



Leading the Way

FALL 2019

Living in the MOMENT

Chaplaincy program helps
bring people together

LIFESAVING MEASURES

Vigilance in healthcare
saves man's life

HOMETOWN HEALTHCARE

Merriam-Webster's Dictionary defines community as "people with common interests living in a particular area" or "an interacting population of various kinds of individuals in a common location." At Hocking Valley Community Hospital, we appreciate our community and the support that you have given us over the years. We continuously look for opportunities to give back and show our appreciation. Critical Access Hospitals like HVCH are an important part in supporting the health and economic growth of their communities. We are here to do just that.

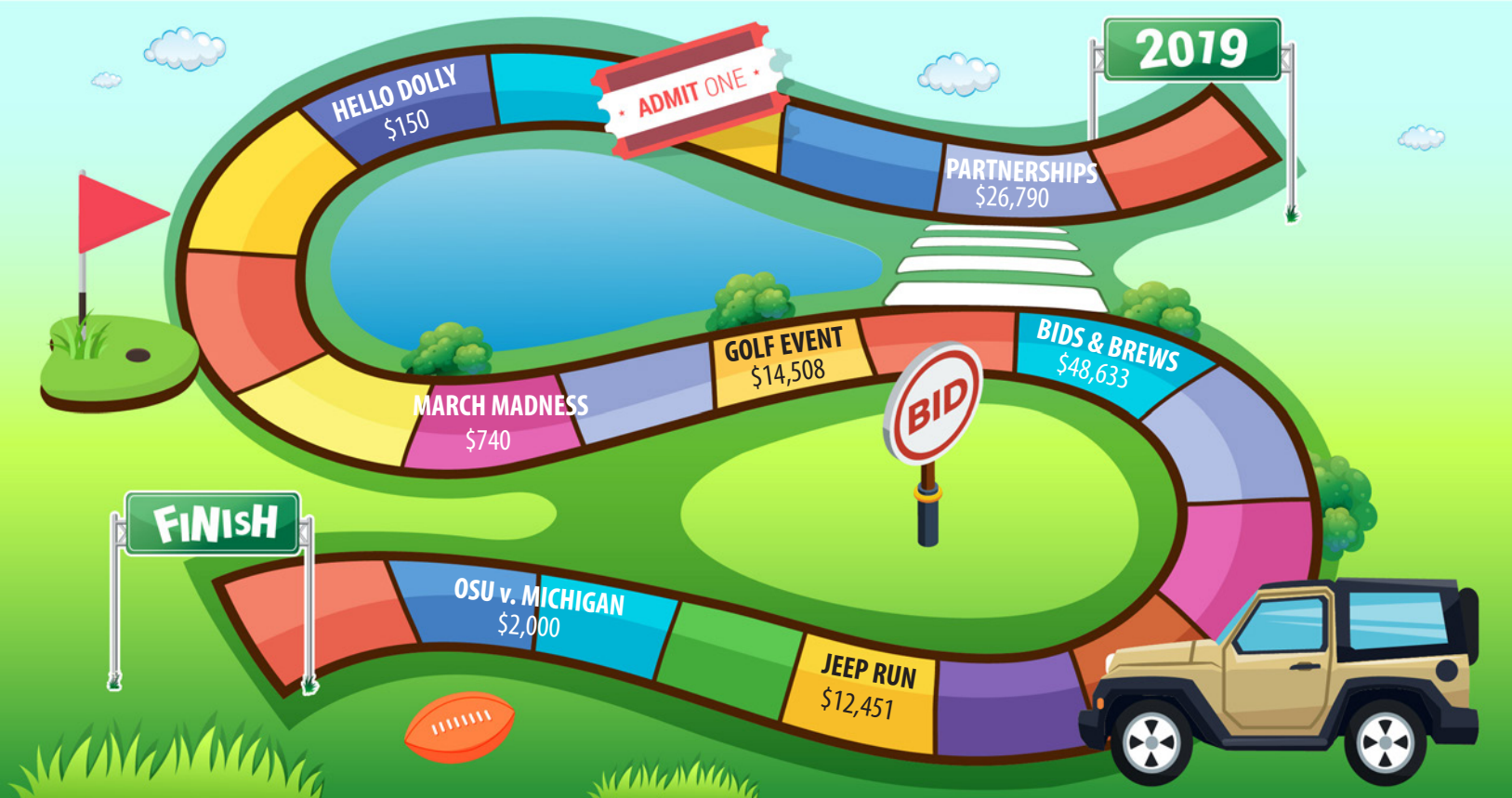
One thing we can be sure of when it comes to healthcare... it's ever changing. We have been encouraged by the strides that are being made at many levels to give rural healthcare facilities the attention and recognition they deserve. Organizations such as Ohio Hospital Association and National Rural Health Association continue to advocate on behalf of rural and critical access hospitals... and it's working. Those responsible for making decisions regarding healthcare policies are paying closer attention to rural healthcare. They look at it through the rural healthcare lens which allows them to better understand the impact of their decisions.

