

WINTER 2021

Health connections



Everyday miracles
at the Fisher-Titus
Birthing Center



FISHER | TITUS

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A message from Dr. Brent Burkey PRESIDENT & CEO, FISHER-TITUS



This time of year, it is always nice to reflect and think about all there is to be thankful for, especially while still under the effects of a pandemic. For me, there were a lot of great things that happened here at Fisher-Titus during 2021. Some of the highlights include:

- **Fisher-Titus Staff** – I could not be more proud of the way our staff, in every facet of Fisher-Titus Health from clinical to non-clinical staff, have handled all that COVID-19 has thrown our way. I know we were all hoping this pandemic would be behind us once we entered 2021; however, our employees have dealt with increased patient loads, staffing shortages, and the emotional toll this pandemic has taken on all of us with such grace. I continue to be impressed by them each and every day.
- **Community Involvement** – We were so happy to be back out in the community this year after the pandemic put a halt to our activities in 2020. Fisher-Titus was able to support a variety of events this year including 5Ks, festivals, fairs, and safety town activities. One highlight was being asked to be parade Grand Marshals for the Norwalk Lions Fourth of July parade. It was so amazing to hear the crowd cheering for us as we made our way down the parade route. Read more about our community support on Page 10.
- **Awards/Achievements** – Fisher-Titus was honored to be the recipient of several awards so far in 2021. These recognitions reinforce the dedication we have to providing high-quality health care to our community. You can read more about our achievements on page 6.
- **Our Community** – When thinking about all I am thankful for, I would be remiss if I didn't mention our community. Since 1917 you have entrusted us with the care of you and your loved ones and I hope you can feel confident that Fisher-Titus will continue to find ways to provide the right care, right here for our community. Thank you for your support and for allowing us to be your community resource for health care.

I hope that you and your loved ones have a healthy, safe holiday season.

Sincerely,

Brent Burkey, MD

Find a career you're passionate about with the help of Fisher-Titus

At Fisher-Titus, we want to see our employees succeed in a career they love. That's why we are proud to offer many opportunities in various areas across the health system so each individual can find the place they feel most comfortable in a career they are passionate about.

Kylie's Story

In July 2020, Kylie Roth started at Fisher-Titus as a door screener. The role of the door screener was created during the COVID-19 pandemic to help with temperature checks and more for patients, visitors, and employees at Fisher-Titus Medical Center. Kylie was one of the first door screeners hired and was originally hired in as a temporary/seasonal employee.

As time went on, Kylie began to think about her future and her long-term career plans. Her supervisor at the time, Karin Roberts, was also thinking about how Kylie could grow here at Fisher-Titus.

"At the beginning of 2021, I sat down with Kylie to go over her annual review. She is a hard-working employee and an asset to our organization," Karin explained. "I knew there would be a chance that the screening position might be going away eventually, and I wanted to make sure she knew we valued her and that there were opportunities to stay on within the organization."

"I really enjoyed Fisher-Titus, and everyone was so nice I wanted to look into other possible career options that would allow me to stay here but wouldn't require me to go back to school," Kylie explained.

Karin encouraged Kylie to review open positions at Fisher-Titus and see if there was anything of interest to her. Once Kylie had a list of jobs that piqued her interest, Karin helped her set up job shadowing in each of the departments to help her decide which would be the best fit. One of those departments was the pharmacy.

"I went to the pharmacy and just absolutely fell in love," Kylie said. "I was especially drawn to making

IVs. It's a lot of math and I love math. You also have someone's life in your hands. The pharmacist checks everything but it's still a lot of pressure and you feel like you are making a difference for the patient."

Kylie applied and got the job of Pharmacy Technician and started in May of 2021.

"Even though she wouldn't be reporting to me any longer, she would be given opportunities to grow professionally and that was more important," Karin said. "I miss having Kylie on the team, but I enjoy seeing her smiling face walking down the hall in her new uniform and hearing how happy she is in her new role. It is rewarding for me to see her succeeding."

During her first few weeks in the pharmacy, she shadowed the other technicians and learned many of the skills she needed to succeed in her new role. Now she is able to help the pharmacy technicians with their tasks, has been certified to make IVs, and gets to do almost everything a technician does.

"My bosses are amazing," Kylie said. "So are all of the other techs and pharmacists. They're all so welcoming and I just love everything about being in the pharmacy."

Kylie is now preparing to take her pharmacy technician certification test in December. She is grateful for the opportunity to grow and find a career she loves while staying at Fisher-Titus.

"As a door screener, I was constantly coming into contact with all of the employees every morning," Kylie explained. "Everyone was always so nice to me, and they would always come in, say hello, and ask how my day was going. I just always felt comfortable here."



Kylie Roth

Ready to start your career?

At Fisher-Titus we have a variety of open positions with various shifts, full and part time options, in clinical and non-clinical settings, and even have positions that require no prior health care experience. We have tools and programs to help our employees succeed and find the dream job they've been looking for.

We offer industry competitive benefits including medical and dental coverage, 401K match, paid time off, education assistance, and more!

Learn more about all our open positions and apply at fishertitus.org/careers.

Supporting families as they grow: The Fisher-Titus Birthing Center

The staff at the Fisher-Titus Birthing Center is there to compassionately educate, encourage, and support patients, giving families a solid start in the really good times and being there for them when things don't turn out as expected. They walk through the fear, pain, tears, and joy with our patients and celebrate with them as they welcome their baby into the world.

Hear more about The Birthing Center from moms who turned to us in these joyous and sometimes nerve-wracking moments.



Alison & Clayton

Twelve years ago, Alison Lykins of Shelby was pregnant with her second child, Clayton. She had a difficult labor with her first but other than that everything had been normal and her pregnancy was going well.

However, that changed when Alison's uterus and placenta ruptured during labor. She was rushed into emergency surgery to save her and her baby's lives. Alison estimates it was just eight minutes from the time the nurse recognized what was happening to the time Dr. James Kasten began surgery.

