

Synergy



(L-R) Rachel Kanski, PA-C, Alycia Findlay, MD, Staci Fellows, NP-C



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

Residents in Tuscarawas and Coshocton County have a new physician serving their communities. With the addition of Alycia Findlay, MD, to our Coshocton Hospital Arrowhead Clinic, we've added internal medicine to this busy office located in Newcomerstown.

Dr. Findlay joins Rachel Kanski, PA-C, and Staci Fellows, NP-C, who have grown their practices significantly since starting at the clinic in August and October of 2014, respectively. Staci and Rachel both treat patients of all ages, from 6-months old through adulthood. Dr. Findlay specializes in the care of adults (ages 17 and older) across the spectrum from health maintenance to the diagnosis and management of complex illnesses. The blend of services now available with these healthcare professionals at the Arrowhead Clinic provides a comprehensive primary healthcare option for area residents.

"We are very proud to have this enthusiastic group of providers now in place in Newcomerstown," said Gina Malterer, clinic administrator. "We have a wonderful blend of providers who have created a welcoming, compassionate environment for our patients. Our patients want providers who are skilled to be the primary care resource for health maintenance and disease management and we are now well poised to exceed patient expectations."

Dr. Findlay is originally from Ontario, Canada, and earned her Bachelor of Science in Biology and a Bachelor of Arts in Criminology with a Diploma in Forensic Sciences from Saint Mary's University in Halifax, Nova Scotia. She earned her Doctor of Medicine from the Medical University of the Americas based in Devens, Mass., and completed her residency training in internal medicine at the Canton Medical Education Foundation and their training sites at Aultman Hospital and Mercy Medical Center in Canton, Ohio.

Please join us in welcoming Dr. Findlay as an excellent addition to our Arrowhead Clinic Team!

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Deadline for Next Issue

Information is due by
4 p.m. on Monday, Sept. 12.

Editor: Mary Ellen Given
Maryellen.given@ccmh.com



A Message from CEO
Lorri S. Wildi

Next Steps Toward Our Future

It is important that we keep you informed and updated as we continue to work through the bidding process and potential sale of our hospital to a new owner.

Currently, we have an agreement with Prime Healthcare Foundation; however, we are still within a period of approximately three weeks that allows bids from other parties. If there are no other interested bidders as of September 19, we will know with certainty that Prime Healthcare Foundation is the buyer. If there are additional competitive bids, an auction will be conducted on September 22 to determine the highest and best bid. In either case, we will let you know as soon as we learn the results of this process.

We recently had the opportunity to welcome several members of the Prime Healthcare Team to Coshocton to meet with many of our leaders and staff. This visit allowed Prime to perform further due diligence and assess process improvement opportunities as a part of a consulting agreement that is currently in place. The visit was very productive and gave us the opportunity to discuss best practices with an organization recognized for acquiring struggling hospitals.

I want to commend our employees, physicians and volunteers for your continued enthusiastic support of our hospital. We heard repeatedly from the Prime Team how warmly they were welcomed and how friendly our employees were during their visit. Those were words we were very proud to hear.

You will receive questions from friends and family about whether our hospital will continue to exist in Coshocton. Please don't hesitate to share a resounding "YES!" Our future includes an acute care hospital with the services we have today and a significant investment in capital improvements and new equipment. Your patients want to hear that we will continue to have a hospital here long after the sale is final. We encourage you to pass this good news along whenever you can.

During this transition period and beyond, we remain focused on quality patient care and our important initiatives that enhance service to our patients.

Please continue to watch for updates regarding our progress. We thank you for your dedication to our patients, their families and our hospital's long-term success as we work toward an exciting future for healthcare in Coshocton County!

EMS – An Extension of our CCMH Team!

An important element of our high-quality healthcare team includes a group of folks who don't work for Coshocton Hospital, but who play a role that greatly affects our success. Our Coshocton County EMS and the regional EMS squads have the first contact with patients in need of emergency hospital care. It's important that they know us and understand the services we provide. We want them to entrust their patients to us, knowing we share their commitment to the good health of our community.

When our ED staff brainstormed for a great new way to make our EMS squad members feel welcome at our hospital, they came up with a great idea. They noticed that squads struggled to find out-of-the-way places to complete paperwork or wait the next run since they had no space of their own. With the help of funding from the Pink Ladies' Auxiliary, we created an EMS office with desks and comfortable chairs. We've now added a flat-screen TV, light snacks and a small refrigerator to complete the space.

