

AUTUMN 2022

# Health connections



Award-winning,  
compassionate care  
at The Birthing Center



FISHER | TITUS

# contents

A U T U M N 2 0 2 2

# Health connections



- 3** **Our People**  
It doesn't matter where you start—Angela's story
- 4** **It Takes a Village**  
Award-winning care at the Fisher-Titus Birthing Center
- 6** **What to Expect at the Emergency Department**  
Know Where to Go
- 8** **Fisher-Titus Home Health**  
The caring continues
- 9** **Medical Staff Awards Banquet**  
Recognizing our outstanding providers
- 10** **Fisher-Titus Foundation**  
Supporting local health care
- 12** **Passing the Torch**  
Chief Medical Officer transitions
- 14** **Supporting Health & Wellness**  
Community Benefit programs & projects
- 15** **Ready for Anything**  
Emergency preparedness at Fisher-Titus
- 16** **Awards & Recognitions**  
Fisher-Titus recognized for outstanding care
- 18** **What's New at Fisher-Titus**  
New faces, programs, and more
- 20** **Fisher-Titus Portal**  
The window to your health

# our people



**“I’d recommend applying to Fisher-Titus to anyone,” Angela said. “It doesn’t matter where you start, you can always move up or around within the organization.”**

## It doesn’t matter where you start: Angela’s story

**At Fisher-Titus, we have a variety of ways to help you advance your career, including educational assistance. This means that the sky is the limit—you can start out at an entry level position, use the tools we have available, and land that dream job you have been thinking about. Take it from Angela who started her career four years ago as a food service worker and is now working as an LPN with a goal of becoming an RN.**

In 2018, Angela Hansen started her career with Fisher-Titus in Dietary as a Food Service Worker. When Angela moved to Norwalk, she had heard good things about Fisher-Titus and had previous food service experience that made her a great fit. While in her role, Angela was able to deliver food to rooms and interact with patients throughout her shift.

“I really enjoyed being around the patients and knew with my own personal diabetic experience that I wanted to do more within health care, specifically Diabetes Education,” Angela said.

In January 2021, Angela started her journey of becoming a Licensed Practical Nurse at EHOVE Career Center, all while continuing to work in dietary and balancing a second job. She was able to apply and receive funds from Fisher-Titus’ Educational Assistance Program.

The Educational Assistance program provides partial funding towards courses that lead to the completion of a degree, licensing, or certification. The goal of this program is to encourage the development of Fisher-Titus employees through formal education so they can maintain and improve job-related skills or enhance their ability to compete for reasonably attainable jobs within Fisher-Titus.

Angela graduated her LPN program in June of 2022 and started as an LPN in the Oncology department at Fisher-Titus, in September of 2022.

“I was looking for an LPN position that I would enjoy and would allow me to continue to get my RN. I’ve met aides that work in Oncology, and they really like it and speak highly of the department. The Oncology schedule is 8 a.m.–4 p.m., no weekends or holidays.



Angela Hansen

This gives me the option to go back to school at night,” Angela said. Although becoming an RN is the next step in her career, her ultimate goal is to become a Diabetes Educator.

“I’d recommend applying to Fisher-Titus to anyone,” Angela said. “It doesn’t matter where you start, you can always move up or around within the organization.”

**Learn more about how you can grow in your career with Fisher-Titus at [fishertitus.org/dreamjob](https://fishertitus.org/dreamjob).**

# birthing center



## It takes a village

**Most of us have probably heard the phrase “It takes a village to raise a child.” Sometimes that village is our family, sometimes it’s a circle of close friends. But for families delivering at the Fisher-Titus Birthing Center, you will find a village in the compassionate staff caring for you during one of most challenging and rewarding times of their lives.**

When Bellevue resident, Emily Renwand, was pregnant with her oldest son, Raymond, she knew she wanted to go to Dr. James Kasten and Fisher-Titus for her care. When the time came for her induction, she was met with care and compassion.

“They were just amazing every step of the way,” Emily remembers. “They continuously asked if I had any questions or if there was anything I didn’t understand.”

