

A PUBLICATION BROUGHT TO YOU BY MEMORIAL HOSPITAL OF UNION COUNTY

wellaware

WINTER 2006

The Best Care
**It's Your
Choice**

Reaching Out
Physical Therapy
Gets Children
on Track

Offering the
Highest Level
of **Emergency Treatment**


MEMORIAL HOSPITAL
UNION COUNTY
Committed to care. Devoted to caring.

Get Fit at the Health Center

Ready to get in better shape—just for the health of it? Let the Health Center at Memorial Hospital of Union County lend a hand.

Whether you want to exercise to reduce your risk for heart disease or to shed a few unwanted pounds, the professional staff and state-of-the-art equipment at the Health Center are just what you need for a successful outcome.

“Whatever someone’s health issue, we can help them work toward achieving their goals,” says Debbie Stubbs, Director of the Health Center. “We have a highly qualified, trained, and experienced staff, and we even have the ability and equipment to work with those who have chronic diseases or those individuals who just want to become more fit. The hospital has your best interests in mind whether you’re in good health or need rehabilitation—that’s why we’re here.”

Along with having access to the expertise of the staff, your membership to the Health Center will include access to all of the center’s equipment, including treadmills, rowers, bikes, ellipticals, strength equipment, and free weights. Also provided is an initial assessment to aid you in goal setting and outcome measurement and to identify any health issues that need to be addressed. The center offers an adult fitness program, cardiac and pulmonary rehabilitation programs, and an array of education classes including smoking cessation that rotate throughout the year.

“Anyone in the community can join the Health Center,” says Stubbs. “It’s never too late or too early to start an exercise program.”



Jim and Jo Mayers of Richwood work out at the Memorial Hospital of Union County Health Center many times a week.

Call (937) 578-2580 to learn more about joining the Health Center.

Meeting A Growing Community’s Medical Needs

To meet the medical needs of the growing Mill Valley community and surrounding areas, Memorial Hospital of Union County is building a new 10,000-square-foot physician office building.



The Mill Valley Medical Building, located on a 1.1-acre lot on the southwest corner of Mill Wood Boulevard and Route 31, will likely contain the offices of several primary care physicians such as those who specialize in internal medicine, family medicine, and possibly pediatrics or obstetrics and gynecology. Eventually, the space may permit specialists to rotate to the offices on a weekly or monthly schedule, allowing specialized care to be delivered to local residents close to home.

Memorial Hospital is currently in discussions with physicians who may fill the building.

“Mill Valley is one of the fastest-growing areas in Marysville, and it’s important for us to make sure that the medical needs of the community are being met,” says Spence Fisher, Vice President of Physician Relations and Business Development for Memorial Hospital. “By meeting with the residents and holding focus groups, we’re able to find out exactly what they need and make sure we’re providing it.”

Construction on the Mill Valley Medical Building is scheduled to be complete by late 2006.

Watch for more information about the Mill Valley Medical Building. Questions may be directed to (937) 578-2729.

ON THE COVER: Brian Seifferth, MD, Michelle Butcher, and Amy Hunt from Memorial Hospital of Union County’s Emergency Department team of excellence.



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Make the **Right Choice** for Your Care

When faced with an injury or illness that requires medical care, you have a choice about where to turn. So why not choose Memorial Hospital of Union County, the same hospital that has served the residents of your community for more than five decades?

There are many aspects to consider when choosing where to seek medical care. You have to think about which physicians to use, what healthcare facilities are approved by your insurance company, as well as the proximity of everything to your home or office. It can be a difficult decision to make. However, you need to be informed about your healthcare options so you can make the best choice for you and your family.

“Memorial Hospital of Union County is not entitled to anyone’s business, and we work hard to earn the loyalty of our patients by providing quality care, good customer service, and the latest technology. We are continually enhancing our services so the needs of the community are better met. Along with improving services comes the opportunity to share important information with patients so they can make sound healthcare decisions for themselves and their loved ones. As a community hospital, we exist to provide healthcare services. It is also essential that we strategically plan how, as a business, we can improve our financial viability so

that the resources we secure annually can be put back into our community,” says Chip Hubbs, President/CEO of Memorial Hospital of Union County. “Last year Memorial Hospital provided over \$1.7 million in charity care to our community. While this affects us financially, we continue to care for all types of patients regardless of their situation because that is our mission. That, in itself, benefits our community as we commit ourselves to every patient with or without financial means.”