Now when an EMS team has completed a run and needs a comfortable place to land until they're called out again, they know we welcome them to Coshocton Hospital!



Back Home to Browns' Lane



Robert Gwinn, DO

When the newest addition to our Family Physicians arrives on his first day of work on Oct. 3, he'll already know most of the physicians and staff. There will be no need for a tour of the office as he already knows his way around. His coffee cup is probably still in kitchen, never discarded since they hoped he'd return one day. Yes, the rumors you have heard are true ... Dr. Gwinn is returning to family practice at our Family Physicians Clinic.

Robert Gwinn, DO, left the clinic in late 2013 to work initially as the Chief Medical Officer while maintaining part-time status at Family Physicians. In July 2015, Dr. Gwinn joined EmCare as a full-time hospitalist physician, pursuing his interest in acute medical care after 30 years in primary care.

"I've enjoyed my work as a hospitalist, but I miss my patients, the staff and my colleagues at Family Physicians," commented Dr. Gwinn. "My experiences as a hospitalist have only heightened my awareness of the quality of our acute care and importance of our hospital to our community. I look forward to being an advocate for our hospital in my work with our clinic patients."

Dr. Gwinn will be working at Family Physicians Clinic Mondays thru Thursdays on a fulltime schedule beginning Monday, Oct. 3. Appointments can be scheduled with Dr. Gwinn by calling the office at (740) 622-0332.

Please join us in welcoming Dr. Gwinn back home to where he started ... primary care at the Family Physicians Clinic!

Goodbye to Our Friend



Sandy Shrimplin, RN

We recently learned of the passing of our fellow employee, Sandy Shrimplin, who was a part of the Coshocton Hospital Family for 15 1/2 years. She fought a long battle with cancer, but often said that it was her friends and co-workers on the 4th floor nursing unit and in oncology who encouraged and comforted her daily through the fight. She maintained her kind nature and dedication to her patients to the end, when her illness made work impossible. She is missed by all those who worked with her and who had the pleasure of knowing this kind and gentle nurse.

GET GOING WITH WeightWatchers® AT CCMH

As summer comes to a close, it's time to get serious about joining your co-workers and enrolling in the Weight Watchers program at Coshocton Hospital.

The program begins on Thursday, Sept. 8, with weigh-in beginning at 11:45 a.m. and the meeting following from noon to 12:30 p.m. in the either the Grand Central Station or Orange Street Depot meeting room, depending on availability.

The series runs for 17 weeks from Sept. 8 through Dec. 29. The full cost for the program is \$181.80, but Coshocton Hospital will pay half the cost if you attend at least 15 of the weekly programs. Your portion of the cost, \$90.90, can be paid through payroll deduction.

If you're serious about adapting to a healthier lifestyle, consider joining the next Weight Watchers session. If you have questions or need more information, please contact Kristi Williamson by calling ext. 4257, or by e-mail at kristi.williamson@ccmh.com



Need MedFlight Transport?

There's an App for That!

In an emergency, minutes matter. Mundane tasks like ordering a transport helicopter by phone or checking estimated times of arrival (ETAs) can steal time – precious seconds better spent helping patients or assisting family members. Saving time is the primary motivation behind the Metro App, a new app that provides immediate access to the dispatcher when helicopter transport is needed.

During a recent in-service with representatives from MedFlight, nursing supervisors and unit clerks gathered to learn the features of the online system. The app has been installed on the computers of those authorized to summon the helicopter from inpatient and surgical units as well as the ED. The app has also been installed on the nursing supervisor phone as an additional resource if needed.

After the determination that a helicopter is necessary, a couple of keystrokes are all it takes to connect with the dispatcher. Our staff member adds the patient name, age, weight and any relevant issues into an instant messenger format. The dispatcher responds with the ETA that remains on the screen as a countdown clock to keep everyone informed of the transport's progress. In the event of a weather delay or other issue, the instant messenger format allows updates in real time and ongoing communication as needed. Everyone who needs to be aware of the incoming flight is connected to the message system. This online communication eliminates the need for periodic calls to MedFlight for updates, saving still more time.

As an added feature, every completed conversation is now

saved. The record includes times and conversations between MedFlight and hospital staff when reference to that information is needed.

Our expansion of specialty services such as heart and vascular, surgical services and others helps us keep more patients here in our hospital for care. However, there are times when emergency transport for further care is needed. With the ease of the Metro App, we're working with MedFlight to streamline the call system to keep precious time focused where it needs to be: on our patients and families.

If you have questions about the new app, please call Phil Pugh, ED nurse manager, at ext. 4410.