At Hocking Valley Community Hospital, our focus is to provide you with the highest quality of care while creating the patient care experience that you deserve. We recognize that as a healthcare consumer, you have the right to receive your healthcare wherever you so choose. It is our mission to provide you with care that is focused on you, the patient. We offer many services right here in your own backyard - Surgical, Lab, Radiology, Behavioral Health, and Transitional Care, just to name a few. I invite you to visit our website at www.hvch.org to view the full list of services.

Thank you for allowing Hocking Valley Community Hospital the opportunity to meet the needs of you and your family. Hocking Valley Community Hospital... Leading the Way to a Healthier Community.

— Stacey Gabriel, CEO





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Hope you were there!



Saying the Foundation fundraising efforts in 2019 looked a bit different this year would be putting it VERY mildly. We have an amazing staff at HVCH, and with their help we took a good look at some new opportunities and enhanced some of our longstanding events.

At the start of each year we provide an opportunity for our businesses to join forces with HVCH in our mission of providing great access to healthcare in our county. At Valentine's season, we hosted an online auction to see "Hello Dolly," followed by a March Madness Bracket Tournament.

Late spring we held our Ball Drop raffle in preparation for our June golf outing, and we added a new Beach Condo Raffle to our list of fundraising items. If you missed our August Bids & Brews Benefit, you definitely had to at least have heard about it. Held at the Hangar owned by the family of Roger Shaw, it was standing room only! Absolutely don't miss this event

scheduled for Friday, Aug. 7, 2020, once again to be held at the Hangar.

Another new item for 2019 was our HVCH Jeep Run. Approximately 50 Jeeps traveled throughout the hills seeing the many picturesque locations and things to do in Hocking County. In November we are doing an OSU v. Michigan Football Squares Game.

I really hope that each of you reading this were able to be part of at least one of these exciting events. As we head into the holiday season, it's not too late for you to be part of the good things happening at Hocking Valley Community Hospital and its Foundation. I encourage you to help us end this year by increasing our year-end fundraising total by completing the enclosed envelope and sealing it with best wishes for the patient who will benefit from your generous gift.

It could be one of us one day who needs the help of someone we may never meet, but who gave to the Foundation. Thank you so much to all of you for making a difference again this year. Can't wait for 2020!

Latricia Johnston,
Chief Public Relations Officer

Lifesaving Measures

I will not be able to convey my utmost thanks to your hospital! I was treated on Thursday, April 25th, 2019, in the Emergency Department for anaphylactic shock secondary to an inadvertent nut exposure. My wife, Dr. Lori Meyers, and I are both physicians. Although I do not recall the entire event myself, she has expressed how caring, professional and expert the team that treated me performed.

Lori and I had our honeymoon in Hocking County. We have tried to be back there each year for a day or two to be away from all the pressures of modern life and simply be together. The inn we stay at knows us well. They know my nut allergy well. We have never had an issue before.