"In the operating room, it was scary," Alison remembers. "I could hear them working on Clayton and I knew he wasn't breathing. I heard them say uterine rupture. I'm a nurse, so I knew that wasn't good. I'll never forget the nurse in the operating room, Andrea, holding my hand and comforting me saying 'it's going to be OK. You've got this.'"

When Clayton was born, his APGAR score—a test given to newborns right after birth to

quickly evaluate their health—was very low. Alison explained in similar situations, the outcomes are usually not very good.

The pediatrician, Dr. Paul Wnek of Fisher-Titus Pediatrics, knew of an experimental treatment at the University of Michigan that could help Clayton. Dr. Kasten repaired Alison's uterus and when she was out of surgery, she got to visit with Clayton before he was transferred.

"When I woke up, I was able to put my finger in his incubator and then he had to go," Alison said. "A nurse actually offered to baptize him before he left which she did. The hardest thing I ever watched was that helicopter flying away not knowing if I would get to hold my baby."

Clayton received treatment at University of Michigan for 72 hours while Alison remained at Fisher-Titus to recover. Alison remembers that before he was transferred, the nurses in the Birthing Center took pictures of Clayton so she could have them. They also called the NICU frequently so they could give Alison updates on Clayton's condition.

Clayton finished his treatment with almost no sign of what he went through. He continued follow-up visits at the pediatric clinic in Michigan for 18 months and at 18 months they were told they didn't have to come back anymore.

"He is a feisty thing," Alison said of now 12-year-old Clayton with a laugh. "But he had to fight from the beginning."

Alison went on to have her third son, Cooper, two years later at Fisher-Titus. While Alison says she was anxious during that pregnancy, the delivery was much smoother than Clayton's.

"I cannot speak highly enough about the care we received," Alison said. "Still, 12 years later, all the feelings are there. I'm never going to forget that experience. Everything happened so fast and it was just like a well-oiled machine. They are all very special people."



Mary & Jenna

Even before she was pregnant, Mary Jude of Vermilion started researching local doctors and hospitals. She wanted to find one where she felt comfortable and that she knew she could trust. Once Mary found out she was pregnant with her daughter Jenna, she couldn't have been happier with her decision to go with Fisher-Titus for her care.

When her water broke three and a half weeks early at 3:00 am with her husband four hours away for work, the Birthing Center staff at Fisher-Titus was there for her.

“There is so much going on, it’s overwhelming,” recounted Mary. “As a first-time mom, the nurses didn’t mind explaining things two or three times when I thought I understood something, but really didn’t and asked about it again later. They made me feel like my family and I were the only ones there and their top priority.”

The nursing staff at Fisher-Titus helped Mary navigate learning to feed a newborn with their compassionate lactation consultants, understand and treat her newborn’s jaundice, and made sure she was fully prepared and comfortable to go home.

“Fisher-Titus made my birth experience so positive, that I didn’t think about all the things that could have gone wrong until weeks later. And when I did, I was grateful I had been at Fisher-Titus,” said Mary.



Ally & Carter

When Ally learned she was pregnant with her first child in 2016, she knew she wanted to deliver at Fisher-Titus. A native of Norwalk, she knew it was where she would feel the most comfortable welcoming her son, Carter.

In her third trimester Ally was diagnosed with Intrahepatic Cholestasis of Pregnancy, a condition that affects the liver and increases the risk of possible complications for the baby. She was referred to maternal fetal medicine specialists with Akron Children’s Hospital, received regular monitoring, and was told she would be induced at 37 weeks.

“The coordination between Fisher-Titus and Akron was as seamless as possible,” Ally said.

“It was a stressful situation, but I felt comfortable knowing that the specialists were in contact with my providers here and I was able to receive most of my monitoring in Norwalk rather than driving almost two hours to Akron.”

In May of 2017 when she was 37 weeks pregnant, Ally was induced at Fisher-Titus and delivered via cesarean the next morning.

After Carter was born, Ally leaned on the support of the nurses as she recovered from surgery and learned to breastfeed her newborn.

“They were amazing,” Ally said. “As a new mom coming out of a whirlwind pregnancy and birthing experience, I felt so overwhelmed. Everyone in the Birthing Center was so supportive and understanding and I never would’ve succeeded breastfeeding if it weren’t for the lactation consultants at Fisher-Titus.”

Ally continued to work with the lactation consultants after discharge. She credits them as the main reason she was able to breastfeed her son for a full year even after returning to work full time when Carter was eight weeks old.

After this experience, Ally knew she wanted to deliver at Fisher-Titus again when she found out she was pregnant with her second.

“It never crossed my mind to go anywhere else,” Ally explained. “Stephanie Hoffman was wonderful at easing my anxieties given my complications last time. After switching obstetricians midway through my pregnancy, Dr. Printy went through everything with me to make sure we were on the same page and I was comfortable. I couldn’t be happier with the care I’ve received.”

Services & Amenities

Throughout your stay, our staff works to provide new families with a restful, healing environment that supports families in bonding with and learning to care for their new baby. Some ways we do this include:

- Kangaroo care (skin-to-skin) as soon as it is safe to do so after delivery.
- Novii Wireless Patch System, which transmits fetal heart tones via Bluetooth technology providing freedom for natural birthing positions and no adjustment, allowing women to sleep, change position, and walk around easily.
- Nurses trained in lactation including one International Board Certified Lactation Consultant (IBCLC), five Certified Breastfeeding Counselors (CBC), and one Certified Lactation Counselor (CLC).
- Electric breast pumps available to use during stay.
- Lactation consultations over the phone.
- Lactation support for moms and babies at home.
- In-person follow-up lactation visits with a lactation consultant after discharge.
- Referrals from and to other professional services to help with lactation.
- TV with On Demand Movies
- Wi-Fi
- Pullout bed for one visitor
- Room Service between the hours of 6 a.m. – 6 p.m.
- Family Stay Room (for parents of infants who need to stay longer than their mother’s admission)

Birthing Services Provided By:



Corey Fazio, MD



Gregory Karasik, MD



James Kasten, MD,
FACOG



Brian Printy, MD



Richard Visci, DO

Fisher-Titus earns variety of achievements

We were honored this year to receive awards and recognition for the commitment we have to the health and wellness to our community in providing the right care, right here.



