

synergy



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



Dr. Habib believes we can fight heart attacks and stroke through recognizing symptoms and seeking timely medical help. With cardiovascular services now available at Coshocton Hospital and with his expertise, we can fight this killer together and make a difference in the lives of those we serve.

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Aug. 1, 2016

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Did you know these Heart Disease Facts?

1 in every 3 deaths in America

17.3 million deaths per year will grow to 23 million by 2030

Kills more men and women than any form of cancer

\$316 billion in costs

2200 die each day. 1 every 40 seconds



Deadline for Next Issue

Information is due by 4 p.m. on Monday, Aug. 8.

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A Message from CEO
Lorri S. Wildi

Be Our Voice

Our patients have always been and remain our top priority.

With the news of our recent bankruptcy filing, our patients will naturally wonder how their care will be affected. We have pledged to keep patient safety and quality care at its highest levels and are committed to doing that every day. We each need to be the voice of Coshocton Hospital and reassure our patients and community that we are here to stay.

Patients, family and friends will likely ask you questions and I want to ensure that you are well informed in order to answer their questions openly, honestly and thoroughly. You have received information about the bankruptcy process and access to the website where the documents reside; however, we understand this is a very complex issue and many questions and concerns exist. Here are a few talking points that may help you address questions and concerns that are expressed:

- While filing for Chapter 11 protection was a difficult decision, it has allowed us to execute a sale agreement that keeps our hospital in our community as a not-for-profit, full service acute care facility while retaining our physicians and our employees.
- Prime Healthcare Foundation will invest \$25 million in capital expenditures, equipment and technology over a five year period and \$1 million for the recruitment of additional physicians for our communities.

Please take every opportunity to talk to our patients and give them the reassurance they need. We have included in this issue a list of additional talking points for you to use to answer questions, and we will continue to provide updates as the process continues.

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One from the Playbooks

The 4th floor med/surg staff has borrowed a technique from the football greats' handbooks to "kick-off" the start of the 7 a.m. and 7 p.m. shifts. In football, less than three minutes is all it takes to effectively strategize for the next play. The huddle brings the team together to assess potential problems, announce the plays and keep everyone fully informed. The 4th floor safety huddles are just that quick and even more effective.

When the hand-off happens from shift to shift, it's important for the whole team to understand what is happening with specific patients or to learn any new announcements or policies. The team meets for two to three minutes calling out safety concerns or troubleshooting so every staff member coming on duty is aware of unique patient care concerns, safety issues or supply status. This overall awareness keeps everyone informed should they be needed to assist in any way.

"I've found safety huddles to be a quick, effective way to help everyone work as a team," said Tina Patterson, RN, nursing manager. "It's amazing what can be discussed in just two minutes. We post the agenda for a week at a time, which gives all staff members an opportunity to hear the same message and the opportunity to check back when a policy or education reminders are mentioned."

The huddles have been well received as a great way to keep everyone informed and keep safe patient care a true team sport!

Kudos to the 4th floor staff for putting a great concept into practice at CCMH!

Heart Facts...

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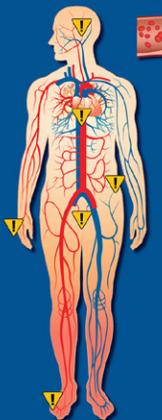


Heart Disease Prevention Tips

1. Get moving – exercise even moderate is one of the most important things you can do right now.
2. Keep your children active starting at a young age. We are now facing a new generation who have a shorter life span than their parents.
3. Stop eating processed foods.
4. Lower your sodium (salt) intake.
5. Eat more whole foods.
6. Control your daily stresses.
7. Get consistent and good quality sleep.
8. Quit smoking.
9. Limit your alcohol consumption to twice a week or less.
10. Dramatically decrease your consumption of sugar.

the2ndact.ca

The Warning Signs of Clogged Arteries



When cholesterol particles build up in the arteries, they form plaques that narrow the path for blood flow. Narrowed arteries restrict all areas of the body and can lead to pain and discomfort and ultimately result in heart attack.

