



HOCKING VALLEY
Community Hospital

LEADING THE WAY TO A HEALTHIER COMMUNITY

AUG. 24, 2018

Weekly Update

HVCH recognizes volunteers



HVCH volunteers pictured are (from left): Linda Hilbert, John Chappellear, Elizabeth Wagner, Judy Woolery, Ruth Sullivan, Donna Gordon, Betty Jo Downs, Ruth Ann Spatar, Alice Blatchley.

Hocking Valley Community Hospital recently recognized its volunteers for their dedication and service to the hospital.

Hospital volunteers work in various departments to assist with everyday tasks from mail sorting and delivery to greeting and guiding patients.

"Volunteers play a vital role within our organization by compassionately supplementing the services our staff provides to patients, their families and our guests. Hocking Valley Community Hospital is truly blessed to have such wonderful volunteers continuing to donate their time and talents," said Latricia Johnston, HVCH Chief Public Relations Officer.

Current HVCH in-service volunteers include: Betty Jo Downs, Specialty Clinic; Linda Hilbert, Materials Management; Ruth Ann Spatar, Materials Management; Judy Woolery, Medical Records; Alice Blatchley, Materials Management; Donna Gordon, Admitting; Etta Ruth Sullivan, Community Relations; Karen Cottrill, Specialty Clinic; John Chappellear, Admitting; and Elizabeth Wagner, Chaplain Services. In 2017, the group volunteered more than 1,000 hours combined.

"In a smaller health care setting such as ours, volunteers add so much to our every day operations and we cannot thank them enough for their service," Stacey Gabriel, HVCH President and CEO, said.

EVENTS CALENDAR

Aug. 27: Red Cross Blood Drive **HVCH Meeting Room**

A blood drive will be held in the Meeting Rooms behind the cafeteria from 8 a.m. to 2 p.m. Please call the HVCH Lab at (740) 380-8218 to schedule an appointment. Donate blood and receive a BOGO Columbus Zoo offer!

Sept. 5-6: Auxiliary Uniform Sale **CIC Meeting Room**

Uniform Sale from 11 a.m. to 4 p.m. Sept. 5 and 7 a.m. to 2 p.m. Sept. 6. Payroll deduct available for HVCH employees.

Sept. 20: State of the Hospital **HVCH Front Lawn**

Stacey Gabriel, new HVCH CEO, gives her first State of the Hospital Address. Light refreshments will be served. Social hour begins at 5:30 p.m.

INSPIRATIONAL QUOTE OF THE WEEK

"Accept the challenges so that you can feel the exhilaration of victory."

— George S. Patton

Direct to You: From Julie Grow

It's Budget Season! My favorite time of year! Did you know that each year HVCH



Julie Grow, CFO

budgets for nearly 2,000 different types of income and expenses to effectively manage the operations of the hospital? This includes everything from staffing each department, planning for each test or treatment we provide, to even how much we will spend on things like electricity, food and toilet paper. Without a proper plan, we cannot ensure that we will have the means to provide everything we need to care for our patients.

The budget for 2019 will not be an easy task. There have been a lot of unusual factors in 2018 that have had a significant negative impact. While most of these issues have been addressed with a plan for remediation, the hospital is a big ship that does not turn on a dime. These changes all take time to realize the positive effects. So although most or all of the changes have been put into motion, we have not started to see the benefit just yet. This makes it very difficult to plan for how these changes will impact the hospital in 2019.

A perfect example of this is our new Ophthalmology Clinic. We are very excited about the opportunity to provide this service to our community. We feel we will see much of the same growth and success that we've seen in 2018 with our Urology Clinic. However, with the clinic starting just this week and the opportunity for additional services we may be able to provide our patients through this relationship, it makes it nearly impossible to accurately predict.

Another considerable factor in 2018 has been our Epic project. It cost the hospital over \$150,000 to train our staff on the Epic system. Much of our equipment was too outdated to run the Epic platform and there were a lot of tasks with the project that had to be contracted out because we did not have the resources internally to do them ourselves. This added cost to nearly every department in the organization to prepare for the change.