Fisher-Titus Heart & Vascular Staff

National Recognition for Efforts to Improve STEMI Treatment

Fisher-Titus received the American Heart Association's Mission: Lifeline® EMS Bronze Receiving Achievement Award for implementing specific quality improvement measures to treat patients who suffer severe heart attacks.

The American Heart Association's Mission: Lifeline program helps reduce barriers to prompt treatment for heart attacks – starting from when 9-1-1 is called, to EMS transport, and continuing through hospital treatment and discharge. Optimal care for heart attack patients takes coordination between the individual hospital, EMS, and health care system.

Since implementing the Level II Adult Cardiac Cath Lab in February of 2019, Fisher-Titus has performed 130 emergency and 251 nonemergent interventional cardiac procedures as well as 641 diagnostic procedures.

Nationally Recognized for Healthcare Marketing

Fisher-Titus recently won accolades for our marketing efforts during the 38th Annual Healthcare Advertising Awards.

Fisher-Titus was awarded:

- **Gold** – Total Advertising Campaign; We are Fisher-Titus branding campaign
- **Silver** – Digital Video Ad Less than 2 minutes; Fisher-Titus Virtual Visits
- **Bronze** – Digital Video Ad More than 2 minutes; Honor Walk
- **Merit** – COVID Marketing Campaign; Join the Fight

The Healthcare Advertising Awards is the oldest, largest, and most widely respected healthcare advertising awards competition. This year over 4,400 entries were received, making the awards the largest healthcare

advertising awards competition and one of the ten largest of all advertising awards. A national panel of judges were engaged in reviewing all entries based on creativity, quality, message effectiveness, consumer appeal, graphic design and overall impact.

United Fund Cornerstone Award

Fisher-Titus was honored to receive the Cornerstone Award from the Norwalk Area United Fund, which raises funds that support programs to assist individuals and families and helping to change lives. This award recognizes the commitment our hardworking employees have shown throughout the COVID-19 pandemic.

When presenting the award, Norwalk Area United Fund 1st Vice President, Mike Moore said, "Due to the nature of their jobs, they not only worked their standard hours but as things worsened, they found themselves working many more hours to fill our area's needs. Norwalk and the surrounding area are very fortunate to have this organization and its employees as they are dedicated, hardworking, and trustworthy professionals."

We are honored to receive this award and are grateful to have the dedication of our employees recognized by the community.

Ranked 8th in the State of Ohio for National Pay Equity

The Lown Institute, a nonpartisan thinktank, ranked Fisher-Titus #8 out of 123 hospitals in Ohio in their recent index for Fisher-Titus' ratio of executive compensation to worker wages. Fisher-Titus received an overall grade of A.

Nationally Recognized as Best Maternity Care Hospital By Newsweek

Fisher-Titus has been named to Newsweek's 2021 list of Best Maternity Care Hospitals, one of only 217 facilities nationwide to receive this prestigious accolade. This is the second year in a row we have received this recognition.

The distinction recognizes facilities that have excelled in providing care to mothers, newborns and their families, as verified by the 2020 Leapfrog Hospital Survey. Best Maternity Care Hospitals is part of Newsweek, powered by data from The Leapfrog Group.

Hospitals named as a Best Maternity Care Hospital have fully met The Leapfrog Group's standards for maternity care on evidence-based, nationally standardized metrics. This includes lower rates of early elective delivery, C-section rates and results, and rates and results for episiotomies (a surgical cut made during childbirth to prevent the rupture of

tissues) as well as compliance with process measures including newborn bilirubin screening prior to discharge and blood clot prevention techniques for mothers delivering via C-section.

Re-Accreditation from HFAP

In March, Fisher-Titus received a triannual survey from Healthcare Facilities Accreditation Program (HFAP), a not-for-profit organization meant to help healthcare organizations maintain their standards in patient care and comply with regulations and the healthcare environment.

This survey process involved conducting building tours, observations of patient charts, human resource files, credential files, and interviews with staff and patients. The survey is an information gathering activity to determine an organization's compliance with the HFAP standards.

Fisher-Titus had no major deficiencies and received reaccreditation for another three years.

Honored by The Chartis Center for Rural Health as a 2021 Top 100 Rural & Community Hospital

Fisher-Titus has been recognized as a 2021 Top 100 Rural & Community Hospital. Compiled by The Chartis Center for Rural Health, this 11th annual recognition program honors outstanding performance among the nation's rural hospitals based on the results of the Hospital Strength INDEX®.

The Hospital Strength INDEX has grown to become the industry's most comprehensive and objective assessment of rural hospital performance. Based entirely on public data and utilizing 36 independent indicators, the INDEX assesses rural hospitals across eight pillars of performance, including market share, quality, outcomes, patient perspective, cost, charge, and financial efficiency.

Fisher-Titus Recognized by Leapfrog for Hospital Safety

Fisher-Titus Medical Center earned "A" grades for the Spring and Fall 2021 Leapfrog Hospital Safety Grades. Additionally, we earned a Straight A designation from Leapfrog for having "A" ratings since Fall 2019.

"This recognition is for our employees," said Brent Burkey, MD, president and CEO of Fisher-Titus. "Each and every day they come to work, providing the highest quality of healthcare to our patients. We are Fisher-Titus strong because of their unwavering commitment and dedication to our community."

The Leapfrog Group, an independent national watchdog organization, assigns an "A," "B," "C," "D," or "F" grade to general hospitals across the country based on over 30 national performance measures reflecting errors, injuries, accidents, and infections, as well as systems hospitals have in place to prevent harm.