In addition to providing healthcare services, Memorial Hospital provides laboratory services, such as blood and urine tests, and imaging services like X-ray, mammography, magnetic resonance imaging (MRI), computed tomography (CT), nuclear medicine, ultrasound, and DXA Scan. All these services are performed regularly in the hospital. Cardiopulmonary and cardiovascular services such as stress tests, heart monitors, electrocardiograms (EKG), electroencephalogram (EEG), pulmonary function tests, and sleep disorder diagnosis, as well as all cardiac

and pulmonary rehabilitation tests are also on-site within the hospital’s main building. Memorial is extremely proud of its rehabilitative services such as physical, occupational, sports, speech, and hearing therapy that are offered both on-site and at the Union County Family YMCA on Charles Lane.

“As a patient, you can go wherever you want for your healthcare. If you want to receive quality care and support Memorial’s commitment to the community, let your physician know you want to receive your services at Memorial Hospital,” Hubbs says. “Memorial Hospital is one of the best community hospitals in the state, and we’re working hard to maintain independence. The best way we can do that is to provide excellent, cost-effective care with exceptional customer service, and to earn your trust and loyalty by doing so.”



To find out more about services available at Memorial Hospital, visit www.memorialhosp.org.



Ready to Meet Any

EMERGENCY

Memorial Hospital of Union County offers the highest level of emergency treatment to residents of the local community and surrounding areas.

In situations like these, time is of the essence. Don't waste a second—call 911 or immediately go to the Emergency Department at Memorial Hospital. You can rest assured our emergency professionals, who have access to the most advanced technology available, will provide excellent care for you and those you love in our \$4.2 million facility.

Your child falls off of her bicycle and breaks her arm.

Your co-worker's arm has gone numb, she has slurred speech, and acts confused.

Your husband is having severe chest pains and sweating profusely.



Pictured are members of the Memorial Hospital of Union County team of emergency excellence. From left, Michelle Butcher, Health Unit Clerk and Registration; Heather Spain, RN; Amy Hunt, Paramedic; Kelly Daniel, Patient Care Tech II, Health Unit Clerk, and Registration; Twana Loy, Registration; Brian Seifferth, MD, Emergency Medicine Physician, Emergency Department Medical Director; Becca Dillon, RN, Nurse Director of the Emergency Department; Michalynn Lawson, Health Unit Clerk and Registration; Kelly Hughes, RN; and Peggy Noteman, Emergency Room Volunteer.

“ We are ready 24 hours a day to provide patients and their families with the best care possible during emergency situations,” says Becca Dillon, RN, Nurse Director of the Emergency Department at Memorial. “Our team provides every patient with personalized treatment using our expertise, care, and compassion. We respect what these patients are going through and will take every step to make emergencies less stressful.”

SERVICES AND SPECIALTIES

Not all emergency departments are created equal. With an exceptional team of nurses, paramedics, and clerical staff—along with physicians who are board certified in emergency medicine—Memorial’s Emergency Department is a step ahead of the rest. Our hospital values your privacy and has taken steps to ensure each patient has an individual treatment room and a consultation room, so physicians can speak with family members alone and in confidence.

Since waiting in an emergency room for a loved one can be one of life’s most stressful experiences, Memorial offers amenities to make you as comfortable as possible. Our family waiting area serves free coffee and has a children’s activity cart to help the little ones pass the time.

WHY WE SHINE

Memorial’s Emergency Department is staffed with 62 employees—all with an average of five years experience, and many who have 10 to 15 years of service in emergency department care. This combined knowledge enables our professionals to perform at the highest level in crisis situations. Each team member is eager to help patients in any way possible and be a smiling face when patients desperately need one.

Along with providing highly trained staff, wait times—from the moment a patient walks through the door to the moment he or she is discharged—are shorter at Memorial compared to many hospitals across the nation. In an effort to reduce wait times further, our patient registration system is being streamlined, additional staff members are being hired, and a new triage process will ensure that patients are checked into rooms more quickly and efficiently.

“We utilize a systematic approach to patient care with each of our team members fulfilling important duties,” says Brian Seifferth, MD, Emergency Medicine Physician, President of Medical Staff, and Medical Director of the Emergency Department at Memorial. “This system places an important value on coordinating and integrating all aspects of patient care. Efficiency is paramount when providing the best possible care to every patient who comes through our doors. We review our performance by how fast our patients are able to get in and out of the Emergency Department, customer satisfaction scores, and numerous quality review projects. Improving our performance is a continuous goal. We care about every patient and hope that when they leave Memorial, they are 100-percent satisfied.”

For more on the Memorial Hospital continuum of care, visit www.memorialhosp.org.

Help in Critical Situations

Whether you need an ambulance or a helicopter, immediate response personnel from Memorial Hospital of Union County are on hand for rapid transportation in the most critical cases—regardless of weather conditions. Paramedics can begin lifesaving techniques on the scene and will continue treatment until patients arrive at the hospital.