This switch also caused us to naturally slow down our processes, and many of our areas had to purposely decrease patient scheduling to better accommodate our delays. This reduced revenue. With each day we have been on Epic, our efficien-

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Support the HVCH Foundation

HVCH Foundation is a 501(c)3 formed for the purpose of ensuring sustainability of Hocking Valley Community Hospital. There are many ways donors can support the Foundation:

Annual Partnership Program: Depending on the level you wish to support, you or your business organization may receive partnership recognition, complimentary golf entries and special seating at the annual HVCH Foundation Auction & Golf Outing, among many other benefits. Please visit www.hvch.org to view our current Leading the Way Annual Partnership Program Benefits.

Grateful Patient Program: With the Shining Stars Grateful Patient Program, individuals and/or their families are able to formally recognize the exceptional care received at HVCH by making a monetary gift in honor of a caregiver. You can personalize a message to your caregiver that is then shared at their pinning and recognition amongst coworkers, professional colleagues and supervisors. Honorees also are listed in the Weekly Update, on our website and social media. Your story may also be shared in our Leading the Way Magazine.

Kroger Card: You may now donate to the Hocking Valley Community Hospital Foundation by simply using your Kroger Card! Visit www.kroger.com/communityrewards to sign up.

Planned Gifts: After you have taken care of your future needs and the needs of your loved ones, we would encourage you to consider leaving a gift to your local hospital. Planned gifts are an excellent tool for realizing your charitable wishes, and they do not infringe on your current way of living. HVCH can be named as a beneficiary to your life insurance policy, listed as a bequest and included in your will and trust.

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HVCH Cafeteria Menu Aug. 27-Aug. 31				
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Manicotti	Hot Dog/Bun	Meatloaf	Baked Zucchini	Pizza Burger
Battered	Breaded	Battered Cod	Grilled Chicken	Macaroni &
Chicken Breast	Chicken Wings	Breakfast Potato	Breast	Cheese
Roasted	Tator Tots	Casserole	Cheesy	Ranch
Potatoes	Fried Corn	Asparagus w/	Breadstick	Wedges
Succotash	Broccoli	Cashews	Mixed Veggies	Zucchini
Zucchini	Spanish Rice	Cauliflower	Carrots	Peas
Breadstick	Tomato Soup	Beef Pot Roast	Bean w/ Ham	Broccoli
Italian		Soup	Soup	Chicken
Wedding Soup			Corn Muffin	Buffalo Soup

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cy improves and I am confident that by March of 2019 – exactly one year from go-live – we will be not only back to normal scheduling... but we will be better than ever!

Some of you may have looked at the purchase of the new HVCH Foundation Medical Complex and wondered why we would make this purchase if we were not making money this year. The truth is, this purchase will actually make us money! Reducing practice locations from eight down to just three will save the Hocking Valley Medical Group, and in turn the hospital, because we will no longer have eight electric bills, eight cable bills, etc. The building is more efficient, and we have been able to absorb vacancies to run the office with less staff. This move will generate approximately \$250,000 per year in cost savings that will go straight to the bottom line. Essentially, the building is paying for itself and we could not afford not to take this opportunity. This will also affect the budget because while we have a pretty good idea of how the expenses will now look, we continue to find ways this purchase has improved not only our patient experience, but our bottom line as well.

Last, but certainly not to be ignored, is the significant decline in patient volume for 2018. The hospital has seen a 19% decrease in patient volume this year. We have made adjustments to staffing and expenses to accommodate this downward trend. We saw this same phenomena occur in 2015 when the Affordable Care Act came into play. Patients were afraid to use their benefits because they didn't understand them. Once the dust settled, volumes picked back up to normal levels. Is that what we are experiencing today? Dust from the upheaval of the Affordable Care Act and the push toward Trump Care? It's difficult to say. One thing I know is that through this decline, HVCH continues to maintain our market share. This means that the issue isn't that patients are not choosing to come to HVCH for their care... they simply are choosing not to go anywhere. Volumes for patient visits for Hocking County residents are down regardless of whether they choose us or anyone else. If I had a crystal ball, I could predict whether this decrease in patients would come back up, but unfortunately, I do not. Therefore, we will have to budget according to our patient trends today, rather than what might happen if volumes improve.