Fisher-Titus Birthing Center staff

welcome

Supporting Entry into Our Community

We want our new Fisher-Titus family members to feel at home and to be a part of the community here in Norwalk. Some things we are doing to help them both at work and in the community are:

- Connecting each international nurse with a Fisher-Titus RN preceptor and a non-RN ambassador and conducting monthly check-ins
- Cultural diversity training for current Fisher-Titus employees and incoming international nurses to foster a better understanding of each other's cultures
- Meet & greets with community ambassadors when the nurses arrive at the airport
- Partnerships with 10 area churches
- Getting to know Norwalk tours to introduce the nurses to local churches, schools, grocery stores, recreation, and more
- A quarterly social program
- Housing guidance to help each nurse find a place to live
- Employment matching for nurses' spouses to help them find jobs in the community
- School connections for those who have children



Augusto



Jennifer



Precious



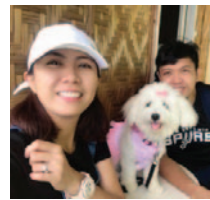
Argei



Sir John



Shyrine



Sheminit



Judy

International nurses Get to know your new neighbors

Nurses are a critical part of the patient care experience in every area of health care. However, it's projected that by 2022, there will be more Registered Nurse (RN) jobs available than any other profession in the United States due to greater need, seasoned nurses retiring, and more.

At Fisher-Titus we work hard to recruit and retain great nurses through our partnerships with nursing schools in the region, educational assistance, our clinical ladder and nurse residency programs, and more. However, even with these efforts it can still

be a challenge to find the nursing support we need.

One new way we will be adding to our compassionate and dedicated nursing staff is through the International Nursing Program which has been in development for over a year. Through this program,

12 nurses from the Philippines will be joining us and working alongside our nurses in various areas of the health system here at Fisher-Titus. We are excited to be welcoming them to our Fisher-Titus family and to our community in the coming months!



"I pursued nursing because it has been my dream since childhood. I appreciate meeting new people, going places, and taking photographs. I can't wait to go outside my comfort zone and explore the land of the free."

—Bryan



"I have dreamt of being a nurse in the United States. I am looking forward to working at Fisher-Titus Medical Center and will do my best to be an asset to their medical workforce."

—April



"I am really looking forward to experiencing a new environment, ideas, and people. Working at Fisher-Titus will be an honor and will help me achieve milestones in this career."

—Rhea

State-of-the-art cath lab renovations underway

Thanks for supporting the Fisher-Titus Foundation!

Because of your support, upgrades to one of two Cardiac Cath Labs is underway at the Snyder/White Heart & Vascular Center! Community support for this project through the Fisher-Titus Foundation has raised over \$127,000 through October 31, 2021.



Dr. Daniel Newton

Providing excellent heart and vascular care locally is important for area residents given the prevalence of heart and vascular disease and emergencies. Fisher-Titus is committed to providing this excellent care close to home. As part of this commitment, we embarked on an upgrade of our Cardiac Cath Lab suite, modernizing our equipment to support the next 10 years of excellence in cardiovascular care for our community.

“The difference between the current technology and the new technology going in will be as dramatic as going from a black and white television to a HD, big screen, color television,” explained Dr. Daniel Newton, Cardiologist and Cardiovascular Medical Director.

Completion of the construction phase and installation of the new Phillips equipment is on schedule for November. The first procedures in the new Cardiac Cath Lab are planned for early December 2021.

Included with this upgrade is:

- Integrated HD technology and equipment, critical to bringing all high-resolution images of arteries and veins together on one large HD screen during procedures and to integrate with all equipment.
- Advanced technology and diagnostic tools with lower radiation doses to patients and health care workers.
- Reconfigured layout to perform both cardiac and vascular procedures, and to support the skill level of our Fisher-Titus Heart & Vascular Team.

Access to quality, life-saving cardiovascular care, particularly during an emergency, is saving lives and quality of life for our community.

To support these improvements for the second Cardiac Cath Lab, please visit fishertitus.org/donate and click “Donate” under “Cardiac Cath Lab.”



Cath Lab renovations underway

Your Generosity to the Fisher-Titus Foundation in 2021 has:

- **Improved** patient safety and outcomes by replacing the crash carts (for response to cardiac or respiratory arrest) and STEMI carts (for cardiovascular emergency response) at Fisher-Titus Medical Center.
- **Supported** the safety and reliability of EMS transport by helping to purchase a new ambulance for the North Central EMS fleet of ambulances.
- **Supported** communication for non-verbal children by purchasing assistive communication devices, and motor development for children with delays or disabilities by purchasing a stander and benches for therapy.
- **Assisted** with the diagnosis of children with learning difficulties and autism spectrum disorders by supporting assessment and training costs.
- **Improved** the safety, care, and comfort of Norwalk Memorial Home residents with upgraded beds and recliners.
- **Provided** life-saving breast health screenings for patients who are uninsured or underinsured.
- **Provided** medication payment assistance for patients who are uninsured or underinsured.
- **Assisted** cancer patients going through their cancer journey through the Oncology Care & Share program.
- **Provided** support to Fisher-Titus staff as they rallied to meet the healthcare needs of the community through the COVID-19 pandemic, donating meals, snacks, supplies and equipment.

community benefit



Fisher-Titus gives back to the communities we serve in many ways. As a not-for-profit, we are dedicated to providing community members access to quality health care regardless of their ability to pay, addressing the broader health and social needs of the community-at-large, advancing medical knowledge, and demonstrating charitable purpose.

Total Community Support in 2020: \$8,801,885

\$1,396,413

Charity Care & Financial Assistance

Includes free or discounted health services provided by Fisher-Titus financial assistance programs to people who cannot afford to pay, and costs not reimbursed by Medicaid.

\$130,200

Community Health Improvement Services & Community Building

Activities or programs offered to improve community health, including reduced-cost health screenings, support groups, health education events, and children's programs.

\$113,030

Cash & In-Kind Contributions

Contributions to support our community partners and other nonprofit organizations that address the health and well-being of our community.

\$3,491

Health Professions Education

Provides internships, instructors, classroom space and clinical training for students in vocational, and college health programs.

\$102,050

Subsidized Health Services

Health services and processes provided to ensure high quality care in the community despite a financial loss.

