks to everyone who attended and helped us celebrate!



Coshocton Pulmonary Services



DR. NICKOLAS FOULADPOUR

Coshocton Regional Medical Center is excited to announce the additions of Pulmonologists Haval Saadlla, MD and Nickolas Fouladpour, MD to Coshocton Pulmonary Services. This new service line will expand treatment to patients that suffer from respiratory disorders such as COPD, Asthma and Emphysema.

Dr. Nickolas Fouladpour is a Pulmonary Specialist that works with patients with chronic conditions, such as COPD and asthma, and helps to improve their everyday lives. "As a child growing up, my grandfather had severe COPD and as a boy I used to help my grandmother take care of him, and this led me to become a physician," said Dr. Fouladpour.

Dr. Haval Saadlla is certified with the American Board of Internal Medicine, Pulmonary and Critical Care. They will bring to this community experience treating people with a wide range of diseases and conditions affecting the lungs and breathing.

We are excited to welcome them to the Coshocton Regional Medical Center team. Coshocton Pulmonary Services is located at 406 South 15th Street, Coshocton across from Coshocton Regional Medical Center. Appointments can be made by calling (740) 622-0332.



DR. HAVAL SAADLLA

Expanded Cardiology Services in Coshocton

When it comes to healthcare in today's society, partnerships can be powerful. Coshocton Regional Medical Center and Aultman Hospital's Cardiovascular Consultants have partnered to expand cardiovascular services for Coshocton and surrounding communities.

Cardiovascular Consultants of Coshocton will provide consultations, treat medical aspects of heart disease and heart rhythm issues, perform cardiac tests and procedures and so much more. CVC will also offer specialized care for Congestive Heart Failure patients, collaborating with other specialists to offer a multi-disciplinary approach to treatment.

Combine the cardiac rehabilitation services offered by Coshocton Regional Medical Center for patients to recover following a cardiac event, and you have complete treatment options right in Coshocton County.

Cardiovascular Consultants of Coshocton is accepting new patients at both Coshocton and Newcomerstown locations. Please call (330) 454-8076 to schedule an appointment.



Thank You!

It goes without saying that 2020 was an unprecedented year. Through all of the challenges, we were so humbled by the communities support of our frontline healthcare heros. Community members and organizations delivered meals, made signs showing support and donated care packages. We cannot say it enough, thank you! We are proud to serve this community.



2020 WOW CUP Winners Emergency Services

Each year we tally all staff recognition cards (WOW cards) that have been submitted by patients, visitors and staff throughout the year detailing the great care they have received from their caregivers. We celebrate the department that received the most recognitions for the year at our annual Hospital Week celebration in May. Congratulations to Emergency Services for receiving the most WOW card submissions in 2020! It is very fitting that this department serves as 2020's recipient for the WOW Cup. The Emergency Department is where patients go during times of need, not just during a pandemic. You rose to the occasion and continued to put patients first all while balancing the stresses and personal strain that COVID-19 presented. Thank you for your commitment and dedication to our patients. Congratulations!

2020 WOW LEGENDS

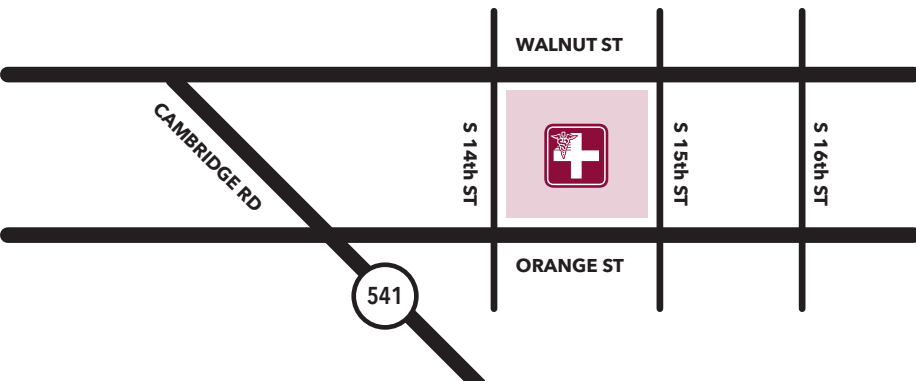
The past year (or even 18 months) has been tough on many of us. But I think most people agree, that those who work on the frontlines in healthcare have certainly had a stressful run. These heroes of healthcare were tasked with putting themselves in harm's way to care for others.

We have watched the amazing staff at CRMC do just that.

That is why, when we decided to select our WOW legend this year, we could not just pick one.

What is the WOW legend? Every year the recognition committee reviews the team members that best exemplify what we stand for at Coshocton Regional Medical Center. These team members receive our WOW award. Then, at the end of the year, we find the true stand outs for our WOW legend.

This year...we just couldn't pick one! So this year our WOW Legend Award went to all of our Frontline heroes. We appreciate the dedication, hard work, and heart of service that each of them show every day.



Fill-the-Backpack

Can you say "Community Impact?" Coshocton Regional Medical Center is proud to make a difference in our community. Recently we sponsored backpacks for all elementary students in Coshocton County. More than 3,300 backpacks were filled with school supplies and delivered to Coshocton, Riverview, Ridgewood, Newcomerstown, Sacred Heart, Coshocton Christian, Headstart, and Hopewell schools. In cooperation with Coshocton County Job & Family, and many other local donations and volunteers, we are able to ensure that local children get the school year started off right! At CoshoctonRegional Medical Center, we are here for you and your family....all year-round!