For severe traumas, our trauma alert system can be activated. This allows laboratory, pharmacy, nursing, and X-ray services to prepare in advance. As soon as patients arrive at the hospital, the emergency medicine specialists meet them and begin treatment. Once severe trauma patients are stabilized and can be safely moved, they are transferred to the appropriate trauma center for more extensive treatment.



Charles Marti, MD, emergency medicine physician on staff at Memorial Hospital of Union County, is available to deliver quality care in times of crisis.

Available After Hours

Memorial Hospital of Union County understands that when your child has a cut on his or her head or a fever of 102 degrees, it doesn’t feel very minor.

For those who have non-emergency, urgent healthcare needs after normal business hours—such as stitches or a painful pulled muscle—the Convenient Care Center is located within the hospital. Sharing the same entrance as the Emergency Department, office hours are between 10 a.m. and 10 p.m. daily.

To best serve families with varying insurance plans, the hospital will open a free-standing urgent care center in Marysville. Watch for an opening announcement in early 2006.

For more information, call (937) 578-2408.

Rehabilitation for the Smallest Patients

At Memorial Hospital of Union County, children in need of physical therapy receive the royal treatment.

When Larisa Peterman learned that her newborn, Annamarie, needed physical therapy, the choice was clear about where to turn for help. “Deciding where to go for therapy wasn’t hard for me at all,” explains Larisa, Secretary of the Cardiopulmonary Department at Memorial Hospital. “I wanted to make sure she got the best care available, so I turned to my hospital—Memorial Hospital.”

A DEFINITE NEED

Annamarie was born with mobius syndrome, a rare condition that caused her to have low muscle tone throughout her body. At only a few weeks old, Annamarie began receiving pediatric physical therapy at home through Memorial Hospital to strengthen her muscles and help her eventually walk on her own.

Other reasons to seek pediatric physical therapy include:

- balance or movement dysfunction
- brain damage
- cerebral palsy
- orthopedic injury
- trauma

“Therapy must be approached in a different manner for children,” says Stephanie Taranto, Pediatric Physical Therapist at Memorial who works with Annamarie.



Stephanie Taranto, Pediatric Physical Therapist at Memorial Hospital of Union County, works with Annamarie Peterman.



“We work closely with each child’s parents to establish goals for the child, and then incorporate therapies that are fun for the child so he or she doesn’t mind coming back for follow-up visits.”

MOVING ON

Annamarie, now 5 years old, walks, runs, and has a great time in preschool—abilities many never expected her to have. Larisa attributes her daughter’s success to Annamarie’s determination and the help of Memorial’s Pediatric Therapy program.

Did you know? Memorial Hospital of Union County has the only hospital-based pediatric physical therapist in the area.

“Annamarie has to have therapy for everything a normally developing child can do,” says Larisa. “If it weren’t for Annamarie’s incredible willpower and the wonderful therapists at Memorial Hospital, she wouldn’t be where she is today. When I see her running around and being mischievous, I can only laugh and be thankful.”

To learn more about pediatric rehabilitation at Memorial, call (937) 578-2261.

Beyond the Physical

At Memorial Hospital of Union County, a continuum of therapy care is available for kids of all ages.

“It’s important to offer pediatric therapy to respond to the great demand in our community for these services,” says Randy Moore, MS, PT, Director of Rehabilitation Services at Memorial Hospital. “Whether a child’s condition is mild or severe, we’re ready to help with an array of therapeutic tools and expertise.”

Pediatric therapy services provided at Memorial include:

Occupational Therapy—Children who have difficulty performing daily activities because of problems with fine motor skills or sensory integration (smell, touch, etc.) benefit from occupational therapy.

Physical Therapy—Services ranging from aquatic therapy to neuromuscular rehabilitation help young patients gain strength and gross motor development.

Speech Therapy—Children with swallowing disorders or difficulty with pronunciation or understanding speech are candidates for speech therapy.

Got Something to Share?

Volunteer!



Greeting visitors with a friendly smile.

Playing games and reading with children.

Helping guests find something special in the gift shop.

For the nearly 700 volunteers and Auxiliary members at Memorial Hospital of Union County, these are just a few of the many ways to make a difference in people's lives every day. From the KidzLink Daycare Center to the gift shop, information desk, and 34 other departments, many exciting opportunities are available to help hospital staff provide high-quality care to local residents.

"For the size of our area and our hospital, this is an exceptional group," says Debbie George, Volunteer Coordinator at Memorial. "Their efforts are a real tribute to the community, and play a large part in our hospital remaining a viable, independent community hospital."

