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Commitment to **EXCELLENCE**

NEWSLETTER *Fall* 2009



Vicki Dalton sells tickets at Chieftain Stadium. Arriving early to catch all the action are (clockwise from left) Harriett and Willis Dicken, Vicki Dalton, Principal Jim Robinson, Rod and Sam Carr. Chatting behind them are Mackenzie Dicken and Laura Leffler. Photo by Bob Wilson, Wilson's Studio.

POSITIVE ATTITUDE: THE TICKET TO A HEALTHY LIFESTYLE

Ache! Ache! Ache!

Constantly in pain from a throbbing knee, Vicki Dalton could not get a good night's sleep, she could not navigate even a few stair steps at work, and the stiffness was crimping her normally active lifestyle. *(continued page 2)*

Positive Attitude: The Ticket To A Healthy Lifestyle

“GOOD HEALTH DEPENDS ON YOUR OUTLOOK.
YOU CAN BE AS HEALTHY AS YOU WANT TO BE.”

— VICKI DALTON

As the well-known school employee and booster volunteer who works the ticket gate, “Active” is practically Vicki’s middle name.

Baby Boomers are not usually candidates for joint replacement, but Vicki knew she had more arthritis in her knees than most people her age. She also knew that she could do a few things to help her own cause, and began a successful weight loss program.

By the fall of 2008, she was 20 pounds lighter and ready to talk to orthopedic surgeon, Dr. Matthew Kauffman.

Early one morning in November, Dr. Kauffman replaced Vicki’s right knee. Twelve hours later, she was helped to her feet, and she took the first step to rehabilitation.

“Chris Markin, S.T.N.A., got me up and squared away every morning. There was some pain right after surgery, but it was nothing I couldn’t handle with minimal medication.”

After just a few days in the hospital, Vicki was discharged, and began a personalized outpatient rehab program.

“Jordan Brandeberry, P.T.A., encouraged me to make the most of my sessions, but never pushed too far.”

Through all of this, Vicki stuck to her own no-nonsense approach to weight loss. In January of 2009, she started



Vicki Dalton says the steps to wellness begin with the first one.

going to a gym four times a week, gradually adding walking to her overall wellness program.

“It’s really how you choose to approach life,” said Vicki. “I want to feel vital, so I schedule time for fitness, and I limit fats, sweets, and evening snacks. It makes me feel good, and the better I feel, the more positive my outlook becomes.”

Vicki is now due for her one-year checkup. She has maintained her exercise regimen and has lost 60 pounds. Her sleep is restful, stairs present no obstacle, and she is fully capable of keeping up with Logan students and her three grandchildren.

“Dr. Kauffman, The Joint Center staff, the nurses, the nurse aides, the rehab team — they were all just wonderful! I will see them all again when it comes to time to do the other knee.”

Auxiliary Purchases Ultrasound

A portable ultrasound machine purchased by the hospital Auxiliary will contribute to patient comfort and overall satisfaction.

“The wonderful support we receive for fundraising events helps us support quality care at HVCH,” said Norma Geiger, Auxiliary President.

Drs. John Ireton and Brian Still, Hospitalists, and Joe Kendall, C.R.N.A., are pleased to have ultrasound portability.

Dr. Still said, “This machine will help physicians and nurses visualize the best places for IV insertions. Accuracy helps decrease trauma and minimize the risk of infection.”



Dr. John Ireton, Hospitalist, Dr. Brian Still, Hospitalist, Joe Kendall, C.R.N.A., and Norma Geiger, President of the HVCH Auxiliary.

Star Performance

On June 17, 2009, Hocking Valley Community Hospital received The Joint Commission's Gold Seal of Approval™ following a site visit and survey. The Gold Seal indicates that HVCH continues to meet national standards of accreditation.

Currently, 88% of hospitals in the United States are accredited by The Joint Commission.

"Accreditation by The Joint Commission is proof of our commitment to providing safe, high-quality care to our patients," said Janelle Wallace, B.S.N, R.N., C.R.M., Director, Performance Improvement, Risk Management and Accreditation Preparedness at Hocking Valley Community Hospital.