Even when things were scary, Emily remembers being reassured and cared for by everyone.

“At one point the cord was around Raymond’s neck and for an instant they couldn’t find his heartbeat,” Emily explains. “Everyone rushed in and they were so good about keeping me calm and comfortable while they got the oxygen on and did what they needed to do.”

While she was not an employee of Fisher-Titus when she had Raymond, Emily now works in the Human Resources department and understands that this personalized, above and beyond care is just how they treat everyone. And she says it’s especially comforting as a first-time mom.

“As a first time mom, you’re so overwhelmed and you can be hard on yourself,” Emily says. “After not eating for almost a full day and Raymond cluster feeding all night, I needed sleep and the nurses were happy to take him so I could get some rest. I never felt like he or I were a burden and I never felt judged for needing that break.”

After her experience with Raymond, Emily knew she would have her second baby at Fisher-Titus as well. She says the Birthing Center staff are what sets Fisher-Titus apart.

“You can tell that for a lot of our staff, OB is their love and their passion,” Emily explains. “They treat you like family. My husband had never held a newborn before and he had a lot of questions that might have seemed silly but they answered them with compassion. You can tell that this is their specialty and that they truly care.”

### **Award Winning Care Delivered with Compassion**

Fisher-Titus has been recognized by Newsweek three years in a row as a Best Maternity Care Hospital. We are one of 350 facilities nationally and the only one in the region to receive this designation. But what does this award mean to the families that come here to welcome their babies?

“This award breaks down to not only the clinical outcomes and the positive stats and metrics but it also took into consideration the patient satisfaction,” explains Dr. James Kasten, chief of obstetrics for Fisher-Titus. “At Fisher-Titus there is a very conscientious effort to take care of each individual patient with their individual needs. These nurses are members of the community, and they are cheering on their patients and experiencing their joy with them.”

**For more information on the  
Fisher-Titus Birthing Center, visit  
[Fishertitus.org/birthing](https://fishertitus.org/birthing).**

# Meet your village

It's easy to see this sentiment reflected when speaking with the staff at the Fisher-Titus Birthing Center, some of whom have been here for decades. Read more about a few of the staff members behind the outstanding care we provide new families.



**Barb Cannon, RN**  
36 years

"I have worked in our maternity department for my entire nursing career. The staff and physicians are so knowledgeable, caring, and supportive of our patients and their families. I work with a great group of people who join together to give outstanding care to our patients on one of the most precious days of their lives. I love being part of bringing new life into the world."



**Theresa Leber, RN**  
34 years

"We take care of families, not just the patient. We involve the dads, grandparents, and extended family members in the celebration of the birth. It is a privilege to be part of one of the most important days in the lives of our families. It is exciting when you see people out and about and they recognize you and come up to you and thank you for taking care of them, or when a grandparent is excited to see you in the birthing room because you delivered her baby. When I became an OB nurse I never knew how much of a passion I would have for my job in the beginning. Over the past 34 years my passion has grown and is as strong as ever—I love my job!"



**Sarah Hance, RN**  
15 years

"Here you're not just treated like a number. Our care is unique, kind, and compassionate and our team is great with providing comfort and the reassurance that you need. Providing personalized, unique, and individualized care focusing on a family-centered, safe approach gives the patients an exceptional experience above and beyond their expectations. Becoming an OB nurse was always a dream and passion of mine from day one of graduating nursing school. After working a few years in medical surgical units and ICU, I found my home here in the Birthing Center. I love taking care of the patients, having that one-on-one time with them in labor, assisting them with their newborn, and helping them adjust to a family lifestyle."



**Taylor Ritzler, RN**  
1 year

"The staff is what makes the Fisher-Titus Birthing Center special. We work so well together. If I ever feel overwhelmed or need an extra set of hands, I can always count on another nurse to step in and help me feel comfortable. We're also very good at listening to our patients, answering their questions, and being able to stay at the bedside and help them through everything. Especially on night shift, we'll sit with the patients for hours helping them breastfeed because we want to set them up for success when they go home. When patients don't want an epidural, we will help talk them through contractions, do pressure points, or whatever the patient needs to help them feel like they can do it if that's what they want."