- ▼ **Stroke:**
Plaque that accumulates in the carotid arteries, which carry blood to the brain, can result in stroke.
- ▼ **Fatigue and Dizziness:**
Reduced oxygen from poor blood flow can result in dizziness and extreme fatigue, especially in women.
- ▼ **Shortness of Breath:**
Reduced blood flow can lead to shortness of breath.
- ▼ **Chest Pain:**
Chest pain or angina results from reduced blood flow to the heart. Angina can be felt as pressure, numbness, tightness, squeezing, or burning.
- ▼ **Lower Back Pain:**
When blood flow to the lower back is reduced, the disks between the vertebrae become fragile, which can result in painful pinched nerves.
- ▼ **Erectile Dysfunction:**
Narrowed arteries to the genitals can cause sexual dysfunction.
- ▼ **Painful, Numb, or Cold Hands and Feet:**
Plaque in the arteries leading to the arms and legs can result in painful, numb, and cold extremities.

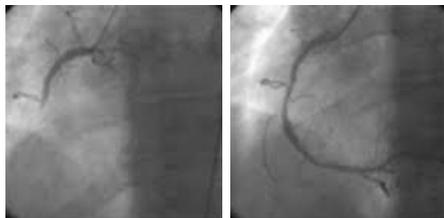
Physicians Committee for Responsible Medicine | PCRM.org/HeartHealth

See page 6 for larger graphic.

Time is Muscle when you are having symptoms: Don't Waste Time!

Pictured below is a patient with a clogged artery and one that was opened with a balloon and a stent.

Blocked artery



Open artery after balloon/stent procedure

Be Our Voice

..continued from page 2

The bankruptcy court has given their approval to the timeline for the bidding process. Under the terms of the agreement, interested bidders can submit bids until Sept. 19. If additional bids are received that are determined by the board of trustees to be higher and better than the agreement signed with Prime, an auction will be held to determine the final bid. We should know with certainty by the end of September whether the new owner will be Prime Healthcare Foundation or another healthcare organization. This timeline would allow for the finalization of new ownership by year end.

As we proceed, our unified support of our mission is more important than ever. Our patients appreciate the assurance that local healthcare remains strong in Coshocton County today and for years to come. Thank you for helping share the message as one of the 450+ voices of CCMH!

Pink Ladies Host "Books Are Fun!"

Friday, Aug. 26
7 a.m. to 4 p.m.
Grand Central Station
Meeting Room

This Pink Ladies' sale is a favorite for grown-ups and kids alike! There are books for all ages and fun accessories that make great gifts. Join us for this one-day sale on Aug. 26 and support the work of our Pink Ladies' Auxiliary.



WHEN PATIENTS HAVE QUESTIONS ...

Here are some easy-to-remember talking points to use when patients have questions about the bankruptcy filing and the sale.

- On June 30, our organization filed for protection under Chapter 11 of the U.S. Bankruptcy Code. This action enables us to transfer our assets and operations to a new owner.
- The hospital will remain open, offering all existing services and will continue to provide safe, quality patient care as we prepare to transition to new ownership.
- As part of the filing, Prime Healthcare Foundation and Coshocton Hospital have executed a sale agreement.
- Prime Healthcare’s agreement includes a \$25 million investment in facilities, equipment and capital upgrades to maintain the organization as a full service acute care, not-for-profit facility, and further secures our long-term positioning in our region.
- The bankruptcy process provides a 90-day window when other organizations can submit bids for purchase of the hospital.
- The bidding process is underway and the Board of Trustees will make the determination of the highest and best of all offers, including the Prime Healthcare Foundation offer, at the end of the 90-day period.
- We appreciate your support of our hospital, our physicians and our employees as we work through this Chapter 11 process and toward new ownership that will grow healthcare services in our communities.

If a patient questions Prime Healthcare’s court case:

- It is not uncommon for large health systems to face legal challenges in today’s changing healthcare regulatory environment. We are not part of Prime Healthcare at this point, and cannot comment about the facts of their case.

CLINICS OFFER



Back-to-school means back to sports for many students. All schools require sports physicals annually before the sports season begins.

Our providers at the Family Physicians, Arrowhead, Dresden and Pleasant Valley Clinics are taking appointments now for sports physicals. The physicals are \$25 per child and cannot be billed to insurance. If an entire well visit is needed or additional issues are addressed, these will be billed to insurance. Parents must complete the Ohio High School Athletic Association (OHSAA) form that can be found online with OHSAA and bring it with them to the appointment.

Students don’t need to be a patient at the clinic to have the physical. Simply call the clinic most convenient to you to schedule your child’s appointment.