As you can imagine, the budget process is no easy task. It takes input from dozens of individuals across

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HOCKING VALLEY
Community Hospital

2018

**STATE OF THE
HOSPITAL ADDRESS**

Thursday, Sept. 20
5:30 PM on the HVCH Front Lawn
601 S.R. 664 N., Logan

Join us as Stacey Gabriel, new
HVCH President & CEO, gives her
first State of the Hospital Address.
Light refreshments will be served.

Please RSVP to ljohnston@hvch.org
or call (740) 380-8336.

START YOUR CAREER WITH HVCH TODAY!

Apply @ www.hvch.org

- Food Service Aide - Part Time - Various Hours
- Medical Laboratory Technician/Technologist (MLT/MLS/MT) - Full Time
- Registered Nurse (RN) - Behavioral Health/Geri Psych - Contingent/PRN
- Registered Nurse (RN) - Special Care Unit - Full Time - Nights
- Respiratory Therapist - Full Time - Nights

SUPPORT

Naming Opportunities: As we grow and continue to be innovative, meeting the ever changing needs of our patients, our facilities will need to change. Gifts and pledges made to HVCH can also be used to remember someone special. You can spread your pledge over several years. Depending on the level you give, various opportunities throughout the hospital are available for naming privileges.

Endowment: There is no better way to leave a legacy for yourself or someone you love than by making a charitable gift that will transform the lives of others. For a minimum gift of \$250,000 you can ensure that you or your loved one will be remembered for making a difference in the lives of our patients and in this community.

AmazonSmiles: AmazonSmiles is a simple and automatic way for you to support the hospital every time you shop, at no cost to you. When you shop at smile.amazon.com, you'll find the exact same prices, vast selection and convenient shopping experience as Amazon.com, with the added bonus that Amazon will donate a portion of the purchase price to HVCH Foundation. Visit smile.amazon.com to sign up.

To give anytime to the HVCH Foundation, you may visit www.hvch.org/ways-to-give/donate-online, mail your check to HVCH Foundation, P.O. Box 966, Logan, OH 43138, or stop into our office to leave your gift. We would love to personally thank you for your donation.

For the security of your investment, we discourage use of a mailing service for cash gifts. HVCH Foundation is a non-profit organization with the purpose of supporting Hocking Valley Community Hospital. Our tax ID# is 31-0984513.



Without A, B & O, we can't save anybody. You are the #MissingType we need.

Blood Drive
Hocking Valley Community Hospital

Meeting Rooms A & B
 601 St. Rt. 644 N
 Logan, OH 43138

Monday, August 27, 2018
8:00 AM to 2:00 PM

Call the HVCH Lab at 740-380-8218 to schedule an appointment.

Receive a Columbus Zoo BOGO entry offer!

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the organization to make it happen. I cannot thank everyone enough for their dedication not only to this process, but to the tough decisions we've made along the way to ensure we will be able to continue to provide care for our community now and into the future. Last week, Stacey mentioned in her article about the dedication and resiliency of our staff. This is not only true in your dedication to the quality we provide as she mentioned, but also to the sustainability of our organization as well. Thank you for the difference you make every day.

In closing, if you ever have an idea to share regarding reducing costs or increasing revenue, please feel free to share them with me. Many times, it's the craziest ideas that reap the most benefit and each of you are the experts in your departments. You know every in and out of the care you provide. If there is a better, more cost effective way, YOU are the ones who would know it best. We are all in this crazy world of healthcare together.