# emergency services



## What to expect at the Emergency Department

With the arrival of winter also comes the arrival of cold and flu season, icy sidewalks, and more that can lead to trips to the emergency room. If you do find yourself there this winter, it can be helpful to understand what to expect to make your experience as stress-free as possible.

### How does the Emergency Department work?

Since the emergency department serves a variety of patients with varying levels of illness and injury, it does not operate on a first-come first-served basis. Patients are seen based on the severity of injury or illness. In fact, the emergency department is divided into two areas to provide the appropriate level of resources for the patient's condition: The main side is for more serious or life-threatening conditions, and the split flow area is used for simpler procedures such as suturing, splint placement, or minor illness.

When patients arrive at the emergency department, there is a general process they usually go through:

- Registration staff obtains information necessary to check the patient in. This includes basic information about their condition to help determine the severity of their condition and how soon they need to be seen.

- A triage nurse gathers in-depth information including vital signs, more information about their specific complaint, and medical history. They assign a level of severity based on a five-tier triage system so each patient receives the best care possible based on his/her unique situation.

- Depending on the patient's condition, she/he may be taken back quickly to a room or have to wait a bit longer in the waiting room.

### How long will I be there?

Patients often get frustrated when they are in the emergency department for a long time. Several factors can contribute to this, including the types of tests and procedures required for treatment, and the volume of patients and the severity of their conditions, including those arriving via ambulance. Our top priority is to treat the most critically ill patients first, but to see all patients as quickly as possible.

### How do I know if I should seek emergency treatment?

When you're sick or injured, you often have to decide quickly whether or not to visit the emergency department. In general, if you are sick enough or injured badly enough to be considering going, you probably should. And, if it's a serious emergency, don't hesitate to call 9-1-1.

However, emergency visits are usually costlier than office visits and can take more time. So, when it's not an emergency but you would like to be seen quickly, call your primary care provider. They may be able to work you in to their schedule or they can advise you on whether you should go to the emergency room. If your regular physician is not available, or on evenings and weekends, you can go to Convenient Care for minor illness and injury as well. When all else fails, the emergency room is open 24/7 and they are always more than happy to help.

For more information on the Fisher-Titus Emergency Department, visit [fishertitus.org/emergency](http://fishertitus.org/emergency).

# Know where to go!

As you navigate illness and injury with your family, use this chart as a reference to help you determine the best option for care in each situation.



## Your Primary Care Physician

By appointment for routine needs or when your symptoms include:

- Allergies, insect bites, bee stings
- Rashes
- Sprains
- Back pain
- Minor cuts & burns
- Eye injuries & Infections
- Mild fever, cough, sore throat, cold, earaches
- Bladder/urinary tract infections
- Migraines
- Unexplained weight changes
- Lingering pain

### Primary Care

To find a primary care physician or provider who is right for you and your family, visit our provider portal: [fishertitus.org/find-a-doctor](https://fishertitus.org/find-a-doctor).



## Fisher-Titus Convenient Care

When you can't get in to see your primary care provider but you have symptoms your family doctor would typically treat, including:

- Allergies, insect bites, bee stings
- Rashes
- Sports injuries
- Sprains
- Back pain
- Minor cuts & burns
- Eye injuries & infections
- Mild fever, cough, sore throat, cold, earaches
- Bladder/urinary tract infections
- Vomiting and diarrhea

### Convenient Care

Fisher-Titus Convenient Care offers walk-in treatment in Norwalk. Copays for Convenient Care visits are typically the same as for a primary care visit. For hours and location, visit: [fishertitus.org/convenientcare](https://fishertitus.org/convenientcare).



## Fisher-Titus Emergency Department (Or Call 9-1-1)

During a medical emergency with symptoms including:

- Difficulty breathing
- Chest pain/pressure
- Stroke symptoms
- Blurred vision
- Numbness in your face, arm, or leg
- Sudden dizziness, weakness, confusion, or loss of balance
- Serious injuries or trauma, broken bones, severe burns, or bleeding
- Unconsciousness or seizures
- Poisoning or overdose
- High fever
- Coughing or vomiting blood
- Dehydration
- Sudden severe headache or abdominal pain
- Pregnancy complications

### Emergency Department

Open 24/7/365. Fisher-Titus is a certified Primary Stroke Center; a Level 3 Trauma Center; and a Level 2 Adult Cardiac Cath Lab.