Patients who receive care at HVCH and other Joint Commission-accredited organizations can have confidence in the care they receive because accreditation signifies that the organization is:

- continually working to provide the highest quality services.
- periodically evaluated by The Joint Commission for compliance with standards and other requirements.
- provided with expert advice and education from The Joint Commission about quality improvement.
- able to attract qualified staff and allow them to develop skills and knowledge.

Wallace explained that surveyors from The Joint Commission use the "tracer methodology" to evaluate care. That is, they

follow a patient through the system, speaking with physicians, nurses, technicians, technologists, administrators, family members and the patients themselves (as appropriate). Surveyors also review hospital policies and procedures.

A commitment to accreditation requires an ongoing effort by HVCH staff. As Director, Wallace conducts mock surveys, provides staff education, monitors compliance requirements, and updates hospital leaders on a regular basis.

"Accreditation is very important to us," said Julie Stuck, B.S.N., R.N., M.H.A., Vice President, Patient Services. "As a quality indicator, accreditation leads to patient satisfaction, physician satisfaction, employee satisfaction, and it validates our ongoing commitment to excellence."



Heather Johnson, R.N., Special Care Unit, and Janelle Wallace discuss quality standards pertaining to accreditation by The Joint Commission.

Lab Goes Under the Scope

To be accredited by The Joint Commission, hospital laboratories are subject to on-site surveys and ongoing reporting. Such a survey was conducted on September 17, 2009, resulting in the Gold Seal of Approval™ for the lab at Hocking Valley Community Hospital.

"In support of our hospital's Commitment To Excellence, lab staff members are devoted to prompt, accurate processing and reporting for patients, physicians, and departments," said Karen Krebs, B.S., M.T., (A.S.C.P.), Director, Laboratory Services.

In addition to The Joint Commission, the lab is accredited by other professional organizations specifically for the blood bank, proficiency testing, and pathology.

Janelle Wallace, B.S.N, R.N., C.R.M., Director, Performance Improvement, Risk Management and Accreditation Preparedness recently announced that Hocking Valley Community Hospital and the lab at HVCH were accredited in 2009. She said, "Everything we do, from hands-on patient care to the smallest detail behind the scenes, directly affects quality of care, and patient satisfaction."

Patient Satisfaction and Wellness

A CANDID INTERVIEW WITH JULIE STUCK

“PATIENT SATISFACTION
IS A JOURNEY, NOT A PROGRAM.”

Editor: What are your responsibilities as Vice President of Patient Services?

Julie: Everything that directly affects the quality of medical care we deliver, as well as the manner in which we deliver that care.

Editor: You work in a hospital — everything is related to patient services.

Julie: Yes, that is true. For example, human resources and financial managers apply hospital standards of quality care to their areas of expertise. I depend on them to provide the tools and resources that my team needs to provide hands-on care.

Editor: How do you know if you are successfully achieving your goals for quality?

Julie: We want feedback. We listen to patients and we listen to each other. Our patient satisfaction team has developed specific criteria for evaluating our effectiveness.

Editor: How do you get this information?

Julie: Continual surveying creates the “patient satisfaction” rankings we use to monitor and improve our performance.

Editor: What are the rankings now?

Julie: Viewed as a report card, we are earning an A in some critical areas. Others vary from B+ to A- right now. The quality indicator in these rankings is one of consistency.

That is, patients are having an overall quality experience from department to department — what is referred to as the continuum of care. This is very important to improving outcomes for patients. In fact, the protocol for transferring a patient from one caregiver to another is reviewed by The Joint Commission and is required for accreditation.

Editor: How are the surveys conducted?

Julie: A couple of days after discharge, patients receive a call from an independent surveyor who will ask them to speak candidly and privately about their stay at HVCH. Results of these surveys are compiled and delivered to us regularly. Patients can remain anonymous if they prefer.

Editor: What have you learned?

Julie: How much time do you have? I will give you a few examples.