HEALTH TOPICS

A - Z

(Q)uadriceps Strengthening for Life

The quadriceps are a group of muscles located on the front of the thigh that are vital to many of our movements and activities we do every day. When there is weakness of the quadriceps it greatly impairs a person's independence. Consider your daily routine. You wake up, hop out of bed, take a shower, grab breakfast then you are out the door to work, doctors' appointments, meeting friends for lunch or anything else the day may hold.



Matthew Graham,
 Doctorate of Physical Therapy
 Hocking Valley Community
 Hospital

Quadriceps are likely involved in rolling to your side so you can sit at the edge of the bed. From there quadriceps provide the push to move from sitting to standing. If you are lacking strength in your quadriceps this task could be difficult. Whether it is from bed, a kitchen chair, office chair, the car, or even the toilet this simple movement is not so easy for a person with quadriceps weakness.

Once in standing position, the quadriceps are muscles involved in keeping your knees straight to maintain standing in the shower, at the bathroom sink to get ready in the morning, or to prepare a meal for breakfast. Later in the day you may wait in line at the grocery store or bank. To be able to stand safely and comfortably without your knees buckling it requires good quadriceps strength.

Quadriceps are not only important for being able to stand from a chair and maintain that standing, they are crucial for walking independently. Quadriceps keep your knees from buckling while taking a step. It takes even greater strength to be able to go up and down stairs safely. While you are going up the stairs your quadriceps are working to lift you up, but are also working to slowly and safely lower you down the stairs.

Quadriceps weakness can lead to decreased balance and making a person at risk for falls. In order to prevent falls it might be necessary to use a cane, walker, or in cases of severe weakness and impaired balance, a wheelchair might be necessary to decrease risk for injury.

Many of us take for granted these movements and activities that require quadriceps strength to perform safely. Now that we have established why it is important to have strong quadriceps the next question is what can be done? How can I strengthen my quadriceps? Quadriceps can be strengthened in a number of ways. Walking, resistance training, or yoga are a few of the more common ways of strengthening.

Prior to beginning an exercise regimen it is important to consult your doctor. Safety is paramount when beginning an exercise routine. One of the simplest exercises with the greatest impact is completing repeated sit to stands from a chair or doing squats. Lean forward with nose over toes, keeping head up. Press down into the floor through the heels. Extend hips and knees into full standing. Start with use of arms if necessary and progress to sit to stand without use of the arms.

If the repeated sit to stands are too challenging to start, a good exercise to prepare for more difficult exercises is seated knee kicks or long arc quads (LAQ). From a seated position in a chair, kick the foot up extending the knee in a slow and controlled motion. Then slowly lower foot back to the floor. Moving slowly removes momentum which will help create greater strength and muscular control.

One of the more challenging exercises to prepare for sit to stands can be completed while lying in bed, the straight leg raise. Start by lying in bed with one knee flexed and the other leg out straight. Try to keep the leg straight while lifting to the level of the opposite leg that is bent.

By making small changes to your day and adding a few exercises to maintain or increase your strength it can have a profound impact on your mobility and independence.



HOCKING VALLEY Community Hospital

OUR MISSION

To provide our community an unparalleled patient experience through world class service that is both compassionate and professional.

OUR VISION

To provide extraordinary care close to home now and into the future.

HVCH is a critical-access hospital located in the city of Logan, Ohio, which serves residents in Hocking and surrounding counties. With more than 325 employees, our staff is here to serve the residents and visitors of our Hocking Valley community through various ancillary and emergency care services. HVCH is Joint Commission accredited, and we offer a wide range of primary, acute, and rehabilitative services. We are pleased to provide 24-hour emergency services to our patients through our ER and Urgent Care. Additionally, our surgical center, rehabilitation center, physical therapy clinic, pain control and wound clinic, imaging, laboratory, cardiovascular/cardiopulmonary, sleep clinic, geriatric psychiatric, and oncology services are also available. We are proud of our facility. HVCH is affiliated with OSUWMC, improving healthcare services to the Hocking and surrounding counties in the areas of general surgery and orthopaedics. HVCH also is a part of the Ohio State Health Network.