



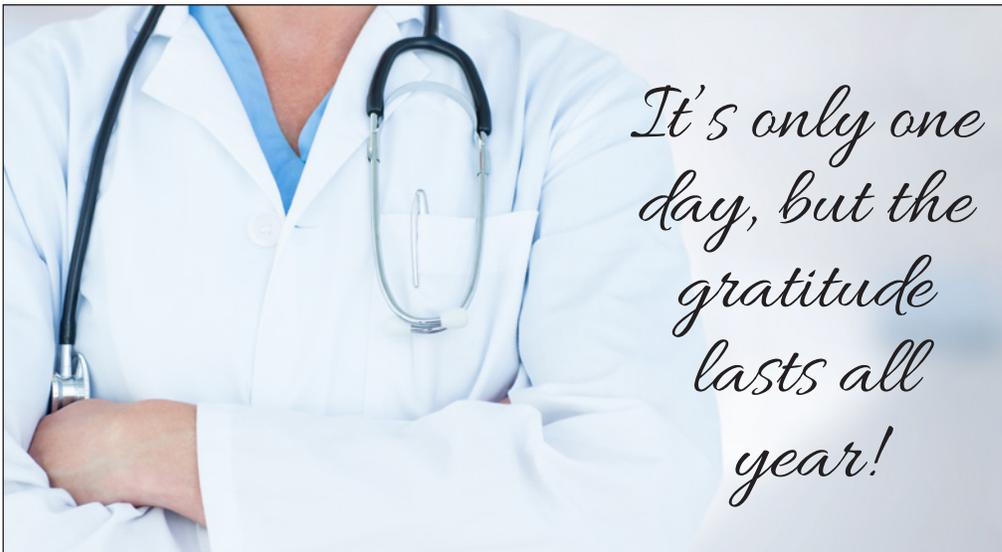
# HOCKING VALLEY Community Hospital

LEADING THE WAY TO A HEALTHIER COMMUNITY

## MAR. 30, 2018

# Weekly Update

## Happy National Doctors' Day!



*It's only one day, but the gratitude lasts all year!*

Today is National Doctors' Day!

This special day allows us to celebrate and recognize the contributions of physicians to individual lives and communities.

Hocking Valley Community Hospital hosted a blood drive this week in conjunction with The American Red Cross.

Blood donors had the opportunity to donate blood in honor of a doctor, to show their appreciation and note their dedication to health-care.

The following local physicians were recognized & honored by this week's blood donors:

- Dr. Scott Anzalone
- Dr. Elaine Beed
- Dr. Scott Jenkinson

- Dr. Charles Keller
- Dr. Brock Liden
- Dr. Timothy O'Brien
- Dr. George Ralph
- Dr. Mark Scarmack
- Dr. Anshuman Swain
- Dr. Michael Tornwall
- Dr. John Woltz

A certificate was provided to each physician, indicating who honored them.

The American Red Cross successfully collected 11 units of blood from HVCH's drive & we appreciate the community support in helping to save a life!

If you see a doctor today – thank them, hug them, tell them you appreciate their continual dedication to keeping us healthy!

### EVENTS CALENDAR

#### **April 3: TWIG II Chinese Auction Hocking Co. Fairgrounds**

Doors open at 5:30 p.m.; drawing at 7 p.m. Lots of great items; grocery basket, lottery tree, 50/50 and more. Baked goods and refreshments available. Proceeds benefit HVCH.

#### **April 27: TWIG II Spring Flower Sale Deadline to Order**

TWIG II is hosting a flower sale fundraiser. A variety of planters and hanging baskets are available. Flats are \$12; hanging baskets are \$12; and terra cotta planters are \$11 for 10 in. and \$16 for 12-in. Order forms available on the HVCH cafeteria bulletin board or by contacting Community Relations at (740) 380-8154. Flower pickup is Sunday, May 6 from 12 to 2 p.m. at the Hocking County Fairgrounds. Payroll deduction available for hospital employees. All proceeds benefit Hocking Valley Community Hospital.

### INSPIRATIONAL QUOTE OF THE WEEK

*"Clouds come floating into my life, no longer to carry rain or usher storm, but to add color to my sunset sky."*

— Rabindranath Tagore

## Direct to You: From Julie Grow, CFO

As expected, every step of the revenue cycle slowed down with the transition to Epic. From beginning to end, there will be some inefficiencies to work through for some time into the future. However, there are some bright spots to celebrate just three weeks into our journey.