Family Physicians

(740) 622-0332

Arrowhead

(740) 498-5515

Pleasant Valley

(740) 295-5922

Dresden

(740) 754-1041

Coshocton Hospital Welcomes Patient Access Manager

Getting patients the appropriate access to the things they need in the hospital requires a complex network of 24-hour staffing to handle incoming phone calls, scheduling for hospital procedures, pre-registration for tests and procedures, and registration of patients when they arrive. These functions are often a first impression of Coshocton Hospital and can help define a patient's experience. Now the patient access team has a new manager whose experience has prepared her well for the complexities of patient access.



Bonnie Shutt, MBA, CTR, graduated summa cum laude from Mount Vernon Nazarene University with a Bachelor's Degree in Business Administration. She earned her Master of Business Administration in Healthcare Administration from California Coast University. Bonnie has also completed Lean Six Sigma program, earning her Green Belt. She also earned certification as a certified tumor registrar (CTR) in 2008 and is a member of the National, Ohio and Central Ohio Cancer Registrars Associations.

Bonnie joined Genesis Healthcare System in 2005 as patient access coordinator. She went on to become the operations manager for cancer services where she served a total of five years. She was responsible for compliance, recruitment, and training of personnel as well as monitoring operational quality and office practices to develop plans to overcome deficiencies and meet best practice standards. Bonnie also served for a year as the regional practice administrator for Genesis Physician Services.

Bonnie assumed her duties with Coshocton Hospital on Monday July 25, and she currently resides in Coshocton. Please join us in welcoming Bonnie Shutt to our Coshocton Hospital team.

THANKS TO Jen Long



For the past several months, Jennifer Long served as the interim patient access manager prior to Bonnie Shutt's arrival. During that time, she juggled her duties as charge master/

charge capture coordinator with those of her temporary assignment. Many thanks go to Jen as she returns full time to the patient financial services department, but with a new title: revenue cycle analyst. This new role expands her responsibilities to include projects and process improvements related to cash collection and the revenue cycle process.

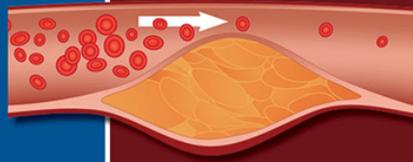
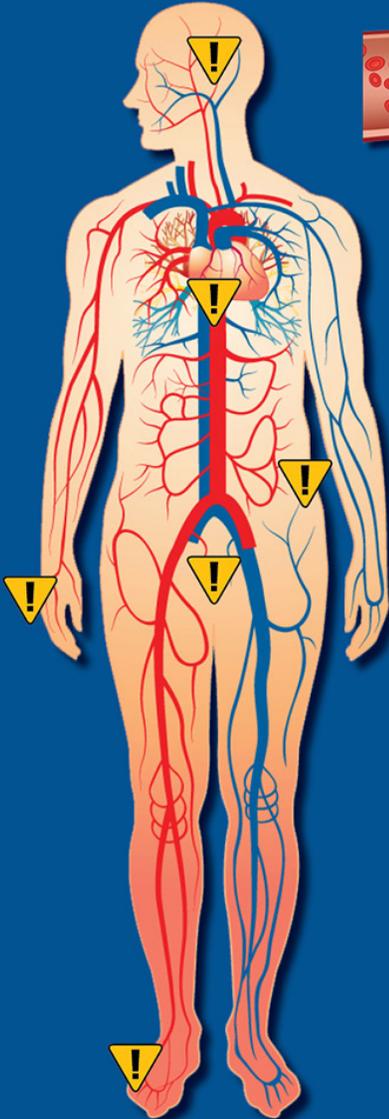


On Air with Dr. Harmon

The WTNS listening audience learned all about the types, causes and repairs of hernias last Tuesday on the talk show. Dr. Harmon discussed hernias as a condition that is very prevalent among our patients and one that can be repaired here at Coshocton Hospital in all by the very most extreme cases.

During the program with on-air personality Mike Bechtol, Dr. Harmon discussed the improvements that have been made in skill and technology that have expanded the types of surgical cases that can now be done at CCMH. These included the addition of new surgeons, a fulltime cardiologist, and the addition of new laparoscopy/endoscopy equipment. Many thanks go to Dr. Harmon for a great presentation. Be sure to tune into the 9:30 a.m. talk show program on Aug. 9 when Dr. Habib takes the microphone at WTNS.

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