

# Synergy

AND THE  
WINNER IS...  
**Family  
Physicians  
Clinic**



Left to right: **Heather McCoy, LPN, clinic coordinator;**  
**David J. Lozowski, DO;** **Delia Meek, clinic administrator;**  
**Cesareo “Dr. Bob” Tongco, MD;** **Lynne Garrett, CNP;** and **Fred Corder, PA-C.**  
Front: **Douglas J. Virostko, MD.** Not pictured: **Brenda K. Lozowski, DO.**



QUALITY, KINDNESS AND  
RESPECT ... EVERY PERSON,  
EVERY TIME.

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When the local Coshockton Tribune put out a request for votes in their “**Best of Coshockton County**” campaign, we were pleased to have several groups on the list of nominees, including Family Physicians Clinic, Pleasant Valley Clinic and the hospital itself.

When the paper makes their official announcement on Sunday, we are very pleased to know our Family Physicians Clinic will take home top honors!

Our providers at Family Physicians had over 26,400 patient visits in 2015, and our patients have responded with their votes in support of these dedicated practitioners.

At an office like Family Physicians, it takes a whole team working together to spell success. In addition to our providers, we want to thank our supporting staff for their dedication in caring for our patients. In addition to those listed above, the Family Physicians Clinic staff includes:

- |                   |                |                  |                 |
|-------------------|----------------|------------------|-----------------|
| Carolyn Bresciani | Angela Edghill | Shana Harstine   | Wendy Schumaker |
| Natalie Burrell   | Misty Fletcher | Lela Kerns       | Andre Servais   |
| Samantha Conger   | Kathy Gould    | Gayla Miller     | Tina Weese      |
| Cheryl Cox        | Wilma Griffith | Jeri Moran       | Julie Wilson    |
| Stephanie Derr    | Michelle Hains | Dana Pickenpaugh |                 |

**Thanks to Family Physicians and all our nominees  
for your service to our patients!**

# Synergy



A Message from CEO  
Lorri S. Wildi

## Just One Goal

There are many moving parts to a turnaround plan as complex as ours with exciting successes and, of course, an occasional delay along the way. Yet we will never falter from our ultimate goal – to keep a high quality, financially strong hospital in our community.

Our community needs us. We know this every time someone comes through the door in the ED, enters one of our clinics or visits our outpatient departments. We remain committed to adding to our existing services many exciting new options that allow our family, friends and neighbors to get the care they need right here, delivered in an atmosphere of compassion and respect.

We have a great team of skilled providers working collaboratively throughout our organization on referral, documentation, quality and patient satisfaction projects with renewed enthusiasm and belief. We recently welcomed outstanding new specialists such as cardiologist Ahmed Habib, MD; gynecologist Dana Owens, MD; and general surgeons Hoang Lim, DO, and Keith Harmon, MD, who choose to be a part of our organizational transformation. We have employees in every area of our hospital working to improve efficiencies and recreate healthcare delivery for our communities. It is critical that we all remain focused on our goal and the impact this hospital has on everyone in this region.

It takes hard work, innovation and commitment to do what is possible here, but just think of the rewards. Your leaders are dedicated to standing with our hospital in the years ahead with pride in our accomplishments and we want you right there with us. I encourage you to stand with us now and as we continue our turnaround, shunning negative comments and ridiculous rumors. Be champions for Coshocton Hospital every step of the way. I can promise you an immense sense of satisfaction when you know you helped save your community's hospital.

*I thank you for all you do, and I'm grateful to have you on our team.*



## Community's Fresh Look



When you get this issue of Synergy this week, you'll also find another newsletter attached to your e-mail. It's a new e-mail newsletter we're sending to area businesses to keep them up to date on the exciting things happening at Coshocton Hospital. It's another way to instill confidence in our businesses that they should encourage employees to use local healthcare options whenever possible for high quality, convenient, lower cost care.

This community newsletter will be produced no fewer than four times per year. We will also place copies in hospital waiting areas and clinics. The newsletters will also be available to the public on our website. If you have questions about the newsletter or know someone who would like to be added to our e-mail list for a copy, please contact Mary Ellen Given at [maryellen.given@ccmh.com](mailto:maryellen.given@ccmh.com).

## Give Your Best Coshocton Hospital Greeting



By the time the next issue of Synergy hits your e-mail box, we will have welcomed an interventional cardiologist to our team. Ahmed A. Habib, MD, FACC, FAVM, will begin seeing patients in the cardiology clinic beginning Monday, April 4. Many of you may have the opportunity to meet him as early as next week, as he begins to settle into the area and into his new role with our hospital.

