



Leading the Way

FALL 2017

CARE
Close To
HOME

**Know Your
Patient Rights**

WALKING TRAIL OPENS AT HVCH!

See inside for details

ON THE COVER: Martha Taynor of Rockbridge works on her latest quilting creation. Martha is one of the many patients who take advantage of the great HVCH services offered close to home. See pages 4-5 for more about her story.

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LEADING THE WAY

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As we enter into the fall season, one cannot help but to reflect on the past year's accomplishments and look forward to a new year and what lies ahead for our community hospital.

This has been a great year for Hocking Valley Community Hospital, which has included several outstanding awards: a \$25,000 grant to the HVCH Foundation from the Logan-Holl Foundation, which provided funds to replace the paving in our courtyard, and the Office of the State Auditor Award, given to public entities that meet specific criteria during their financial audit. The hospital also received the Ohio Hospital Association Melvin Creely Award, which recognizes hospitals and health systems that promote sound environmental practices, and the Ohio Environmental Protection Agency's Achievement Award, given to entities that reduce waste, improve efficiency and work to continuously improve as an environmental steward.



JULIE STUCK, CEO

In addition, the hospital received two national awards, the iVantage Health Analytics Award for Performance Leadership in Quality and Patient Satisfaction, which recognizes the top quartile performance among all rural acute care hospitals in the nation, and Modern Healthcare's Best Places to Work, honoring those workplaces throughout the healthcare industry that empower employees to provide patients and customers with the best possible care, products and services.

These achievements serve as a reminder that a successful rural healthcare organization is built by people who are committed to their community and have a deep sense of pride and commitment to all those who place their trust in its care. This is especially true for HVCH. I am privileged to be part of such an exceptional team that cares deeply about our patients and their families.

As we look forward to the next year, we are fortunate to have a strategic plan in place, another milestone that was achieved this past year. Our strategic plan will provide the hospital leadership focus and direction to move from a "plan" into one of action. In keeping with the hospital mission "To provide extraordinary care close to home now and into the future," our core strategy will be to focus on healthcare services for the benefit of our community, make decisions locally, and strengthen our financial position.

As you read through the next few pages, I believe that it will serve as a reminder that there is an exceptional healthcare organization right in the heart of this community that is willing, competent, and compassionate to serve you and your loved ones' healthcare needs.



EPIC UNDERTAKING

Exciting things are happening at Hocking Valley Community Hospital and the Hocking Valley Medical Group. Both organizations are in the middle of converting to a new electronic health record (EHR) platform known as Epic.

“HVCH started this process about 18 months ago when we took the opportunity to evaluate our current platform to see if it would meet our needs into the future,” Stacey Gabriel, Chief Nursing Officer, said. “We discovered that the platform we were using did not have the functionality we desired. Knowing that we only wanted the best for our patients and employees, we started on a journey of evaluating several different platforms that were available to us, and selected the one most fitting.”

Through HVCH’s affiliation with The Ohio State Wexner Medi-

This undertaking is massive.
— JULIE STUCK, CEO

cal Center, the hospital had the opportunity to leverage for Epic, which is usually unattainable for smaller health organizations. The conversion to Epic provided through OSUWMC includes all Epic applications and the third-party applications that OSUWMC has obtained. On March 9, 2017, HVCH held an Epic kick-off meeting and March 6, 2018, was selected as the program go-live date. Both the hospital and the medical group will transition over to the new platform at the same time.