One patient mentioned the noise level. Some noise cannot be avoided, but as we examined the issue, we found that we could eliminate and minimize sounds in a variety of ways without compromising care or communications. Reducing sound levels also reduces stress for patients, staff and physicians. Everyone wins thanks to this simple suggestion.

Years ago, complaints about wait times in the Emergency Department led to our launch of Urgent Care, which led to increased volume, which could have led to increased wait times again had we not expanded Urgent Care this fall. In this case, we responded to an issue, monitored results, and responded before the issue could come up again.

All patients want to feel better faster so we have invested in systems that speed up diagnosis and treatment using technology and communication. Software and hardware

Sampson on Satisfaction

COMMENT FROM THE TEAM LEADER

Editor: How does the Patient Satisfaction Team function?

Brian: Our goal is to create the best possible experience for the patient.

As Patient Satisfaction Team Leader, I work closely with Julie Stuck. She plots trends and sends updates to our team regularly so we can focus immediately on challenges while

we build on successes. Twice a year, Julie reports on patient satisfaction to the entire hospital staff.

Julie has great passion for service and compassion for people. She always wants to know how our patients perceive their care.

Brian Sampson is Director, Radiology, and is Patient Satisfaction Team Leader at HVCH.

have been purchased that gives the medical staff secure online access to imaging and lab results, for example. A year ago, we installed an extremely precise CT Scanner so local patients could have access to state-of-the-art imaging.

Editor: How big is this patient satisfaction program?

Julie: First of all, we believe patient satisfaction is a journey, not a program, and it is a big deal. Working together on this journey, are hospital employees, volunteers, and physicians.

Most people go into health care because they really want to help people. When employees and physicians are satisfied with their working environments, most of the small issues and obstacles disappear. In turn, caregivers focus even more on their patients, leading directly to increased patient satisfaction.

Editor: Are all decisions made based on patient surveys?

Julie: No, but patient surveys play a very important role. We pay very close attention to national trends and standards, and we subscribe to research that identifies the characteristics of top-performing hospitals around the country. Applying patient comments, employee suggestions, and physician input within the context of top-performing hospitals helps us determine the direction of our journey.

About Julie Stuck

Julie Stuck is Vice President, Patient Services at Hocking Valley Community Hospital. She has a Bachelor of Science degree in Nursing, she has a Masters degree in Healthcare Administration, and she is a Registered Nurse.



Urgent Care Expands RESPONSE TO PATIENT NEED

Urgent Care services have been expanded to reduce wait time in the Emergency & Urgent Care Department at Hocking Valley Community Hospital. The expansion includes an additional treatment room with three beds, an increase in staff, and expanded hours.

Urgent Care is now open from 11 a.m. to 10 p.m.

“Since its inception, Urgent Care patient visits have increased steadily. Whereas all patients were once treated in the Emergency Department, almost 60% of patients are now seen in Urgent Care, where wait times have been substantially reduced,” said Julie Stuck, Vice President Patient Services.

Over the past 10 years, total department visits have increased so dramatically that annual patient visits may soon double.



New Urgent Care staff members, Traci Powell, Nurse Practitioner, and Craig Rush, Physician Assistant, prepare to see patients in the expanded facility.



Brian Sampson, Director of Radiology and Patient Satisfaction Team Leader, reviews patient surveys with Julie Stuck, Vice President, Patient Services.



Members of the Patient Satisfaction Team are: Tammy McCort, Roger Hornsby, Roy Davis, Brian Sampson, Berdena Smart, Audrey Atkins, Heather Smith, and Jeff Hovatter.

Lab Software Puts Physician Reports Online



Karen Krebs demonstrates new lab software for Dr. Keller.

Members of the Hocking Valley Community Hospital Medical Staff have secure online access to laboratory test results starting November 2009. Immediately upon completion of tests, lab analyses will be available to physicians and patient test results will be maintained.

Paper reports will still be provided to the medical staff but, physicians can customize the colorful online version to include charts and graphs, and to show trends over time. The software also shows the most critical results first.

For office visits, physicians have access to lab history without searching hard copy files and sorting papers for comparison.