The inn recently updated its computer files and system, moving records over to a newer platform. My nut allergy did not "move over" smoothly on all the systems, including the kitchen's guest information. We ordered a lunch for hiking on Thursday at Old Man's Cave and reminded them when we ordered, no nuts. They confirmed this. Lunch at Old Man's Cave looked bleak because of the intermittent rain, so we stayed and ate lunch.

The kitchen should have been more vigilant. I should have been more vigilant and perhaps not trusted the oatmeal raisin cookies. I knew something was wrong in less than one minute. I went to the sink and began spitting out the cookie. I told Lori I thought something was in the cookie. She called the inn to confirm. I began to react and tingle, got warm quickly, felt my lungs get heavier and thick, my throat smaller. When I spoke, I heard my voice changing, I knew I was going into anaphylaxis at this time.

I chewed Benadryl and prednisone and swallowed it roughly coating my throat...sometimes that slows the reaction down. Sometimes. Not this time. While Lori confirmed peanut butter was in the cookies, my heart sank. She asked them to call 911; I went and grabbed my Epi Pen. My coordination was already impaired, and my hands tingled with a numb heat. I knew what to do, but

then the Epi Pen just popped into my right thumb! "Oh my God," I told Lori. I just injected my one good thumb with the Epi. Idiot.

Confusion is what I felt. It is difficult to describe. Sadness in my mind. It was running through where not to inject epinephrine in the body. Like your thumb.

Lori told me the squad was on the way. Most people do not realize that very first thing that fades when you experience anaphylaxis is your judgement. The mind races and clouds simultaneously. The thumb-injected epinephrine may have begun working because there were a few moments of relief. Then I got worse. A second injection (in the thigh) by my wife didn't really help and for the first time I thought, I am going to die here. I was not ready to die. I didn't want to die. I was crying, I think.

The squad arrived and the part I remember is two guys hauling me to my feet and walking/carrying my unsure footsteps to the back of the ambulance. The two of them called for a driver. I knew that meant they knew they needed to treat me now. I never felt the IV. Steroids and Benadryl by IV didn't seem to help much. I felt sick as I often do when I ingest a nut allergen. They treated me with Zofran. I felt miserable, but I could feel the reaction tightening within my chest.

We arrived at the Emergency Department. The next 30-60 minutes are not clear to me. I asked many people, including Stephanie Swick (the nurse that always seemed to be right next to me), Dr. Nathaniel Sherman, and Dr. Mark Fratzak how bad it was because I rarely lose my memory



Dr. Christopher Yerington and his wife, Dr. Lori Meyers, ziplining during one of their stays in the Hocking Hills.

during an episode of anaphylaxis, but it dawned on me I may have been in anaphylactic shock.

Apparently, more epinephrine was involved and the IV slow push epinephrine was used to finally break the reaction. After watching me closely for another rebound reaction until into the night, everyone knew it was over. I was discharged and went back to the inn to sleep. The following day, my wife and I discussed what happened. Here's where the vigilance of those medical professionals treating me probably saved my life. Modern medical care is so protocolized that it is difficult to do what is correct medically when the system you work in cannot keep up with the demands of treatment or the timeline involved. Anaphylactic shock can kill easily if mistreated.

In the operating rooms, we anesthesiologists can treat within seconds of making a clinical decision. In the Emergency Department they must write the orders, those go to the pharmacy, they confirm, recheck and then dispense the drugs, then it is administered. This system saves lives from unintentional communication or pre-

scriptive errors. In my case though, the time pressure to treat created issues. No fault of anyone, just the system design of modern healthcare. I know there were many things that could have happened that day, including admitting me to ICU or transferring me to another facility. I know what was done was the correct thing because I am alive. That is thanks to those people who were vigilant to the art of the practice of medicine above the instrument and facility they worked within to treat me.