\$6,675,033

Bad Debt

The total cost incurred by Fisher-Titus for services provided to patients who have the ability to pay but have not.

\$381,668

Unpaid Cost of Medicare

Costs not reimbursed by Medicare.

Huron County's Largest Employer: Economic Impact on Our Community

With more than 1,400 area residents employed by the Fisher-Titus health system, salaries generated **\$331,990** to support local school taxes; **\$974,761** in city taxes; and **\$1.97 million** to the State of Ohio.

Services Provided

- Inpatient admissions: 3,467
- Days of inpatient care: 11,154
- Emergency Department visits: 22,246
- Births: 467
- Surgical procedures: 8,707
- Imaging tests: 52,830
- Clinical lab tests: 987,597
- Outpatient visits: 122,591
- Medical care physician office visits (includes Convenient Care): 128,117
- Home Health visits: 15,384
- Norwalk Memorial Home residents served: 285
- Carriage House residents served: 47

Outstanding Physicians

The Fisher-Titus Medical Staff is composed of both independent practitioners as well as physicians and providers employed by Fisher-Titus under the name Fisher-Titus Medical Care.

Overall, the Medical Staff includes 269 physicians and allied health professionals, representing 35 medical specialties.

The Medical Care employed group includes practitioners representing primary care, pediatrics, digestive health, urology, behavioral health, pulmonology, cardiology, vascular care, general surgery, and Convenient Care.

For more information, visit fishertitus.org/community-services.

Supporting the health and wellness needs of our community

Fisher-Titus is committed to supporting the health and wellness needs of the communities we serve. We have a history of providing support in a variety of ways including programs we offer, donations of supplies, supporting education at all levels, and financial contributions. This year we were able to be out into the community assisting with many community events and projects such as:



5KS

In 2021, Fisher-Titus provided sponsorships to a variety of 5K runs and walks including the Strawberry Scamper 5K Run & 1 Mile Fun Run, Berlin Heights Basket Festival 5K, Melon Festival 5K, #TeamHolly 5K, and the Save Your Pumpkins 5K Run/Walk held in collaboration with the North Coast Health Collaboration, which includes Fisher-Titus, Firelands Health, Magruder Hospital, and The Bellevue Hospital.

COMMUNITY SCREENINGS

Throughout 2021, we provided six low-cost screenings around the community in Norwalk, New London, Willard, and Wakeman. Overall, approximately 600 individuals took part in the screenings which consisted of blood analysis, prostate specific antigen (PSA), hemoglobin A1C, thyroid (TSH), and vitamin D testing.



HELMETS FOR KIDS

This program promotes the use of bicycle helmets by children and emphasizes the importance of children being properly fitted for their helmets. In 2020, many of the events we were scheduled to be at were cancelled so it was exciting for us to be out this year helping to make sure kids who need them have bicycle helmets. To date, roughly 300 helmets have been distributed this year throughout our community.



MCGUAN ALL-ABILITIES PLAYGROUND

This new play area includes multiple features for wheelchairs, swings with adaptive seats, zip lines, and more. It was an honor to provide funding to complete the playground, and we are looking forward to providing programming there through our pediatric therapy department.



WAKEMAN FITNESS PARK

In 2020, the Village of Wakeman received a \$30,000 grant to create a new fitness court as part of the 2020 National Fitness Campaign (NFC) and Fisher-Titus contributed a donation to support the completion of the court. In May 2021, we were honored to be a part of the opening celebrations of the court. The court in Wakeman is the fifth of its kind in Ohio and the first in North Central Ohio and features various types of fitness equipment to help drive health and wellness in the Wakeman community.

We look forward to continuing to be a part of these and many more community activities in 2022!

To stay up to date on all our community events, follow us on Facebook, Instagram, and LinkedIn and check our online calendar.

If you are interested in partnering with Fisher-Titus on a health or wellness project, visit fishertitus.org/community-services to fill out our Donation & Sponsorship Request Form.

Celebrating retirement with four of our providers

At Fisher-Titus we are lucky to have dedicated, caring, and compassionate providers serving the health care needs of the communities we serve. In 2021, we had the honor of celebrating the retirement of four providers that have been pillars in our community for decades. While we will miss each one of them for the care they provided, we are grateful for their dedicated service and everything they have done to improve the health and wellness of our family, friends, and neighbors.



Dr. Trippe

Dr. Glenn Trippe Pediatrician in Norwalk since August of 1992

What brought you to practice pediatrics in the area? *I was originally recruited here by Mr. Pat Martin while I was still practicing in Port Clinton. Mr. Martin needing a pediatrician, would not take “no” for an answer and convinced me to come here and practice here in Norwalk at Fisher-Titus. I was drawn by the community spirit and the family atmosphere of this hospital and convinced by Mr. Martin that there was a true need for pediatrics here in Norwalk.*

What was the highlight of your career? *The absolute highlight of my career has been working with all the wonderful families of this community. The joy that I have received from taking care of all these wonderful children over the years represents the highest point of my career. Nothing can be more satisfying than watching whole generations grow up. It has been my honor to participate in this endeavor.*

What is your favorite memory? *The day we opened the Pediatric Center of Excellence for the first time combining ambulatory pediatrics and specialty pediatrics under one roof and on one floor. This had been a lifelong dream of mine to create such a center and with the help of Fisher-Titus the dream became a reality.*

What was your favorite thing about practicing in the Norwalk community? *The small-town family atmosphere that embraced my family and the practice. This family atmosphere of acceptance and sense of belonging was not only extended from the community but at the hospital also. To become part of something and watch it grow, both my practice and the hospital, has been a fantastic experience.*

What are your plans in retirement? *First and foremost, I look forward to spending more time with my family particularly my wife Jeannie and my granddaughter. I look forward to spending a little more private time in my garage working on my cars. I look forward to doing a little fishing. I look forward to being more involved with my church. But I am not going completely away as I am going to continue here at Fisher-Titus in the role of Chief Medical Information Officer working part-time in our information services department, hopefully contributing to the improvement of care for our patients and to the improvement of our work environment for physicians and hospital personnel.*