Julie Grow, CFO

At the first point of contact, our registration process has seen significant slowdowns related to the update. The biggest factor contributing to the slowdown is because there was no transfer of insurance information into the new system. This is causing us to manually enter and electronically verify all payer information for every patient. This adds several minutes to every registration. The good news is that with each patient we register (and so far, we have registered nearly 10,000 of them in the Epic system!), we update the payer information and that patient will be registered nearly twice as quickly the next time they come to us for care. Not to mention, our registration team becomes more and more efficient and confident with each

patient we treat. Our first week of Epic, our average registration time per patient was just over 14 minutes and today, three weeks later, we are averaging less than 9 minutes per patient. That's a difference of over 5 minutes per patient... that may not sound like a lot until you do the math (my favorite!) We register, on average 150 patients per day multiplied by the 5 minutes we improved on each patient = 750 minutes. Divide that by 60 minutes in an hour and we are 12.5 hours more efficient each day. Now that is something to be PROUD of!

The next step of the revenue process is related to charging. The entire charge process is different from our old system. Every charge code and description has changed and the way charges are entered on the account have changed. However, in less than two weeks, we are currently trending at 98% of our average revenue prior to the conversion. This is fantastic considering many of our departments scheduled lightly our first couple of weeks, whenever possible, causing an expected decrease in revenue. We are working hard every day to track charges and ensure that our patients are charged accurately and timely for the care we

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HVCH Cafeteria Menu April 2-April 6				
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Spaghetti Casserole Chicken Fingers Potato Wedges Cauliflower Broccoli Breadstick Tomato Soup	Chicken Breast/Bun Italian Sausage/Bun French Fries Corn Green Beans Blended Veggies Chicken Soup	Hot Dog/Bun Macaroni & Cheese Onion Rings Baked Potato Candied Carrots Brussels Sprouts Chili	Chicken Tator Casserole Salisbury Steak Mashed Potatoes Baked Beans Cabbage Peas Broccoli Soup	Tortilla Tilapia Creamed Chip Beef Mashed Potatoes Glazed Carrots Broccoli Biscuit Chicken Dumplings

# DIRECT

perform.

The final step of the revenue cycle is coding and billing the patient's health insurance, and receiving payment in return. Although there has been a learning curve related to coding the bills, our coding team is doing a great job preparing the claims for submission. As of yesterday, we have released nearly all of the bills to our billing vendor to process that we were reviewing from go live.

Shortly after go live, we began releasing some of our basic encounters related to routine lab tests and x-rays to ensure all of our interfaces with our payers were working effectively. I'm happy to report that we have even started to receive payment! In fact, we were told this is a record in how quickly an encounter was closed, billed, processed, and paid after an Epic Go-Live. This is a great sign that our interfaces are in place to effectively process our claims as we release them.

This is not to say there are not still difficult days ahead of us. The slowdown in Registration will continue for a few months until we can get everyone's health insurance information accurately updated. We continue to learn the new charging and coding process and there will be bills that will get hung up in the system and make us want to pull our hair out. It is simply the way life goes when it comes to dealing with technology. Yet, we will continue to celebrate each small success along the way and I am confident that a year from now all of these bumps in the road will be a distant memory and we will be performing all of these tasks with our eyes closed. Thank you for your commitment to our patients, to learning a new system, and for not giving up!

— Julie Grow



Dr. Mark Fratzcak hospitalist at Hocking Valley Community Hospital, has been named as Clinical Assistant Professor of Internal Medicine at Ohio University Heritage College of Osteopathic Medicine. Congratulations Dr. Fratzcak!



HOCKING VALLEY  
Community Hospital  
FOUNDATION

## LEADING THE WAY ANNUAL PARTNERSHIP PROGRAM

### Consider becoming our partner!

For more than 52 years, HVCH has cared for our community regardless of ability to pay, providing nearly \$5 million of uncompensated services annually to patients who desperately need our services. Philanthropy has always played a crucial role in the success of HVCH and we could not provide the outstanding services we perform here at HVCH without the support of our generous donors.