George adds that the benefits of volunteering aren't limited to the hospital. Memorial Hospital offers something for everyone, including high-school or college students considering medical careers, active retirees searching for fulfilling pastimes—or anyone in between.

"Volunteering helps students develop leadership skills and offers mature adults



Ally Diaz and Elaine Nicol are part of the wonderful team of volunteers at Memorial Hospital of Union County.

For more information on volunteer opportunities or the Auxiliary at Memorial Hospital, please call (937) 578-2360.

an avenue for meeting new friends and staying involved in the community," says George. "It's a perfect way to give back while receiving much more in return."

Committed to the Cause

While Memorial Hospital of Union County might be smaller than other healthcare facilities, its volunteers have a huge heart. Take a look at how Memorial's volunteer efforts compared to another local organization last year:

Columbus Zoo	Memorial Hospital of Union County
440 volunteers	440 active volunteers
44,500 hours donated	51,346 hours donated



Stay Home for Your Healing

Home sweet home. Those words never ring truer than when you're sick. Home Health Care at Memorial Hospital of Union County understands this. That's why we treat patients in the comforts of their own homes.

"We love to be at home when we're well, surrounded by memories and our family and loved ones. Why wouldn't we want the same when we're sick?" says Debbie Whiteside, RN, BSN, Director of Home Health Care. "Home health has benefits for both patient and caregiver. It's been shown to speed healing in many cases, and it allows us as professionals to get a better understanding of our patients' needs."

Since 1978, the Home Health Care professionals at Memorial Hospital have offered nursing, rehabilitation, dietary services, social services, as well as assisting with personal care needs. Accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), the program is staffed by an experienced and compassionate home health team.

"We get to know our patients on a personal level as well as professional," says Whiteside, who has more than 26 years of experience in home health care. "By choosing a home health care provider close to home, you're getting the added bonus of familiar faces and staff who are vested in their communities, and that's important to our patients."

Home Health Care at Memorial Hospital is available 24/7 and is covered by most insurance providers. For more information, call (937) 644-3211.

At Your Request

The new room service menu at Memorial Hospital of Union County is changing the way most patients and visitors view hospital food.



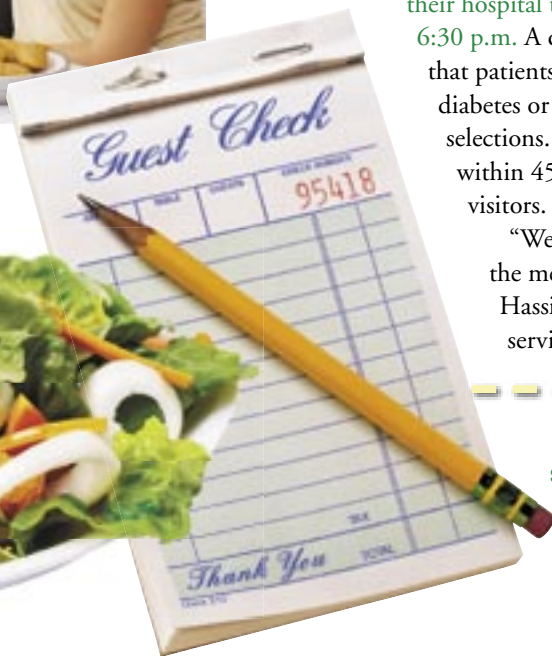
Marilyn Hassinger at Memorial Hospital of Union County delivers an order from the room service menu to Mike and Janice Meyer of Urbana. The couple had welcomed their third child, Evan, at Memorial's Miracle Life Center a day earlier.

Whether you're craving chicken tenders with fries, homestyle entrees like meatloaf with whipped potatoes, or a chef salad with the soup of the day, there's no reason you can't have it while you're a patient at Memorial Hospital. With the hospital's new room service dining program, your dietary wish is our command.

"For years, patients admitted to the hospital were only able to choose from a limited daily selection and were required to eat at specific times," says Marilyn Hassinger, RD, LD, CNSD, Director of Food and Nutrition Services at Memorial Hospital. "Fortunately, our innovative dining program now allows patients to choose more personalized meal options from a restaurant-style menu that's available in all inpatient units in the hospital."

Patients may order off the in-room menu by dialing FOOD (3663) from their hospital telephones between the hours of 7 a.m. and 6:30 p.m. A dietary crew leader answers all calls to ensure that patients on restricted diets—such as those with diabetes or heart conditions—are ordering appropriate selections. Meals are delivered to the patient's room within 45 minutes, and \$6 guest trays are available for visitors.

"We've heard nothing but great things about the menu from both patients and their families," Hassinger says. "It's a great addition to our hospital services."



For more information about the room service dining option, call (937) 578-2441.



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