Dr. Habib is board-certified in Cardiology, General Vascular and Endovascular Medicine. His expertise will enable Coshocton Hospital to diagnose and treat patients with coronary, peripheral vascular and acute/chronic venous disease. In addition, his team will treat patients with heart failure and cardiac rhythm disorders.

Dr. Habib comes to us from Moberly Regional Medical Center in Moberly, Missouri, where he has served as the director of the heart and vascular center since 1997. He has also served as assistant professor at the University of Missouri – Columbia Department of Medicine's Division of Cardiology. Dr. Habib is a member of the American College of Cardiology and the Society of Vascular Medicine. He has served as a chairman of the quality improvement council, chief of staff, and as a board member at Moberly Regional Medical Center.

We all know how important it is to our community and to our hospital to have a full-time cardiologist join our outstanding team of medical professionals. Please join us in giving Dr. Habib a warm welcome to our hospital and our community!



## MAKE PLANS FOR NEXT SESSION

There is a group of our co-workers who are walking a little lighter and smiling a lot broader at the transformation they've begun. Our dedicated participants in the Weight Watchers at Work program at Coshocton Hospital have collectively lost 327.7 pounds in only 10 weeks!

If you were interested, but didn't take the plunge last time, don't be jealous of your friends' success ... join them! The program will continue after this 17-week session ends in early May. Watch for more details via e-mail from Kristi Williamson when planning begins for the next session. Consider joining in this fun program for better health!

## A Health Care Revolution

There were those who said it couldn't be done ... but our family practice clinics are proving the nay-sayers wrong! Several months ago, the Family Physicians Clinic piloted a program to test whether we could offer same-day appointments for our patients who call in the morning and really need to be seen that day. Patients loved the responsiveness of being able to have a sudden illness or issue addressed quickly so they or their family members could be on the road to recovery.

The system worked so well that it was rolled out to all the family practice offices. When a clinic patient calls, our staff tries to get the patient on his or her physician's schedule that day. If that's not possible, the patient is given the option to see someone else in the system.

This is a tremendous way to open access to care and the creative thinkers in our clinic offices deserve kudos for designing a truly patient-friendly plan. It's just another thing we're doing to grow our services in our local communities!

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## THANK A DOCTOR!

Where would any hospital system be without our doctors? Their compassion, practice standards, energy and professionalism set the standards for health care in our communities. It is truly fitting that a day is set aside each year for us to say "Thank You" to our doctors for their leadership, skill and dedication.

On Wednesday, March 30, physicians everywhere are honored on Doctor's Day. You'll find listed here the doctors who are credentialed and practice at our hospital in an active, consulting or courtesy capacity. Over the next few days, you'll have the opportunity to see many of our physicians in our work areas, in their practices or even off-duty in the community. Please take a moment to say thanks for all they do to support the good health of our hospital and our communities.

On Doctors' Day, March 30, 2016, we take special pride in thanking our outstanding team of physicians for their dedication to quality care and heartfelt compassion for our patients.

### Thank you to our Coshocton Hospital family of doctors.

#### Anesthesiology

Robert Arno, MD

#### Cardiology

Ahmed Habib, MD  
Peter Amsterdam, MD

#### Emergency Medicine

Kevin-Sean McGann, DO  
Victor Camacho, MD  
Charles Celestina, DO  
Brian M. Cullison, MD  
Robert Gershkowitz, MD  
Al Giwa, MD  
Russell Harris, MD  
Stanley Koontz, MD  
Darryl Glen Koop, MD  
Vimallesh Lysander, MD  
Maura Manning, MD  
Joseph Matula, DO  
Gregory Miller, MD  
Cathryn O'Neill, MD  
Michael Pallaci, DO

Martha Rachedi, MD  
Linda Rimkunos, MD  
Telemate Sokari, MD  
Pratik Vaishnav, MD

#### Family Medicine

Tammy Alverson, MD  
Jeff Hamilton, DO  
Brenda Lozowski, DO  
David Lozowski, DO  
Jerold Meyer, MD  
Arthur Papadopol, MD  
Cesareo Tongco, MD  
Douglas Virostko, MD  
Zane Zimmerman, DO

#### General Surgery

Keith Harmon, MD  
Hoang Lim, DO  
Clark Leslie, MD  
Joshua Paulick, MD  
Joseph O'Hanlon, DO  
Michael Sarap, MD