Family physician, Dr. Charles Keller, said, "The ability to call up lab information during a patient visit allows the physician to ask and answer more specific questions and serve the patient more efficiently."

For patients needing periodic lab tests while being diagnosed or undergoing treatment, their physicians can monitor lab reports, compare findings, and respond more quickly if needed.

MICROBIOLOGY ANALYZER PURCHASED WITH GIFT FROM FOUNDATION

Thanks to a gift of \$71,300 from the Hocking Valley Community Hospital Foundation, the hospital has purchased a new microbiology analyzer for the laboratory. The microbiology analyzer identifies bacteria causing an infection and recommends appropriate treatment with antibiotics.

"Community support for our Foundation makes it possible for us to bring state-of-the-art diagnostic capability to Hocking County. Our system is not only the current standard, it can be upgraded continually," said Jim St. Clair, Chairman of the Board, Hocking Valley Community Hospital Foundation.

One very important feature of this technology is the ability to identify emerging resistant organisms such as Methicillin-resistant *Staphylococcus aureus* (MRSA) and recommend appropriate antibiotics. This equipment also helps identify *E. coli*, Strep throat, Strep pneumonia, and any bacteria that may be present in blood or wound cultures.

The microbiology analyzer is able to differentiate between similar types of bacteria, which enables the clinician to quickly select the best treatment for optimal patient outcome.

"Using our new microbiology analyzer, we can efficiently identify the specific bacteria responsible for infections so our patients can begin receiving appropriate treatment as quickly as possible," said Karen Krebs, B.S., M.T., (A.S.C.P.), Director, Laboratory Services at HVCH.



Working with the new microbiology analyzer are lab staff members Amy Scarberry and Cyndy Hamilton.

JOINING OUR TEAM



Dr. Jennifer Gwilym Opens Family Practice

After practicing in Central Ohio for a few years, Jennifer Gwilym, D.O., moved her family practice to the Logan Physician's Building.

Dr. Gwilym is a graduate of the Ohio University College of Osteopathic Medicine. Medical specialties include family medicine, women's health, and sexually transmitted diseases (STDs).

The ability to spend quality time with patients and work as a team with other physicians and the hospital staff attracted Dr. Gwilym to Hocking County.

Sensitive to the needs of her patients and possible insurance issues, Dr. Gwilym offers a sliding fee schedule for self-pay patients.

Dr. Gwilym was born at Hocking Valley Community Hospital and grew up in Glouster, OH. Her parents, brother and sister-in-law still live there. Many local residents know Dr. Gwilym from her first job as a cashier at Edwards Cardinal Supermarket in Nelsonville.

Patients might be interested to know that Dr. Gwilym was majoring in fashion merchandising before discovering her passion for medicine.

Dr. Gwilym is accepting new patients at her office in the Logan Physician's Building, 751 State Route 664 North (lower level). For appointments and information, call 740-385-0202.



Dr. Lorena Donofrio Joins Family Healthcare, Inc.

The newest member of the Family Healthcare team is Lorena Donofrio, D.O.

Dr. Donofrio received her undergraduate degree in biological sciences from Ohio University and her medical degree from the Ohio University College of Osteopathic Medicine. Her residency in Family Medicine was completed at Cuyahoga Falls General

Hospital in Cuyahoga Falls, OH.

Dr. Donofrio was born in Southeast Ohio and is a graduate of Alexander High School. She and her husband have one daughter, Sophia.

Family Healthcare, Inc. is located at 1383 W. Hunter Street in Logan. For appointments, please call 740-385-2555.

FOUNDATION NEWS

Community Support For Foundation Benefits Hospital

Acting on a recommendation from hospital CEO, LeeAnn Lucas-Helber, the Hocking Valley Community Hospital Foundation approved funding for a new microbiology analyzer.

"The Foundation supports the hospital by helping it serve the community," explained Jim St. Clair, Foundation President.

Given the growing need for infection diagnosis, the analyzer is a timely purchase.

St. Clair complimented the community for being "remarkably supportive." He is especially proud that hospital employees are "among the Foundation's most generous supporters."