While your primary care provider and Convenient Care can treat many of the same complaints, there are a few key differences. First, appointments are not required to be seen at Convenient Care. Patients' walk-in and are seen on a first come, first served basis. Second, you should see your primary care provider for any ongoing concerns and the management of any chronic conditions.

To make an appointment with your Fisher-Titus provider, visit [fishertitus.org/schedule](https://fishertitus.org/schedule).



## Fisher-Titus Home Health Care The caring continues



**When you go through a health struggle, whether it be a surgery, an illness or injury, or a chronic condition, the journey is rarely over when you return home. Fisher-Titus Home Health can help you adjust to life at home, provide the skilled care you need, and educate you or your family members so you can get back to normal life. Kama Titus learned firsthand how crucial Home Health's assistance can be when they provided care to her mother, Marcella Felver.**

After a lengthy battle with a urinary tract infection that included a five month stay in a nursing home, Marcella was ready to come home. However, after everything they'd been through, Kama knew her mom would need some extra help to get over the hump and get Marcella back on her feet.

"You feel so helpless watching your loved one go through something like this," Kama explained. "Then Fisher-Titus Home Health comes in and actually teaches you what to do so you don't feel helpless and you don't feel like you're alone. They were absolutely professional and amazing in every way."

Marcella received care from Fisher-Titus Home Health for three months. In those months, not only were they providing skilled nursing care, but they were also teaching Kama how to provide that care so she felt confident in taking over once Marcella was to that point.

"They helped me feel comfortable in caring for Mom," Kama said. "They taught me the right ways to care for her and what to look for if something were to go wrong."

The Home Health team supported Marcella and Kama through some especially stressful times for their family.

"Once during a dressing change, my mom actually ended up fainting," Kama remembered. "I was freaking out. But, our home health nurse, Phyllis, just remained so calm and gentle. I can't say enough about how truly amazing she was in that moment—just a calming presence in the storm."

When someone is receiving care from Home Health, the team works in partnership with their primary care provider to meet their health care needs based on their individualized care plan. Kama said that the communication between all the members of Marcella's care team was a huge relief to her family.

"They just do so well with communicating, not just with the patient but also with me as the family member," Kama explained. "They also then report back to the doctor and make sure everyone is all on the same page. I feel like that is absolutely instrumental because I don't have to go to Mom's appointments and explain everything all over again."

Kama says she would recommend Fisher-Titus Home Health to anyone needing the service for their family.

"I hope that people choose Fisher-Titus," Kama said. "They have been so friendly and so giving. I really truly appreciate Fisher-Titus Home Health."

**If you think you or a loved one might benefit from Fisher-Titus Home Health's services, talk to your primary care provider about a referral or visit [fishertitus.org/homehealth](https://fishertitus.org/homehealth) for more information.**



# recognition

## The Fisher-Titus Medical Staff Awards Banquet Recognizing our outstanding providers

Fisher-Titus recently had the honor of recognizing our talented physicians at our Medical Staff Banquet. In addition to recognizing years of service and retirements, we also had the honor of presenting special awards. These awards are decided on by the providers' peers, earned through their achievements, and in some cases voted on by the community.



### **Dr. Farid Said** The Milestone Achievement Award

*Recognizing a physician who has reached a meaningful milestone related to serving patients.*

Dr. Said began serving the health care needs of our community in 1975 and continued non-stop for 46 years until his retirement in 2021. He spent many years helping Fisher-Titus leadership recruit physicians to the community and has served on the Fisher-Titus Board, as Chief of Surgery, chaired and served on many committees, and even acted as Deputy Coroner.

After his retirement, his commitment to Fisher-Titus has remained strong as he continues to work with our Foundation to strengthen health care services available in our community.