#### Gynecology

Dana Owens, MD  
Gabriel Yandam, MD

#### Hospitalist Medicine

Gary Carver, MD  
Robert Gwinn, DO

#### Oncology/Hematology

Elaine Beed, MD

#### Nephrology

Jeffrey Austen, MD  
David Dembski, MD  
Renato Roman, MD

#### Ophthalmology

Thomas Magness, MD  
Deborah Reeder, MD  
Aaron Weber, MD

#### Orthopedic Surgery

Clayton Gibson, MD  
Mark Holt, MD

#### Otolaryngology

Suzanne Helming, DO

#### Pain Medicine

John Adesioye, MD

#### Pathology

Raymond Little, MD  
Jonathan Tongson, MD

#### Pediatrics

Susan Carver, MD  
Aparna Jha, MD

#### Podiatry

Mark Barnhart, DPM  
Damon Litsey, DPM  
John Smilo, DPM  
Donald Tupper, DPM

#### Radiology

Shane Backus, MD  
Coleene Cooke, MD  
Michael Huang, MD

#### Urogynecology

Mitesh Parekh, MD



## Work-orders Go High Tech

With a building that's nearly 60 years old and several additional buildings and parking lots, you can imagine how many maintenance requests are received in the facilities department on any given day. Keeping track of those requests as well as general maintenance requirements for every location can be a logistical nightmare without a system in place to organize and manage work orders.

The maintenance staff recently installed an online program called Custom Maintenance Software (CMS) for the communication and documentation of corrective work orders as well as preventive maintenance. To access the portal, simply go to the hospital's intranet and click on "Maintenance Work Requests" at the top of the page. The link will take you to the work order processing page where you'll complete your request.

The top of the page lists important instructions regarding maintenance requests. To complete the form, simply follow these instructions:

- Fill in each of the blanks as completely as possible.
- All fields are free-type except the location field. Be sure to supply whatever information you have available to help process your request.
- When selecting a location, choose from a drop-down listing of locations. The main hospital is divided into two sections: CCMH East (older section) and CCMH West (west wing addition). ECF is the part of the building that houses Walnut Grove.
- After selecting the location, click on the other drop-down boxes to include more location information if necessary, such as the appropriate floor where the work needs to be done.
- In the box marked "room," free-text any additional information such as the room number.
- Click "submit" at the bottom of the page to complete the request.

**Remember:** Please use the work order system for everything except emergency requests. Paging maintenance must be reserved for truly urgent requests only.

## Lindsey Bryan, CNP, on the Move



As a family nurse practitioner, Lindsey Bryan is now dividing her time between two of our family practice clinics. Formerly located at the Coshocton Women's Health Center, Lindsey is now at our Pleasant Valley Clinic on Mondays and Tuesdays from 9 a.m. to 5 p.m. and at Arrowhead Clinic on Wednesdays from 8 a.m. to 6 p.m. and Fridays from 8 a.m. to 3 p.m. She will provide women's health services as needed as well as primary care at both locations.



## Important News About Your Retirement Plan

The Employee Benefits Committee periodically conducts a review of the companies who offer retirement plan services for our 403(b) and retirement plans to ensure the highest quality service for our employees. After the most recent review, we have decided to move our retirement plans from Nationwide (record keeper) and OPOC (financial services) to Vanguard (record keeper).

Our employees' retirement planning is important to us and this change will provide new investment options for our plans and enhanced employee education.

Your retirement account(s) and associated balances will transition from Nationwide to Vanguard effective May 1, 2016 and you can count on:

- **A broad range of mutual funds for investing**
- **Award-winning investment education**
- **Secure 24/7 access to your account**
- **Online investment management and financial planning tools**
- **Exceptional service from experienced professionals**

To assist our employees with this transition and provide more details, group meetings will be held on the following dates in the Grand Central Station meeting room:

### Wednesday, April 13

- 7:30 a.m. to 8:30 a.m.
- 9:30 a.m. to 10:30 a.m.

### Thursday, April 14

- 11 a.m. to Noon
- 3 p.m. to 4 p.m.

More information will be coming your way soon about our new financial services partner who will assist employees with this transition and retirement planning for the future. In the meantime if you have any questions please feel free to contact Human Resources. Please be sure to check your e-mail early next week for additional details about this important change.

## Work-orders Go High Tech

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The maintenance staff will be checking the reporting system online throughout the day and will respond to your request as soon as they can.

Please limit each request to one issue. If you have a second maintenance issue that needs attention, please create a separate request for that problem. For example, if you have a problem with air conditioning and you also need to have furniture moved, please put each of these on its own request. Different types of work may require specific staff members and some projects may take longer to complete and require parts to be ordered, etc. With precise, individual requests, the staff can clear the system of completed projects and only retain those left to complete.

To add multiple requests once you're in the system, simply click on "Add Another Request" at the bottom of the page to go to another blank request form. The system will remember your basic identifying information so you won't need to provide it with each subsequent request.

You can use the "reset form" button if you want to clear out information and start again with blanks.

The system is now up and ready for you to begin using it for all your work-order requests. If you have any problems completing the form, please call Esther Martin at ext. 4087.