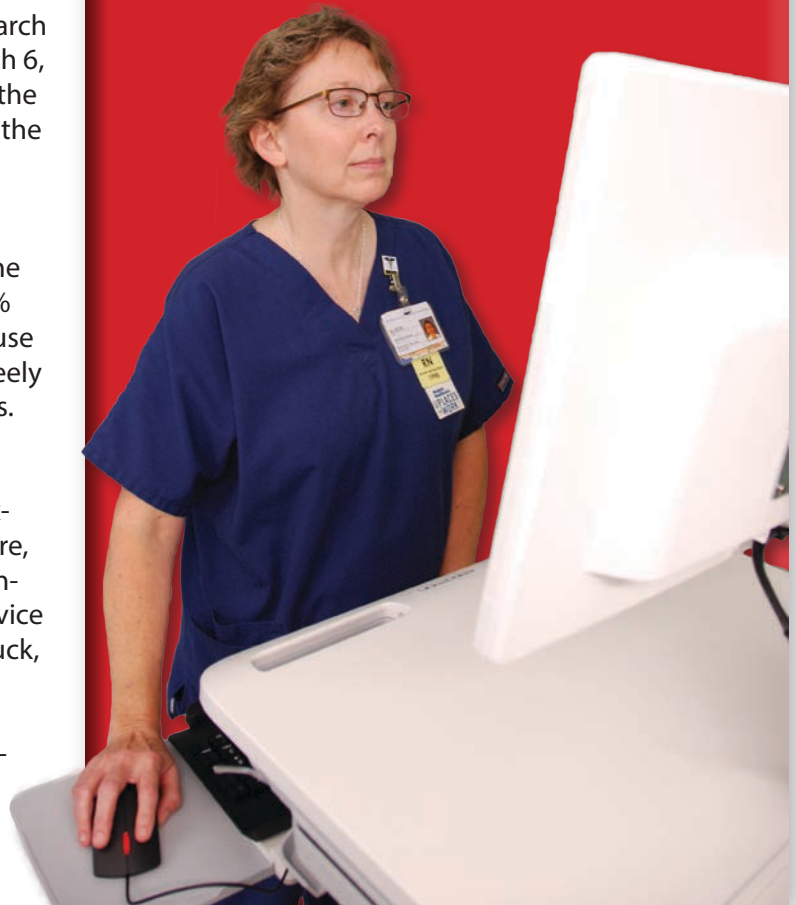
Epic is a top-rated EHR and has been rated #1 for customer satisfaction. About 51% of the population of the United States has an Epic account, and more than 80% of the retail market – including Walgreens and CVS – use Epic. It also is the only EHR that shares information freely between all other EHR systems with no additional fees. The basic cost is \$3 million.

“This project is aligned with our mission to provide extraordinary care close to home, now and into the future, and our vision of providing our community with an unparalleled patient experience through world class service that is both compassionate and professional,” Julie Stuck, HVCH President and CEO, said.

“HVCH and the Hocking Valley Medical Group are continuously focused on the health and well-being for those in our community, and we are doing everything we can to ensure that providers across the continuum have access to the patient’s information.”

PATIENT BENEFITS:

- A patient’s total health information, allergies, lab work, medications, and X-rays are together in one place, so care is coordinated.
- Follow-up information, instructions or reminders for patients can be easily obtained or sent electronically.
- When a new medication is prescribed, the EHR automatically checks and alerts the clinician to potential conflicts with previous treatments or allergies.
- Health history, medications, and allergies do not have to be repeated with each new medical caregiver.
- More patient and family interaction in care with better accessibility to care instructions, results and communication with care providers.
- Less time between diagnostic result availability and clinical decision/intervention/treatment.
- Reduction in duplicate testing.



Specialty Services CLOSE TO



When given a choice, Martha Taynor of Rockbridge prefers to receive her medical care at Hocking Valley Community Hospital.

Martha and her family have lived in Hocking County for the past 15 years.

"We love HVCH and we have always gone there. You support where you live," Martha said.

At 73 years old, Martha has been healthy for most of her life. She receives all her routine labs and screenings at HVCH, including her mammograms.

In January of 2017, Martha came to HVCH for a routine mammogram when the radiologist spotted a lump.

"I stopped doing monthly self breast exams a while back. When they said, 'We need to take a second look,' it was then that I felt the lump," Martha said.