Coshocton Hospital Welcomes ED Nurse Manager



Philip G. Pugh, RN, BSN

The emergency department has recently welcomed Philip G. Pugh, RN, BSN, as our ED nurse manager. In this role, Phil will work with the nursing staff and the physicians to continue our progress toward continuous improvement of patient throughput and the overall patient and family experience.

After serving three years in the United States Navy, Phil earned his Bachelor of Science in Environmental Health Engineering from Ohio University in 2001. He worked for several years with the Ohio Department of Health’s Bureau of Environmental Health and the Pickaway County Health Department, and went on to earn his Bachelor of Science in Nursing from Capital University in Columbus, Ohio.

Phil joins Coshocton Hospital after eight years as a charge nurse in the OSU East Medical Center Emergency Department, where he worked with physicians and staff to provide high-quality care in a high-volume ED setting. He has also worked as a clinical instructor for COTC nursing students at clinical sites ranging from long-term skilled nursing facilities to cardiac units within hospital settings.

Prior to joining OSU, Phil worked as a nurse with Latitude Aeromedical International, providing care to critical and non-critical patients being transported to their home countries (repatriation), either from a foreign country to the U.S., or visa-versa. He currently holds certifications in Advanced Cardiac Life Support (ACLS); Emergency Nursing Pediatric Course/Pediatric Advanced Life Support (ENPC/PALS); and Basic Life Support (BLS).

“Phil brings a strong combination of clinical, communication and customer service skills and is dedicated to promoting high-quality relationships with colleagues, patients and the patients’ families,” said Kristi Williamson, director of nursing for the ED. “His commitment to providing professional patient-centered services that evenly span all ages and cultural groups makes him a welcome addition to our community hospital.”

Phil’s office is located in the ED and he can be reached at ext. 4410. Please join us in welcoming him to our Coshocton Hospital Family!

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



A MEDICAL CLAIMS UPDATE FROM HR

We want to update you on the payment of healthcare claims. For dates of service after June 30, 2016, the claims are being processed weekly and are current. If you have used your healthcare benefits since June 30, you may already have begun receiving your explanation of benefits (EOB) forms.

The post-June 30 claims are the first to process in 2016, so deductibles and out-of-pocket obligations will apply. When the payments are processed for claims incurred from January through June 2016, any satisfaction of deductible will be noted, so there is no risk of satisfying the deductible twice.

The payment of claims with dates of service occurring on or before June 30, 2016 has not happened as quickly as anticipated. The third party administrator who processes our medical claims and EOBs has experienced certain processing challenges both from a legal and business perspective. We continue to work collaboratively with all constituents to complete a process to resolve the hospital's portion of health claims through June 30, 2016, and have sought and been granted through the court protection for our employees from these healthcare providers with outstanding claims.

The judge has issued an order equivalent to an injunction to cover all employees with protection from lawsuits or collection efforts resulting from the non-payment of the hospital's portion of the healthcare claims. Healthcare providers whose claims have not been settled by the hospital cannot begin or continue collection efforts against our employees for the amounts the hospital may owe. This order will remain in effect through the end of the year or through the settlement of the bankruptcy case, whichever comes first.

The providers who have outstanding claims have received notice of the court's ruling, but some providers or their staff may not be aware of this injunction. If you are denied service due to the hospital's non-payment of outstanding claims, or

if you are harassed for payment of the hospital's portion, we recommend you use the following scripted message:

- Coshocton Hospital has been unable to pay their portion of employee claims in a timely manner, but you may not be aware of the federal bankruptcy judge's order of August 3.
- The judge has entered an order preventing any collection action against employees for the hospital's portion of claims through the end of the year or the settlement of the bankruptcy case, whichever comes first. You should have received a copy of this ruling.
- Also, I want to assure you that all claims for service after June 30 are being processed weekly and are current.

If you continue to have problems with collection actions, please contact the human resource department at (740) 295-5920 for assistance. You will need to provide us with contact information for the provider and a description of your experience with collection requests or service denials. We will make sure the provider is appropriately informed of the injunction.

Finally, we are also aware that some payment plans with providers for claims occurring prior to June 30 have been initiated to avoid collection proceedings and to ensure you can continue to receive healthcare services. When claims are paid, your bill may show an overpayment since payments from you and the hospital will have been applied to the same balance. We encourage you to keep records of your payments so you can request from the provider a return of any overpayment they have received.

We thank you for your patience through this process. We will continue to provide updates as additional information becomes available.