Depending on the level you wish to support, you or your business may receive partnership recognition. No matter the size of your gift, your dollars will make a transformational difference in the lives of many. **Contact the HVCH Foundation at (740) 380-8154 or give online at [www.hvch.org](http://www.hvch.org) - Make notations of partnership selections under additional comments.**

## START YOUR CAREER WITH HVCH TODAY! Apply @ [www.hvch.org](http://www.hvch.org)

- Food Service Aide - Part Time - Variable Hours
- Radiologic Technician - Part Time
- Registered Nurse (RN) - Emergency Department - Full Time - Nights
- Registered Nurse (RN) - PRN/Contingent - Inpatient Services
- Respiratory Therapist - Full Time - Nights
- Respiratory Therapist - PRN/Contingent - Nights
- State Tested Nursing Assistant (STNA) - Inpatient Services - Contingent/PRN

## Southwestern Black Bean, Quinoa, and Mango Salad



Serves 6 | Serving Size: 1 Cup  
 Calories – 164; Total fat – 4 g.  
 Sat. fat – 1 g.; Sodium – 93 mg.  
 Total carbohydrates – 27 g.;  
 Fiber – 7 g.; Protein – 6 g.

### Ingredients:

- 1 15-oz. can black beans, no salt added, rinsed, drained (1  $\frac{3}{4}$  cups)
- 1 cup cooked quinoa (according to package directions)
- 1 cup frozen corn
- 1 small red bell pepper, chopped
- 1 cup chopped fresh mango
- $\frac{1}{4}$  cup chopped red onion
- $\frac{1}{2}$  cup fresh cilantro, chopped (or 2 tsp. dried)
- 1 small, fresh jalapeño pepper, seeded, finely diced
- 1 lemon, juiced
- 1  $\frac{1}{2}$  tbsp. extra virgin olive oil
- 2 garlic cloves, minced
- $\frac{1}{2}$  tsp. cumin
- $\frac{1}{2}$  tsp. chili powder
- $\frac{1}{4}$  tsp. turmeric

### Directions:

1. Mix beans, quinoa, corn, bell pepper, mango, onion, cilantro, and jalapeño together in a mixing bowl.
2. Whisk lemon juice, olive oil, garlic, cumin, chili powder, and turmeric in a small bowl. Toss into salad mixture and chill salad until serving time.

## Tips for a healthy 2018

**GO FURTHER with FOOD** by incorporating these food, nutrition and physical activity tips.

**1. Eat Breakfast:** Start your morning with a healthy breakfast that includes lean protein, whole grains, fruits and vegetables. Try making a breakfast burrito with scrambled eggs, low-fat cheese, salsa and a whole wheat tortilla or a parfait with low-fat plain yogurt, fruit and whole grain cereal.

**2. Make Half Your Plate Fruits and Vegetables:** Fruits and veggies add color, flavor and texture plus vitamins, minerals and fiber to your plate. Make 2 cups of fruit and 2  $\frac{1}{2}$  cups of vegetables your daily goal. Experiment with different types, including fresh, frozen and canned.

**3. Watch Portion Sizes:** Get out the measuring cups and see how close your portions are to the recommended serving size. Use half your plate for fruits and vegetables and the other half for grains and lean protein foods. To complete the meal, add a serving of fat-free or low-fat milk or yogurt.

**4. Be Active:** Regular physical activity has so many health benefits. Start by doing what exercise you can for at least 10 minutes at a time. Children and teens should get 60 or more minutes of physical activity per day, and adults should get two hours and 30 minutes per week. You don't have to hit the gym—take a walk after dinner or play a game of catch or basketball.

**5. Fix Healthy Snacks:** Healthy snacks can sustain your energy levels between meals, especially when they include a combination of foods. Choose from two or more of the My-Plate food groups: grains, fruits, vegetables, dairy, and protein. Try raw veggies with low-fat cottage cheese, or a tablespoon of peanut butter with an apple or banana.

**6. Get to Know Food Labels:** Reading the Nutrition Facts panel can help you shop and eat or drink smarter.

**7. Consult an RDN:** Whether you want to eat better to lose weight or lower your risk or manage a chronic disease, consult the experts! Registered dietitian nutritionists can help you by providing sound, easy-to-follow personalized nutrition advice.

**8. Follow Food Safety Guidelines:** Reduce your chances of getting sick by practicing proper food safety. This includes: regular hand washing, separating raw protein foods from ready-to-eat foods, cooking foods to the appropriate temperature, and refrigerating food promptly. Learn more about home food safety at [www.homefoodsafety.org](http://www.homefoodsafety.org).

**9. Drink More Water:** Quench your thirst with water instead of drinks with added sugars. Stay well hydrated by drinking plenty of water if you are active, live or work in hot conditions, or are an older adult.

*Info courtesy the Academy of Nutrition and Dietetics*



## HEALTH TOPICS

### A - Z

## (F) is for Fiber

Looking to add more fiber to your diet? Fiber – along with adequate fluid intake – moves quickly and relatively easily through your digestive tract and helps it function properly. This is only one of the many ways fiber contributes to good health.