The radiologist completed additional X-rays while she was there as well as an ultrasound test. Martha was referred to one of the hospital surgeons, Dr. Timothy O'Brien of the Hocking Valley Medical Group.

"When I called to get in, I got scheduled right away," Martha said. "The office staff has been unbelievable. When I met Dr. O'Brien, I thought, 'I really like him.' He explained everything to me and what options were available."

Martha scheduled a biopsy, which confirmed she had cancer. She also was scheduled for a lumpectomy, performed at HVCH on Feb. 13, 2017. A four-centimeter tumor was removed as well as five lymph nodes.

"After the initial biopsy, Dr. O'Brien took time and explained it all. He answered every question we had and I never felt rushed. I was the most important thing to him



in that moment, and that made me feel good," Martha said.

She followed up with Dr. O'Brien after her lumpectomy and was referred to oncologist Dr. Elaine Beed where she was scheduled for 30 rounds of radiation.

"Dr. O'Brien and Dr. Beed make a fine pair," Martha said.

During her radiation treatments, Martha noticed that her surgery site became inflamed. Martha returned to Dr. O'Brien to have the spot examined.

"The pocket around the surgery site had filled with fluid and agitated the surrounding tissue so he drained it," Martha said.

Unfortunately, Martha needed to have the site treated multiple times.

"Each time he kept assuring me that it's going to get better," Martha said. "He's such a caring man."

Shortly after completing her radiation treatments, Martha had an accident while working in her flower beds.

"I managed to trip and fall, and I broke my left elbow in two places. I also fractured my wrist and my cheekbone," Martha said. She was transported to another facility where she received a steel plate and five screws to fix her broken bones, and followed up with physical and occupational therapy at HVCH.

"Dr. O'Brien's office is right across the hall from physical therapy. When he sees me, we wave at each other and smile. He still recognizes me. To him, I am a person and not just a patient," Martha said. "Even when I came to the hospital for a follow-up mammogram, the staff recognized me."

"Hocking Valley Community Hospital offers a variety of specialty services to treat our patients from start to finish," Stacey Gabriel, Chief Nursing Officer, said. "That includes surgical, diagnostic and rehabilitation services."

ONE

It's Our Specialty



Dr. Michael Tornwall

**Dr. Michael Tornwall
& Dr. Timothy O'Brien**
General Surgery

Drs. Tornwall and O'Brien specialize in all areas of general surgery including: appendectomies, colonoscopies, gall-bladder surgery, hemorrhoid disease, hernia repair, port placement, breast biopsies, lumpectomies, wound debridement and endoscopies.

Both Dr. Tornwall and Dr. O'Brien are accepting new patients. Their office is located in the CIC building at 541 State Route 664 North in Logan.

To schedule an appointment, contact their office at (740) 380-1300.



Dr. Timothy O'Brien

**Dr. Matthew Kauffman
& Dr. Mark Holt**
Orthopedic Surgery

Drs. Kauffman and Holt specialize in orthopedic surgery and sports medicine. Their office is located at 31490 Chieftain Dr., Logan.

Orthopedic surgeons treat the musculoskeletal system, including injuries and diseases of the bones, joints, muscles, ligaments, tendons and nerves. Treatments can include joint replacements, arthroscopies, fracture repairs, and carpal tunnel surgeries.

Both Dr. Kauffman and Dr. Holt are accepting new patients. Call (740) 385-8474 to set up an appointment.