Dr. Schmidt & Dr. Minier

Dr. Jayne Minier & Dr. Eric Schmidt General Surgeons in Norwalk since September 1993

Questions answered by Dr. Minier

What was your specialty? *I specialized in General Surgery with eventual emphasis on venous vascular care and breast surgery.*

What drew you to practice in our community? *We wanted to be in a smaller community, practice out of one hospital, and be closer to our extended family in Michigan.*

What was the highlight of your practice career? *We are most proud of providing quality care to our [Dr. Eric Schmidt and I] patients and being very available to them.*

What is your favorite memory of your career? *We have enjoyed caring for patients as if they were family. And enjoyed seeing them other places such as church, shopping, or sporting events.*

What are your plans in retirement? *Retirement plans [for Dr. Schmidt and me] include spending more time with our grandchildren, coaching 8th grade girls basketball at Edison, swimming laps and walking, reading, and cleaning out closets. I also look forward to exploring new activities I did as a teen such as, horseback riding, and dirt bike and motorcycle riding.*



Dr. Said with a student

Dr. Farid Said General Surgeon and Family Physician for Norwalk and Wakeman since 1975

What was your specialty? *When I started here, there was a need for every type of doctor. They needed surgeons. And they needed family practice doctors too.*

What drew you to your area of practice and this community? *When I was training to be a doctor, general surgery was the only thing I really loved doing. To me, they could really take care of the main issues. You can take the time to find and fix the problem and heal someone. In those days we did about every kind of surgery—thyroid, fractures, we did a lot of GI surgeries (anything in the belly), traumas, breast cancer, hysterectomies, all of it. I honestly think it was destiny that drew me to the community. I had a number of offers in Florida for more money.*

Best wishes doctors. You will be missed!

Why did I come here? No idea. I realized the potential to grow a practice and help the community, build the facility. At first, my late wife was so upset, but it was a great choice for us; it was such a good fit for my family!

What are you most proud of looking back at your career? *I am proud of the recognition from my patients that I truly care about them. I am grateful for the acceptance I received from the community. I am proud of the care I provided to my patients. I seldom had any complaints from my patients. I am proud of the relationships I have with my patients. I am proud of the service I provided to Fisher-Titus and the community to help grow the hospital and improve health care through the years.*

Dr. Said spent many years helping Fisher-Titus leadership recruit physicians to the community. He served on the Fisher-Titus Board of Trustees, as Chief of Surgery, chaired and served on many committees, and even acted as Deputy Coroner.

What was your favorite thing about practicing in our community? *The people! It was a pleasure to serve such good people—very caring, very generous. People don't realize how special it is how people support each other here.*

What are your plans for retirement? *Give back to the community that has given me so much good acceptance.*

Dr. Said will continue to work with the Fisher-Titus Foundation to strengthen health care services available in our community.



Dr. Said with Dr. Michael Nill and Fisher-Titus General Surgery Staff

Matt Girton reaches his goal of being a good role model to his son



Matt and clinical dietitian, Kelly Berry



Matt, and his son, before weight loss

In 2019, Matt Girton, a resident of Ashland County, weighed about 360 pounds. Admittedly, Matt said there were things he was unable to do because of the limitations of his weight.

Matt was in need of a hip replacement and needed to get his BMI down to an acceptable range. His blood level counts were high and while he wasn't diabetic yet, he was heading in that direction. But, the biggest implication of Matt's weight was the time he was able to spend with his son.

"My son was in sports, and I couldn't spend more than five minutes playing with him until I was out of breath," Matt said. "That wasn't fair to him."

Matt knew he needed to take action. His primary care provider referred him to Kelly Berry, MFN, RD, LD, clinical dietitian with Fisher-Titus and the two began working together in January 2020. Kelly designed an individualized plan for Matt with his input on simple changes he was able to make and sustain.

Kelly said that she thinks of the word diet as a four-letter word. Instead, she prefers to use it as an acronym for Develop Intelligent Eating Techniques.

"If I can do it at my age (48), anyone can do it."

"It's more about a lifestyle change," she said. "It's not always just about food. Subtle changes can make a big difference."

For example, prior to meeting with Kelly, Matt would oftentimes get pop from the concession stands at his son's sporting events. After working with Kelly, he began bringing water with him. Matt also wasn't eating breakfast – something Kelly encouraged him to start doing.

"I hate water," Matt said. "That was the biggest challenge."

She also worked with him on portion control.

"Before, lunch and dinner were an eight-course meal," Matt said. "Now it's more reasonable."

In the first month of working with Kelly, Matt was able to successfully lose 30 pounds.

In addition to incorporating some dietary changes, Matt began walking, including push mowing his 4½ acre property.

Matt has now lost over 100 pounds. He got his BMI down to where he was able to have his hip replaced and was even able to maintain his weight loss while recovering from surgery.

He said his goal through his weight loss journey was to be a good role model to his son.

"He was my biggest fan," Matt said. "And now, when we play sports, my son is the one that wants to quit."

Matt attributes a lot of his success to working with Kelly.

"I'm where I'm at because of her," he said. "Kelly is phenomenal. She is inspiring."

Matt said by sharing his story he hopes he can help someone who may need it.

"I see other people struggle," said Matt. "If I can do it at my age (48), anyone can do it. I knew I could do better and I'm in better shape now than I was 10 years ago both mentally and physically." He also has embraced his new lifestyle in regards to food and exercise.

"It's not for now," he said. "It's forever."

Interested in starting your own weight loss journey?

Ask your doctor about a referral to outpatient nutrition therapy at Fisher-Titus or visit fishertitus.org/nutrition for more information.

advanced technology



Keeping our patients safe through technology

When receiving medical services, there is an understanding that procedures are in place to ensure your safety. But have you ever wondered what those things are?