I cannot thank my team of Nurse Stephanie, Dr. Sherman, Dr. Fratzak and the EMS members enough for choosing to treat me and my episode with the medical professionalism I required to survive the day. What I experienced, from the patient point of view, was the intense medical professionalism of human oversight trumping facility protocols to do the right and correct thing for the patient, in order for him to live.

— **Christopher L. Yerington, MD**
Lori D. Meyers, MD



Living in the moment

Living in the moment is how Paul and Sue Stivison have built a lifetime of love and memories. One of those memories is Paul's baptism with the HVCH chaplain, who was there for the right moment at the right time.

"It just goes to show you, you never know where a person is in their journey. God provided Chaplain Liz at HVCH for that moment," said Rev. Charlene Mitchell, pastor of Support Ministries at Hocking Hills United Methodist Church.

Back up several years ... 73 years to be exact, when locals Mr. & Mrs. Paul Stivison united in marriage on Saturday, Dec. 30, 1946.

"I had just come back from the service and started college when we got engaged, but we waited to get married between quarters," Paul said.

"My mother had died on Christmas Eve the year before," Paul's wife Sue added. "We knew we would not be celebrating Christmas, so we decided to celebrate by having a double wedding with my sister instead."

Higbee's and Halle's were the main stores at that time in Cleveland, so we went to Halle's and we both decided on the same dress! Oh, looking back, what funny things happen in life. My sister was a year behind me. I graduated high school in 1943 and she in 1944."

Paul enlisted in the service in March of 1942, and was deferred until he graduated from high school the same year. He attended Ohio University studying pre-flight. He served in the Marine Corps as a pilot.

"I came home every weekend while I was studying at Ohio University," he said.

Sue received her degree in Business Administration and Marketing at OSU in 1947 and worked at Lazarus.

"I recall in 1948 when televisions first came out. TVs covered the whole department store that year!" Sue said.

Eventually Sue and Paul returned to Logan. Paul had graduated from Ohio State University with a degree in Pharmacy in 1950.

"We started working at Case's Drug Store in Logan, where today stands Saving Hardware," Sue said. "My grandfather opened Case's in 1876. My father came home from college in 1912 and joined his father as a pharmacist."

Paul and Sue ran the drug store until 1985, when they sold the store to Mike Oswald.

After they married, they adopted their daughter



Darci. "This was in 1956, about ten years after we married," Sue said. "She was seven weeks old and had never been out of the incubator. A nurse met me on the street later, and asked how we did the first couple of nights. I told her she slept all the time. She had been given too much oxygen and we learned she was disabled. We wanted so much for her."

Darci grew up in a wonderful home, married and had a family of her own, giving Paul and Sue three grandchildren, one girl and two boys. "They are all in their 30s now and married. We have two great-grandchildren, and oh they are so darling," Sue said.

"Darci was one of the dearest people you would ever know. She never complained, but one day she called and said 'I'm so sick and I'm on my way to the hospital in Lancaster.' Immediately when they saw her they diagnosed her at the age of 56 as having pancreatic cancer and she passed away three weeks later."

The staff at Hocking Valley Community Hospital met Paul and Sue several years later, when Paul had his own hospital stay.

"I actually went to the hospital for other personal medical reasons," Paul said, but while at HVCH, staff identified Paul was severely dehydrated and admitted him. Through a course of tests, "they found I had some other problems," Paul said. While initially the plan was to stay for a couple of days, Paul was transferred to the Transitional Care Unit for further care.

"I had started falling a lot," he said. The EMS had already taken Paul to the Emergency Department four times prior, but this last time, it led to additional testing and treatment that he would receive from Dr. Mark Fratzcak, Hospitalist.



HVCH Chaplain Pastor Elizabeth Wagner

Chaplaincy Program

We want our patients to feel as comfortable as possible during their stay at Hocking Valley Community Hospital, which can include spiritual needs. If you would like to have a chaplain visit you at the hospital, we would be happy to assist you in arranging the visit. The hospital also has a small chapel that patients and patient visitors are able to use.