Dr. Matthew Kauffman



Dr. Mark Holt

Patient Services

- Audiology
- Cancer Treatment and Education
- Cardiac Rehabilitation
- Cardiovascular Testing/Treatment
- Coumadin Clinic
- Diabetes Education
- Emergency Department
- Endoscopy
- Family Medicine
- Geriatric Health
- Internal Medicine
- Joint Replacement
- Laboratory
- Mammography
- Nuclear Medicine/Stress Tests
- Occupational Health
- Occupational Therapy
- Oncology
- Ophthalmology
- Orthopedics
- Pain Management
- Pediatric Health
- Physical Therapy
- Podiatry
- Psychiatry
- Pulmonary Testing/Diagnostics
- Pulmonary Rehabilitation
- Radiology/Diagnostic Imaging
- Sleep Lab
- Speech Therapy
- Surgery: Inpatient and Outpatient
- Swing Beds
- Urology
- Urgent Care
- Wound Management

New Additions

HOCKING VALLEY COMMUNITY HOSPITAL & OSBURN ASSOCIATES, INC. WALKING TRAIL

"Walking trails are an important part of any community. They allow the opportunity to enjoy the outdoors while getting physical and mental health benefits," said Latricia Johnston, HVCH Chief Public Relations Officer.

The Centers for Disease Control and prevention (CDC) recommend that adults get at least 150 minutes of moderate intensity aerobic physical activity or 75 minutes of vigorous-intensity physical activity each week. Guidelines also recommend that children and youth be active at least 60 minutes per day.

"Walking is a wonderful way to engage in physical activity while spending time together with family and friends. It does not require special training or skills, and to add to the benefits of walking the trail at HVCH, the exercise equipment is already provided!" Johnston said.

Following a recent surgery, Gibisonville resident Rev. Lawrence Sullivan and his wife Etta Ruth have started a weekly exercise program that includes walking.

"Ruth has always been an avid walker, but I've never made it a habit to walk on a routine basis myself. Recovery from a recent hernia surgery has been slow, and I believe because I was not in great physical shape prior to that, it contributed to the difficult recovery. The operation forced me to get up and walk, and now I'm learning more about the additional health benefits of doing it on a continued basis," Rev. Sullivan said.

The trail is one mile in length with various stopping points to provide instructions for stretching or additional work out opportunities in preparation for the final exercise station located in a shaded area at the end of the trail. Additionally, it offers plenty of off street parking and a safe place to walk with pets and push strollers while burning off some calories. We invite you to make the new walking trail a part of your daily wellness program. Outdoor map signage is located at the starting point of the trail, next to the sidewalk across from Entrance B.



ABOVE: Gibisonville residents Rev. Lawrence and Etta Ruth Sullivan, take advantage of the new HVCH & Osburn and Associates, Inc. Walking Trail located at Hocking Valley Community Hospital.



HVCH COURTYARD

The HVCH Foundation was awarded a \$25,000 grant from the Logan-Holl Foundation to upgrade the pavement in the hospital courtyard.



"This area provides respite for patients and families and provides a space where employees can take a few minutes to gather their thoughts or have lunch outside. It is also an area for educational opportunities," Julie Stuck, HVCH CEO, said. "The Logan-Holl Foundation recognized the need to provide safer footing through the area due to the failing pavers and awarded the hospital grant monies to upgrade the space. The Logan-Holl Foundation and the Holl family have been loyal supporters of this hospital and its efforts since it was established on this site 51 years ago. Our sincere thanks to the Holl family and the Logan-Holl Foundation for their unwavering support of this hospital."



KNOW YOUR PATIENT RIGHTS

Navigating the world of health care can often be intimidating, confusing, costly, and overwhelming for even the most informed consumers. As a patient, you have certain rights; some are guaranteed by federal law. At Hocking Valley Community Hospital, it is our goal to be your partner in your time of need and help you understand your rights as our patient. Our highly-trained staff are not only here to provide your needed medical treatment, but to answer any questions you may have regarding your medical condition, health insurance coverage and financial obligations.

Often, people do not realize their specific rights at the time of their care because they are either not clearly defined or included in a bundle of registration papers. It is important to review these rights in order to have a basic understanding of what is guaranteed to you.