At Fisher-Titus, we have several state-of-the-art technologies that are used to enhance the patient experience and help ensure safety. Some of these include:

- **Pharmacy Carousel** – This new technology provides comprehensive medication inventory management which reduces medication errors. With the Pharmacy Carousel, there is robotic inventorying and tracking of medications in the pharmacy. In addition, it provides ongoing monitoring of medications for our hospitalized patients. Our pharmacy is able to monitor IV's on the medical floors to know when they need to be replenished.
- **Integrated Infusion Pumps** – With this technology, the physician puts the medication orders into the system for the patient who is receiving an infusion. The order is sent directly to the IV pump and when medication is given to patient, it is integrated back into the patient's chart. This eliminates the need for manual charting and possible human error.
- **Fisher-Titus Virtual Visits** – Patients have the ability to complete a phone or video

appointment with their regular Fisher-Titus healthcare provider without having to physically be in the office through a computer, tablet, or smart phone. During a virtual visit, our care team can confirm certain medical conditions, determine treatment plans, and submit prescriptions to the pharmacy – all without patients leaving the comfort of their home. Fisher-Titus Virtual Visits can be used with scheduled appointments as well as on demand with no appointment necessary. Fisher-Titus Virtual Visits app can be downloaded in the Apple or Android app stores.

- **myFishertitus Patient Portal** – myFisherTitus offers personalized and secure online access to a patient's Fisher-Titus medical record from any device with internet access including computers, smart phones, and tablets. myFisherTitus enables patients to help manage and receive health information including view health history and doctor visit summaries, view lab test results, communicate with the provider's office, and more. Access to information is controlled through secure activation codes, personal usernames,

and passwords. Each person controls his/her password, and the account cannot be accessed without that password. Further, myFisherTitus uses encryption technology for added security. Unlike conventional e-mail, all myFisherTitus messaging is done while you are securely logged on to our website. The patient portal is free, and you can sign up by visiting [FisherTitus.org/portal](https://www.fisher-titus.org/portal) and selecting the self-enroll option.

- **Dragon Ambient Experience (DAX)** – This advanced technology provides automatic documentation for in-office and Virtual Visits through an app that providers have on their mobile devices. DAX uses ambient sensing technology to securely listen to the provider and patient conversations to integrate into the patient's electronic medical record. In addition to increased patient safety, it also provides a better patient experience. By our providers using DAX, the chance of incorrect documentation is greatly reduced as each word of the patient encounter is documented without taking the provider's attention off the patient.

"All of these wonderful and superior technologies puts Fisher-Titus on par with many national organizations with regard to the safety of our patients and the ease and completeness of our records," said Glen Trippe, MD, chief medical information officer for Fisher-Titus. "Rural hospitals are now afforded medical technologies that were once thought of as pie in the sky future tech. DAX and its artificial intelligence is just one of them. Well, the future is today, and it lives here at Fisher-Titus!"

Fisher-Titus has put such an effort on patient safety that we have been nationally recognized for our efforts by entities such as The Chartis Center for Rural Health, Healthgrades, and Leapfrog. You can read about some of our other awards and achievements on Pages 6 & 7.

To learn more about our quality and patient safety ratings visit [FisherTitus.org/awards](https://www.fisher-titus.org/awards)



Expanding health care access in Huron County partnering with Family Health Services

As part of the renovation of the former Food Town building at 265 Benedict Avenue across from Fisher-Titus Medical Center, Fisher-Titus has partnered with Family Health Services to provide expanded access to health care services for residents of Huron County.

In the newly renovated building, over 8,000 square feet of space is reserved for Family Health Services (FHS). In this space, Family Health Services will provide Behavioral health, Primary Care, and Dentistry services to Huron County. As a Federally Qualified Health Center, they provide care to all residents of the communities they serve, regardless of their ability to pay. Family Health Services accepts Medicaid, Medicare, and other insurances. A sliding fee scale is used for patients who do

not have insurance or whose insurance coverage fails to take care of the bills, and pricing is adjusted based on a patient's ability to pay.

"We are so excited to be a part of Huron County, creating access and continuity to care is our mission," said David Tatro, chief executive officer of Family Health Services. "This partnership with Fisher-Titus will allow us to provide health and wellness services to all residents of this county. We've had great success in the surrounding counties



David Tatro, CEO Family Health Services; Jason Tusing, president of Tusing Builders; Dr. Brent Burkey, president & CEO of Fisher-Titus



with our four locations and look forward to bringing that same quality care without barriers to care for Huron County.” FHS has been providing behavioral health services in Norwalk since November of 2020 on the Fisher-Titus Medical Center Campus.

Family Health Services (FHS) is one of over 1,400 Federally Qualified Health Centers in the country. Currently FHS provides care to over 7,000 residents of Ohio, predominantly residing in Erie, Huron, Ottawa, Sandusky and Lorain counties.

“As we continually look for ways to provide the right care, right here for the residents of our community, working alongside Family Health Services just makes sense,” said Dr. Brent Burkey, president and CEO of Fisher-Titus. “According to our 2020 Huron County Community Health Assessment, almost 8% of our county has no insurance, and of those who do have insurance, 38% have public health insurance that may be prone to gaps in coverage. We want people to make their health and wellness a priority, regardless of their financial circumstances. Everyone should have access to affordable, quality primary care and behavioral health care, and Family Health Services is in a position to be able to provide that.”

Family Health Services moved into their new location and began providing primary care, behavioral health, and dental health services for Huron County patients in early November.

Welcoming our Employees to the Fisher-Titus Business Center

In August, we were excited to welcome many of our employees to their new workspaces in the Fisher-Titus Business Center at 265 Benedict Avenue directly across from the Medical Center.

The Business Center is located in the former Food Town building with over 7,000 square feet reserved for Fisher-Titus business operations departments. This new space allows departments that were previous not located on the Fisher-Titus campus to now be located on campus and closer to other Fisher-Titus departments.



New faces & services



We are always looking at how we can best serve our patients.

We are committed to providing the Right Care, Right Here for patients in our community.