### **Dr. Chris Brown** The Community Choice Award

*Community members were asked to name a physician who best demonstrated outstanding patient care, community involvement, and commitment to his/her patients.*

Here are some comments from our community members in their nominations of Dr. Brown:

- You are not just a patient; he is truly interested in you as a person. The only doctor I have known to call you the next day to see how you are. He truly cares!
- He has told me in past, "if you have problems call me anytime and if the office isn't open call the hospital and they'll contact me for you!" This is above and beyond service!
- He is always caring and efficient!



### **Dr. Glenn Trippe** The Employee Choice Award

*Fisher-Titus employees nominated the physician they feel best demonstrates outstanding patient care and safety, community involvement, commitment to Fisher-Titus, support to staff and colleagues and overall leadership.*

Here are some snippets of the nominations of Dr. Trippe from our staff:

- It is easy to see that he genuinely cares about the future of Fisher-Titus and the people he works with. He is always recognizing the contributions each person makes to the organization.
- Not only is he an excellent physician, but he's also loyal and caring. He puts his patients first.
- He is caring and passionate about his patients, his staff, and coworkers. He has been helpful in the community and is involved in many different departments of our facility. He is always willing to pilot anything new and works hard to make sure training and education are always a top priority.

## The Fisher-Titus Foundation Board of Directors

### Board Member Spotlight:

#### Skip Wilde, Chairman

*"I was brought up as a giver, and it makes me feel good. I have been very fortunate and blessed with the ability to give. It's what I like to call the 4 T's: time, talent, treasure, and touch (going out to help others). One quote that I enjoy and find to be so true is 'You can have everything in life you want, if you help enough people get what they need or want.'"*

#### Dr. Glenn Trippe, Vice Chairman

#### Janice Smith, Treasurer/Secretary

#### Jon Ditz, Director

#### Perry Dryden, Director

#### Jeffery Huber, Director

#### Zach Jones, Director

#### Erin Lendrum, Director

#### Kelly Lippus, Director

#### Dr. Farid Said, Director

#### Frank VanDresser Jr., Director

#### Dr. Brent Burkey, President/CEO

**For more information on the Fisher-Titus Foundation and how to support local health care, please visit [fishertitus.org/foundation](https://fishertitus.org/foundation)**



## The Fisher-Titus Foundation By the community, for the community

### Message from the Director:

Savvy and conscientious donors begin their evaluation of charities by looking at each one's Mission and Impact. In this issue of Health Connections, we want to provide you with some background on the Fisher-Titus Foundation and the impact generations of donors to Fisher-Titus have made for us!

**The mission of the Fisher-Titus Foundation** is to enhance resources and relationships for Fisher-Titus, Norwalk Memorial Home, North Central EMS, and The Carriage House.

*No other charity has such a powerful mission as health care, whose charge is caring for each member of our community from their first breath to their last, regardless of their ability to pay for their care.*

This awe-inspiring and formidable work impacts the lives of every person who lives and works in greater Huron County. The impact of independent community health systems on small, rural communities is significant because our focus and priorities always begin and end with the needs of our patients and community.

### Impact.

Our independent, community, nonprofit health care system far exceeds what is typical for a community our size—in quality, technology, facilities, and breadth of services. This is the direct result of a generous legacy left by past employees, providers, and community donors. The future of our health system will be built by us today.

Fisher-Titus is central to our health, healing, quality of life and economy. Since 1917, our community's needs, values and support have built and shaped Fisher-Titus, and Fisher-Titus' care and investment has grown and improved life in our community. It is a virtuous feedback loop that serves our community and health system well. Where else would your gift have greater reach or impact on every member of our community?

### Local.

Every gift, dollar for dollar, to the Fisher-Titus Foundation stays local, supporting improved care and health right here in our community.

Thank you for your continued support of the Fisher-Titus Foundation. It is because of you we are able to provide care for our family, friends, and neighbors!

# Meet the foundation staff

## Angie Smith, Director

Angie has served the Fisher-Titus Foundation since 2019. She is a Norwalk native and resident. She has spent most of her career serving Huron County. Angie is currently a member of the Norwalk Kiwanis and Norwalk Rotary clubs and serves on the KinderCasa Board.