Current chaplains include: Elizabeth Wagner, Pastor of First Presbyterian Church in Logan; Mark Barrell, Pastor of First Church of Christ in Logan; and Charlene Mitchell, Pastor of Support Ministries at Hocking Hills United Methodist Church in Logan.

For more information about our Chaplaincy Services at HVCH, please call Latricia Johnston at 740-380-8336, or ask your care provider during your visit to arrange for you to see one of our chaplains. We are pleased to provide a spiritual leader in your time of need.

"We so appreciate having HVCH here. It has certainly been good for us and they are so nice there. Several of the employees have been there since we had the drug store! It's different for small communities; when you get older like us, you don't want to drive out of town to get the help you need," Sue said.

During his latest visit, Paul would learn they could no longer really improve his condition. "It gave me a chance to analyze the problem. I'm 95 years old, and the years are piling up," Paul said.

So, I requested to be baptized by the hospital chaplain. I joined Hocking Hills United Methodist Church when we got married in 1946, and I never really questioned not being baptized until now. I was told I was sprinkled as a baby, but I could never find a record of that. I wanted to make sure since I didn't know what the outcome of this hospital stay would be. This was the time to have it done."

"It was a big surprise to me," Sue added. "When I went over the next morning to his room, there was a knock on the door and a lady entered saying she was the chaplain here to see Paul."

Pastor of First Presbyterian Church in Logan and HVCH Chaplain Elizabeth Wagner shared, "It was a surprise to me, too! I received a call that a patient wanted to see a chaplain, so I assumed it would be for a moment of prayer. When he asked to be baptized I said 'Absolutely, but are you certain that you don't want to have your immediate pastor do this for you?' I wanted to be respectful of his spiritual leader, but he responded, 'No, you're here, you're the chaplain, and I want to do it right now.'"

"So, she came in and he was baptized!" Sue shared. "They got a paper cup from the nursing staff and put water in it from the sink."

"I'll remember it forever," Paul said. "It was just what we wanted at that time. So many times a person doesn't follow through with things that you know you should."

"And, here I was having a rough day that day," Chaplain Liz commented, "and it just showed me I was where I was supposed to be at that time. It was beautiful."

"We all share this bond. We love people together, and I appreciate and am so grateful Chaplain Liz was there. And, the beauty of this whole story, is that Sue also has since been baptized," Rev. Mitchell said.

"We want to thank all of the staff at Hocking Valley Community Hospital," Sue said. "The chaplain was so very gracious and kind. The staff could not have been more attentive, and we appreciate all they have done and continue to do for us. I'm sure we will be back!"

Hometown Healthcare

When Timothy and Linda Thomas were looking for a community to call home after retirement, having a healthcare facility close by was one of the requirements.

The couple moved to the Hocking Hills eight years ago. Timothy is originally from Indiana, and he and Linda lived in Illinois until their five children graduated college.

"We were looking for a place to retire and fell in love with the Hocking Hills. It reminds us of one of our favorite places, the rolling hills of Wisconsin Dells. When we were younger, we didn't really think about having a hospital close. But now that we are getting older, we are thinking about it," Timothy said. "We're really thankful for the hospital we have for such a small community. Having a hospital here makes it a much more valuable place to live."

"We had an emergency away from our home at one of the places we were considering for retirement and they did not have a hospital. We immediately crossed it off the list," Linda added.

Timothy recently visited the HVCH Urgent Care after a leg injury resulted in a blood clot. He had a blood test done to confirm the clot, and a follow-up appointment to check his blood again and be prescribed a blood-thinning medication.

"I was able to have the whole issue taken care of in-house," Timothy said. "There hasn't been anything that I needed medically that I could not receive at Hocking Valley. It is a good quality hospital and I'm thankful we have one with such a variety of services. I feel confident coming here for anything."