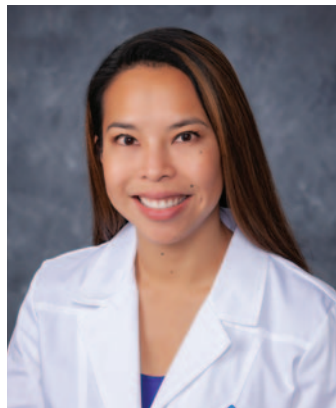
Executive Urology of Fisher-Titus Welcomes Dr. Kathy Lue

Dr. Kathy Lue has joined Executive Urology of Fisher-Titus in Norwalk, Sandusky, and Bellevue.

Dr. Lue earned her medical degree from the University of South Florida Morsani College of Medicine. She went on to work under the Director of Pediatric Urology at Johns Hopkins University School of Medicine. Dr. Lue subsequently completed her internship in General Surgery and residency in Urology at the University of South Florida Morsani College of Medicine.

Providing patient centered care is Dr. Lue's primary focus when treating all areas of Urology, including oncology, sexual medicine, and minimally invasive surgery. Dr. Lue is a member of the American Urological Association.

To learn more, visit fishertitus.org/urology.



Fisher-Titus Digestive Health Welcomes Beth Steinmetz, CNP

Beth Steinmetz, CNP has joined Fisher-Titus Digestive Health as a Nurse Practitioner.

Beth earned her Bachelor of Science in Nursing from Ashland University in 2004. She went on to complete her Adult-Gerontological Nurse Practitioner program at the University of Cincinnati. She has experience as a Nurse Practitioner with Knox Community Hospital where she completed pre-op histories and physical exams prior to surgeries and as a registered nurse at Fisher-Titus Medical Center.

For more information, visit fishertitus.org/digestivehealth



Cardiologist, Dr. Ryan Christofferson, Now Seeing Patients in Willard

Dr. Ryan Christofferson, cardiologist with Fisher-Titus Heart & Vascular, will now be seeing patients at Fisher-Titus Family Medicine in Willard. Twice a month he will be providing new patient consultations and follow-up appointments for patients local to the Willard area.

Dr. Christofferson has experience as an interventional cardiologist with Mercy Regional Medical Center in Lorain and University Hospital Elyria Medical Center in Elyria. He also served as Medical Director of Cardiology Services and Cardiac Cath Lab at Mercy Health Bon Secours Lorain Region in Lorain.

To schedule an appointment, call 419-660-4707.

For more information, visit fishertitus.org/heart.



Ken Murray, PhD, LPC Now Seeing Behavioral Health Patients in Wakeman

Ken Murray, PhD, LPC will now be providing counseling services to patients at Fisher-Titus Family Medicine - Wakeman. He will also continue seeing pediatrics Behavioral Health patients at Fisher-Titus Pediatrics in Norwalk.

Ken is particularly skilled in providing counseling for children and families. He believes childhood experiences and family are the cornerstones of a person's life and enjoys working with these groups. He has experience with providing counseling for parents and leading parenting classes.

For more information, visit fishertitus.org/behavioralhealth.



Fisher-Titus Convenient Care Welcomes Two Nurse Practitioners

Amber Ginty, MSN, APRN, FNP-BC

Amber has experience as a nurse practitioner in Urgent Care.

She also has experience as a registered nurse in perioperative services.

Amber earned her Bachelor of Science in nursing and Master of Science in nursing from Chamberlain University in Cleveland.

Rachel Hamilton, MSN, CNP

Rachel has experience as a nurse practitioner in internal family medicine and urgent care.

Additionally, she has experience as a registered nurse in the emergency department setting. Rachel earned her Associates Degree of Nursing from North Central State College in 2009 and Master of Science in Nursing-Family Nurse Practitioner at Walden University in 2015.

For more information, visit fishertitus.org/convenientcare.



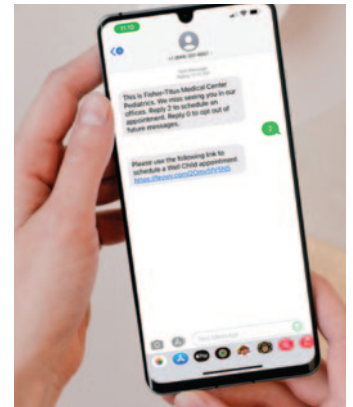
Fisher-Titus is proud to have a 237 member medical staff representing 35 medical specialties.

Scheduling Reminder Text Messages for Fisher-Titus Pediatrics

Patients of Fisher-Titus Pediatrics may now receive reminders to schedule their child's well-child visits. This reminder will be sent via text message to the phone number on file and will include a link to help you schedule their appointment online.

This text is not spam and is meant to help you conveniently schedule the appointment you need online.

For more information on online scheduling, visit fishertitus.org/schedule.





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Protect yourself this winter

As we come into the peak of flu season, we are still in the midst of the COVID-19 pandemic. While it's impossible to predict what will happen this flu season, the Centers for Disease Control (CDC) believes it's likely that COVID-19 and flu viruses will be spreading at the same time. Additionally, relaxed COVID-19 mitigation measures such as mask wearing, physical distancing, etc. may result in an increase in flu activity this year.

The CDC recommends that everyone ages 6 months and older receive flu vaccines annually. Flu viruses change frequently and the vaccine is updated each year to match the strains research indicates are most likely

to spread and cause illness during the flu season so it's important to get your flu shot each year.

COVID-19 vaccines have been proven to be safe and effective both in large-scale clinical trials and now in real world situations. Worldwide, over 6 billion doses of COVID-19 vaccines have been administered with 2.65 billion individuals fully vaccinated. However, with 34% of the global population and 56% percent of the United State population being fully vaccinated, we need more individuals to get vaccinated to slow the spread of this deadly disease.



You can get your annual flu shot and a COVID-19 vaccine in the same appointment. For more information on receiving your flu and COVID-19 vaccine, talk to your Fisher-Titus Medical Care provider or visit fishertitus.org/coronavirus to learn more about COVID-19 vaccination at Fisher-Titus.