*“The work of the Fisher-Titus Foundation to resource the health care needs of our community is very personal for me—this is my home and these are my people. The doctors, nurses and Fisher-Titus staff have cared for me and my family through emergencies, surgeries, physical therapy, for primary care, in transitional care, and at Norwalk Memorial Home. The staff, across all departments in every role, inspires me with their kindness, dedication and skill. I am coming to understand and appreciate that Fisher-Titus—in providing for our health care needs, providing great local jobs, and driving our local economy—is a gift given to us by previous generations of leaders and philanthropists. I am so grateful to them; and I feel a responsibility to secure this gift for the generations of family and neighbors to come!”*



Angie, Emily, Dr. Said, and Janice

## Janice Tuttle, Operations Manager

Janice has been with Fisher-Titus since 2011, working in the Rehabilitation Department, Administration, and most recently, for the Fisher-Titus Foundation. A Norwalk resident for over 20 years, Janice has also served the community working in a small, local, family-owned business and as an aide for Norwalk City Schools. She enjoys staying active, taking classes at the Ernsthansen Recreation Center, and walking the many trails this area has to offer with her husband, Rodney and best friend, Monica.

*“All three of my children went to school here and I am grateful for the incredible community we are part of. The people here inspire*

*me every day to do more and give back. I truly feel blessed beyond measure to work alongside individuals who are so dedicated to the service of others.”*

## Emily Baker, Coordinator

A Norwalk native and St. Paul graduate, Emily was inspired by the generosity of many members of her school and community at a young age. Upon graduating college in 2021, she returned to Norwalk and began her career with the Fisher-Titus Foundation.

*“I want to give back. Our community gave me so much growing up, and still today. This is my way of saying thank you.”*

Emily is a current member of the Norwalk Jaycees and United Fund, and coaches track and girls basketball at her alma mater.

## Dr. Farid Said, Liaison

Dr. Farid Said was born in Colombia and lived in Zaragoza, Spain for seven years as he went through medical school. He came to Cleveland in 1969, completing two years of residency in general practice and four years of general surgery in Cleveland. In 1975 he came to Wakeman and Norwalk to practice general surgery and family medicine until his retirement in January 2021. He and his late wife, Lucia, raised 3 children here. After his wife passed away, Dr. Said remarried Rosa Elena Said and together they have five children and 12 grandchildren.

*“I am grateful to the Fisher-Titus administration, physicians, nurses, and especially the Norwalk community for accepting me and helping me in so many ways. Norwalk is a beautiful community to live and raise a family. One of the reasons I became involved with the Foundation is because I am so grateful and would like to give back what I have received from them. Whether it’s NCEMS, a cath lab, or a senior campus, sometimes we don’t realize how much this work helps our family or ourselves. My life personally has been saved multiple times by the medical staff at Fisher-Titus. Our hospital is an example of what a good facility and staff should be.”*

**Thank You for your support of the 33rd Annual Golf Tournament!**

- This year's outing was our largest ever!
- Proceeds for Cardiac Cath Lab Renovations: \$62,000+
- Total Golfers & Foursomes: 192 golfers, 48 foursomes
- Total Sponsorships: 86
- Total Volunteers: 53

# Passing the torch

In September, Fisher-Titus welcomed Dr. David Levine as Chief Medical Officer. Dr. Levine is working alongside current Chief Medical Officer, Dr. Gary Moorman, as Dr. Moorman prepares for his retirement early next year.



## Welcome, Dr. Levine!

Dr. Levine was born and raised in Northeast Ohio in Geauga County. Dr. Levine remembers first being interested in medicine after his mom had back surgery when he was around ten years old.

"I still remember to this day being in the waiting room, playing paper football with my dad, when the surgeon walked out," Dr. Levine describes. "As he walked down the hall, I was just in awe."

From that day on, Dr. Levine was set on becoming a doctor.

In high school, Dr. Levine's family moved to Houston, Texas. He stayed there for college and medical school before returning to the Cleveland area for his residency at MetroHealth. While at Metro, Dr. Levine ran into a familiar face.