As Timothy and Linda settled into the community, a business opportunity presented itself in the form of a new inn and coffee shop on State Route 664 South, near the Hocking Hills State Park. The Hocking Hills Inn & Coffee Emporium opened in 2017. Linda and three other women – including her daughter and two women she met throughout her career working for real estate developers – manage the business and Timothy is the one-man maintenance crew.

"He has been an integral part of the planning and implementation of everything. He does our electrical, plumb-



ing and machine repair. Everything in here is replaceable except him. He is like the part that works behind the scenes and if it doesn't work, then everything is all messed up," Linda said.

The business came about when a charming house on State Route 664 came up for sale.

"We noticed the house was for sale and stopped in there and fell in love. It just had such good ambiance," Timothy said of the 1930s home that was converted into the inn. The coffee shop was built by converting and adding to the detached garage.

"We've always just enjoyed coffee," Timothy said. "Our goal in starting a coffee shop wasn't to make a bunch of money, but focus on providing the best cup of coffee and make the best sandwich we can. We have a real passion about making coffee and as we got into it we learned the science of it as well."

The Emporium's coffees are fair trade, organic, shade grown and women owned and produced. The coffee roaster – Dirty Girl Coffee – also supports economic development and women's progress in Ohio's Appalachia.

"It's a personal relationship here," Linda said of the Hocking Hills community.

"We have a very unique hospital not only for the size of town, but also because you always feel comfortable," Timothy added. "It's a very good feeling to know there is a place that can take care of you."

HOCKING VALLEY COMMUNITY HOSPITAL 2018 ANNUAL REPORT

In 2018, HVCH invested in state of the art technology to provide world class care close to home:

CAPITAL IMPROVEMENTS:

\$783,000

Patient Care Upgrades - \$81,000
Surgery Equipment - \$242,000
Radiology Equipment - \$185,000
Building Upgrades - \$275,000

REVENUE FROM OPERATIONS:

\$33.4 MILLION

OPERATING EXPENSES:

\$33.6 MILLION

OPERS LIABILITY:

\$2.1 MILLION

STATISTICS:



1,174
Patient Admissions



119,494
Total Patients Seen



28,137
Emergency Room/
Urgent Care Visits



16
Total Average
Daily Census



139,733
Laboratory Tests



27,216
Radiology Exams



170,898
Medications Given



66,570
Meals Served



2,606
Surgeries/
Ambulatory
Procedures



\$3.4 million
Total charges for
which patients
were unable to pay

HVCH FOUNDATION 2018 ANNUAL REPORT

From January 1, 2018, to the end of our fiscal year on December 31, 2018, the HVCH Foundation generously received more than \$568,966 in donations from the following:

INCOME: \$568,966

Individuals - \$42,056
Partnerships - \$29,822
Grants - \$1,500
Events - \$46,612
Planned Giving - \$397,680
Rental Income - \$51,296

EXPENSES: \$104,144

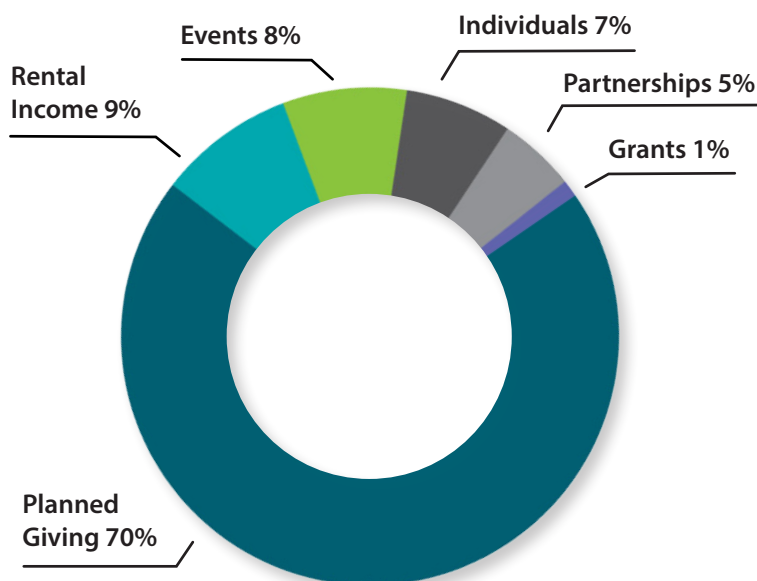
Events - \$25,080
Operations - \$46,973
Depreciation - \$32,091