The Right to Healthcare - Most people agree that everyone deserves the basic right to healthcare, but how far that right goes has been the center of America's healthcare debate over the past few years. Even with the passage of the Affordable Care Act, the debate continues, with the current law being threatened with repeal. Some basic rights are that all patients that seek care at an emergency department have the right to a screening exam and patients that cannot afford to pay are not turned away. The details of these rights are detailed in the Emergency Medical Treatment and Active Labor Act.

This means a healthcare provider must:

- Perform an appropriate medical screening examination by a qualified provider to determine whether an emergency condition exists.
- Provide further examination and treatment to stabilize the patient, and if necessary and appropriate, to arrange a transfer.
- Consider patients in labor unstable for transfer, under special conditions.

The Right to Choose - All patients have the right to choose the provider who renders health care services to them. This is typically in reference to patient referrals from physicians and hospitals. It is important to understand that you do not have to leave your community to receive care, diagnostic testing or procedures. HVCH offers a full range of diagnostic testing, rehabilitation and surgical services close to home and results can be shared with your doctor. The technology and quality we provide our patients is as good as or better than comparable hospitals

and you can avoid the expense of time and travel. You have the right to decide where you receive treatment.

Informed Consent – Informed consent means that if you need treatment, your health care provider must give you the information you need in a method you can understand to make a decision. This is considered a basic patient right. Informed consent involves the patient's understanding of the following:

- What the doctor is proposing to do
- Whether the doctor's proposal is a minor procedure or major surgery
- The nature and purpose of the treatment
- Intended effects versus possible side effects
- The risks and anticipated benefits involved
- All reasonable alternatives including risks and possible benefits

Confidentiality - Most of us feel that our health information is private and should be protected. That is why there is a federal law that sets rules for health care providers and health insurance companies about who can look at and receive your health information. This law, called the Health Insurance Portability and Accountability Act of 1996 (HIPAA), gives you rights over your health information, including the right to get a copy of your information, make sure it is correct, and know who has seen it.

Some exceptions include:

- When patients are at risk of physically harming another person, or if those patients are at risk of harming themselves.
- Cases of child abuse including suspected and confirmed cases of child abuse. New changes also extends this law to elderly patients.
- Cases involving some specific communicable diseases, gunshot wounds, and knife wounds that are related to illegal or criminal activity.
- In the case of minors, a medical provider may not reveal confidential information about a patient without the permission of the person who consented to the health care. A parent must consent to the treatment and would therefore have the right to the information, unless the minor is emancipated.

Understanding your rights as a patient empowers you to make the best healthcare decisions for yourself and your loved ones. This will allow you to be a partner in your healthcare needs and HVCH will always be your ally and friend to ensure you get the care you deserve.



HOCKING VALLEY Community Hospital

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AWARD WINNING



The Ohio Hospital Association Melvin Creeley Award recognizes hospitals that promote sound environmental practices through the implementation of waste reduction programs, recycling initiatives and other activities to preserve the planet for future generations.



The Encouraging Environmental Excellence Award recognizes those who reduce waste, improve efficiency and work to continuously improve as an environmental steward. Participants must demonstrate: impact to the environment; pollution prevention; energy efficiency; renewable energy; renewable, recovered or recycled materials; green building; or recycling programs.



The Auditor of State Award is presented to local governments upon the completion of a "clean" financial audit. Entities that receive the award meet the following criteria: file timely financial reports with the Auditor of State's office; does not contain any findings for recovery, material citations, material weaknesses, significant deficiencies, single audit findings or questioned costs.



Modern Healthcare's Best Places to Work recognition program identifies and recognizes the top workplaces in healthcare, those that go above and beyond to support their staff, empowering them to provide patients and other customers with the best possible care, products and services. The Best Companies Group conducts surveys of employers and employees to determine recipients of the award.



iVantage Health Analytics and the National Organization of State Office of Rural Health have recognized HVCH for overall excellence in Quality and Patient Satisfaction. The rankings are determined by the Hospital Strength INDEX®, the industry's most comprehensive and objective assessment of rural hospital performance.