#### Fiber helps prevent:

- Heart Disease: Fiber may aid in the prevention of heart disease by helping lower your LDL (low-density lipoprotein) or “bad” cholesterol.
- Diabetes: Fiber helps control blood sugar levels for people with diabetes.
- Digestive Problems: Adequate amounts of fiber from foods can help prevent constipation and hemorrhoids.
- Weight Gain: A high-fiber eating plan is lower in calories and tends to make you feel full faster.

Fiber is a non-digestible form of carbohydrates that occurs naturally in plant foods. There are many kinds of fibers. Soluble fiber, which is linked to lowering LDL-cholesterol levels, is found in legumes, oats, barley, nuts and some fruits and vegetables. Insoluble fiber – found in whole grains, wheat bran, nuts, seeds and some fruits and vegetables – acts like a sponge, passing through the intestines mostly unchanged, thus helping promote good bowel mobility. Non-digestive oligosaccharides found in some fruits, vegetables, seeds and grains resist digestion and act as a probiotic to promote gut health. Isolated fibers are chemically synthesized or extracted from plant foods and added to foods containing little or no fiber.

Adding isolated fiber to so many different foods might seem to be a panacea for a low-fiber diet, but this trend is raising questions. The food industry has hijacked the advice to eat more fiber by putting isolated, highly processed fiber into what are essentially junk foods. Most people know that an apple is a healthier choice than a high-fiber brownie, but when they see high-fiber counts on the label, it may just be enough to convince them to go with the brownie. Remember, a dessert is a dessert is a dessert, no ifs ands or buts about it.

The recommended daily amount of fiber is 25 grams for women and 38 grams for men. Only 5% of Americans are meeting the daily recommendations, so it shouldn't be surprising that the average intake of dietary fiber is pitifully low – only 15 grams per day on average.

#### Ways to Add Fiber to Your Eating Plan:



Denise Kiamy, Director of Nutrition Services, Hocking Valley Community Hospital

- Add fiber to foods you already eat:
- Sprinkle oat bran or rice bran on cereal
- Add almonds or fresh fruit to salads
- Include dried beans in soup
- Mix ground flaxseed into muffins
- Eat whole fruit rather than drinking juice
- ½ cup raspberries = 4 grams fiber
- ½ cup blueberries = 4 grams fiber
- 1 cup strawberries = 3 grams fiber
- 1 small banana = 3 grams fiber
- 1 small apple = 4 grams fiber
- 1 small pear = 5 grams fiber
- 1 large orange = 4 grams fiber
- ½ cup dates = 7 grams fiber
- 2 dried figs = 4 grams fiber
- Select vegetables with lots of soluble fiber such as Brussels sprouts, acorn squash, lima beans, broccoli, cabbage, green beans, onions, parsnips, turnips, carrots, okra and eggplant.
  - Look for whole grain products made with oats, barley, whole wheat, whole corn, whole rice, and quinoa.
  - Add vegetables to sandwiches or eat a peanut butter sandwich on whole grain bread.
  - Have bean dips or hummus for snacks.
  - Healthy fats with one or more grams of soluble fiber are 2 tablespoons of avocado, 1 tablespoon whole chia seeds, and 2 tablespoons ground flax seeds.
  - Eat lean protein foods that have fiber like black beans, navy beans, lima beans, pinto beans, chickpeas, black-eyed peas and soy beans.
  - A natural fiber supplement like psyllium, a plant-seed powder, can also be taken. Start with a small dose mixed with water then slowly increase the dose, taking as directed. Drink extra water as you increase your fiber intake. Fluid needs vary, but 9 to 12 cups of fluid a day are recommended for most healthy people.

The new labeling guidelines ensure that good sources of fiber contain a minimum of 5 grams. To combat the fiber as whole grain dilemma, look for the word “whole” as the first one on the ingredient list. Be wary of products that contain partially-hydrogenated oils or large amounts of added sugar.

From beans to vegetables, fruits, grains, nuts and seeds, plant foods are a nutrient-dense source of natural dietary fiber. Consuming plant foods will increase fiber intake, while simultaneously providing a whole host of health-promoting and disease-fighting nutrients and phytochemicals. It is all a part of a winning strategy for better health!

See the healthy, fiber-filled recipe on page 5.



# HOCKING VALLEY Community Hospital

## OUR MISSION

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

## OUR VISION

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

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.