** No contributions are used for administrative salaries. HVCH supplements the salaries of Foundation staff.*

TOTAL ASSETS:

\$3,256,234

Cash - \$160,446
Stock - \$28,679
Investments - \$870,039
Fixed Assets - \$2,197,070



Every dollar donated to HVCH Foundation stays at Hocking Valley Community Hospital enabling us to continue investing in the health and quality of life in Hocking County. It is our hope that every time you hear someone mention Hocking Valley Community Hospital, you know the important role that you have had in caring for our community through your contributions to the Foundation.



Navigating Healthcare

Beth Kluding, MHA, BSN, RN, CCM

Chief Nursing Officer, Hocking Valley Community Hospital

Everyone is trying to navigate the healthcare industry, and it is increasingly more important to understand what that means to you as a healthcare consumer. This starts with knowing your rights and making informed decisions.

Know your rights

Healthcare consumers have the right to participate in their medical plan of care. This means you should ask questions. This will help you fully understand, so you can participate in formulating a plan that works for you. The healthcare provider will always tell you to quit smoking. If you do not speak up during this discussion, then you will walk out without a plan to quit smoking that is tailored to your needs. Talk to your provider about the times that you have tried in the past, what worked, what did not. There are many ways in which your healthcare provider can help you quit, which are covered by insurance, you just need to discuss it.

You have the right to choose your provider. Access to care can make getting the care difficult. If your provider wants you to get blood work, tests, or x-rays, your local hospital can provide these services, close to home, and with the benefit of financial assistance programs available. If your provider wants to draw blood work at their office, you can tell them where you would like the blood work sent. With out-of-network providers, it is important as a healthcare consumer to choose who will participate in your care, and know from where you can expect a bill. When leaving the office, tell the office personnel you plan on getting the services done at Hocking Valley Community Hospital, and the office can make sure the communication is sent.

Informed Decision Making

Healthcare is a commodity. When choosing to buy a car, you look at pricing, options, even quality reports on what others say about this car. The same is true for where you receive your healthcare. Cost data, options, and even customer feedback can help you make an informed decision about where to obtain your services. By searching an organization's website, you can locate the cost of services and options they have for care as well as their financial assistance programs. The Centers for Medicare and Medicaid gather information from healthcare providers and publicly post the data in an easy to understand way for healthcare consumers. This information can be found by visiting: <https://www.medicare.gov/hospitalcompare/search.html>.

Keep yourself informed about the professionals you allow to become involved in your healthcare, and make sure you participate in that process along the way. If you have questions about this process, we have a team of medical professionals who can help answer them. Reach out to one of our Social Services team members by calling 740-380-8246.

ON THE COVER:

HVCH Chaplain Elizabeth Wagner was in the right place at the right time when patient Paul Stivison requested a baptism during his stay. Read the whole story on pages 6-8.

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HOCKING VALLEY
Community Hospital

601 State Route 664 N.
Logan, OH 43138
www.hvch.org



christmas at the NORTH PAW

With the Columbus Zoo and
Hocking County Humane Society

Tuesday, Dec. 3 • 5-7:30 PM
HVCH Campus



Entertainment • Craft Vendors
Schmidt's Sausage

- 5 PM - Scenic Hills Senior Center Choir
- 5:30 PM - Logan High School Choir
- 6 PM - Hocking County Children's Chorus
- 6:30 PM - HVCH Auxiliary Celebration of Lights
- 7 PM - Chinese Auction
Drawing of Paw-Paw Trees



Graham S. Jones, Columbus Zoo and Aquarium