The Foundation's annual auction and golf tournament made big news earlier this year.

"Thanks to generous support throughout our 24-year history, we surpassed \$1 million this year," stated Kathy Krumlauf, Foundation Executive Director.

Bill Keynes, Jr., Golf Committee Chair, put it in linksmans' lingo, "Going well over a million dollars gives us a great start

on the second million! It's like starting the second nine with the best drive of the day."



Jim St. Clair, Foundation President; Tamara Turner, Foundation Treasurer; LeeAnn Lucas-Helber, HVCH President and CEO; Kathy Krumlauf, Foundation Executive Director; Bob Lilley, Foundation Vice President, with contribution for microbiology analyzer



HOCKING VALLEY COMMUNITY HOSPITAL

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R S E S

“THIS IS *OUR* HOSPITAL. IT IS FULL OF PRECIOUS
PEOPLE WHO LIKE TO TAKE CARE OF PEOPLE.”

— MOLLIE GROVE

Just as we started to chat, Mollie Grove reported, “Ray can’t be here because he is in room 103 at the hospital so I’ll have to do the talking. He went in on Sunday, and I’m sure he is bubbling over about all the attention he’s getting.”

Between them, Mollie and Ray have been in and out of Hocking Valley Community Hospital a few times over the years. Married since 1946, she is 93 and he is 96.

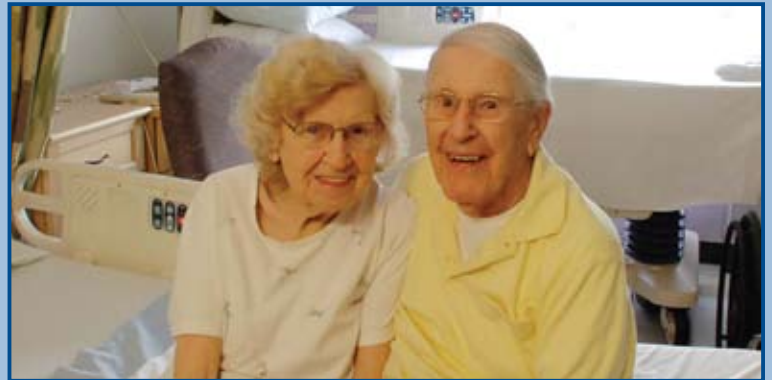
When asked about the care they received, Mollie said, “They were just lovely to us, and, from what we see, they are just lovely to everyone else. I used to grow roses and when someone did something special, I would give them a single rose. I wish I could give every one of them a rose.”

The hospital staff is well acquainted with Mollie and Ray. “You know, when Ray is in the hospital, everyone who comes in asks, ‘How’s Mollie?’ When I’m there, they want to know, ‘How’s Ray?’”

The Groves brag about nurse aides who work their way through school to become nurses. Nurses and nurse aides who make sure hospital gowns are closed and tied are especially appreciated.

When the Groves visit, they take candy now instead of roses. Recently, the Groves threw a pizza party for the Med Surg staff.

Mollie gets to visit Ray most days so they can have dinner together. “The dietitian always asks what we want and brings a guest tray. And the food is sooo much better now than in the old days. The Hospital Auxiliary bought a food warming cart that makes a big difference.”



Mollie and Ray Grove visit in MedSurg

Positive outlooks on life put the Groves among the most congenial of patients, but they have experienced some trying times.

A critically ill sibling passed with the family present in the ICU; a time of grief, warm tears, and uncertainty. With respect for their privacy, one of the nurses gently ushered the family into a consultation room so they could talk privately. Without intrusion, the staff took care of the family’s needs until they could collect themselves.

A couple of years ago, Mollie broke a knee. She admits to feeling a little blue as she lay there in her hospital room, until Dave Crawford (Director, Rehabilitation Services) came in with a chair and wheeled her over to the rehab center. After her treatment, Dave took a sunny day detour around the grounds before escorting Mollie back to her room.

“I’ve known Dave all his life. He just perked me right up.”

Then, she paused and said, “Give somebody a rose today; if you don’t have a rose to give, do something nice.” 