"The doctor that did my mom's surgery was retired, but he would come back to the ortho department and guest lecture," Dr. Levine explains. "So, I actually had the chance to meet that surgeon and tell him the story. It was neat to be able to come full circle in that way."

While Dr. Levine originally thought he himself would want to go into orthopaedics, through working as an EMT and volunteering in an emergency department while in college, he realized his passion for emergency medicine.

Over the years, Dr. Levine has served in many different roles leading both EMS and emergency departments throughout Ohio, New York, and Pennsylvania.

When Dr. Levine learned about the Chief Medical Office opening at Fisher-Titus, he wasn't necessarily looking for a change. However, he pursued the opportunity and after visiting, he knew it was a place he wanted to be.

"Even though everyone was wearing face masks, you could tell how welcoming Fisher-Titus is," Dr. Levine says. "I've been in other facilities that have tried to instill that same kind of culture, but it's felt phony. It doesn't feel phony here."

Coming from Medina where he started his career, Dr. Levine holds a special affinity for rural medicine.

"There's a lot of people here that are born and raised in the area," Dr. Levine explains.

**"My advice is to not lose sight of keeping the patient at the center of what we do..."**

– Dr. Moorman

"Some of them have worked here their entire adult lives. I could tell that the framework here is strong, that the culture is very collaborative, and that what they do is about the community, about the patient, and about the employees."

Dr. Levine believes that with the foundation we have in our talented and knowledgeable employees, Fisher-Titus can make a real difference in community health.

He is looking forward to building relationships with people and building trust so that he can work alongside employees to improve processes, making their jobs easier and the experience better for the patient.

"The role of CMO has a lot of regulatory components and a lot of making sure the organization is doing what it needs to do. But, also part of the role is to figure out where the pain points are not only for clinicians, but throughout the organization," Dr. Levine explains. "I'm also excited to see if we can make a difference in the way health care is delivered in a rural setting. I would love to be able to make us an example that other facilities emulate."

Fisher-Titus is excited to welcome Dr. Levine and his wife, Kim, to our community. The two have been together since their freshman year of high school, getting married after college before Dr. Levine started med school. They have three adult children and enjoy traveling, skiing and snowboarding, and boating on Lake Erie.



### Thank you, Dr. Moorman!

Dr. Gary Moorman began his career working clinically in emergency medicine for over ten years after completing his medical training. His first foray into the administrative side of health care came when he began managing medical education programs. After that, he served in various roles with Chief Medical Officer-type duties in health systems across Michigan.

He made his way to Fisher-Titus the first time in 2011, serving as the Vice President for Medical Affairs. At the time, he was the first physician to ever serve on the administrative team. During his two years, he did a lot of work redesigning case management and quality here at Fisher-Titus.

“In the typical case management model, social workers didn’t have time to actually do social work,” Dr. Moorman explains. “So in redesigning it, we created specialist positions and they work hand-in-hand with the hospitalists to facilitate and expedite patient care including developing the discharge plans. This allows the social workers to actually do social work.”

After leaving briefly to go back to Michigan in 2013, Dr. Moorman returned to Fisher-Titus as Chief Medical Officer in 2019. Along with continuing much of the work he began

during his original time from 2011-2013, Dr. Moorman ended up being an integral part of the team that tackled Fisher-Titus’s response to the COVID-19 pandemic.

“I think surviving COVID and the teamwork around what we did with trying to manage that process stands out in my mind as a significant achievement,” Dr. Moorman says. “Developing the whole vaccination process including running it through Cerner to automate the reporting was huge. It was just an idea but the teams took it and really did a phenomenal job of moving us forward.”

Dr. Moorman also speaks fondly of the people he’s worked with and the culture of Fisher-Titus.

“I think that we have a great team and a resilient team,” Dr. Moorman explains. “Everybody’s focused on doing the right thing, doing a quality job, and taking care of patients. So many people that we work with in all different areas are just great people.”

As Dr. Moorman prepares to retire, he plans to spend his winters in warmer weather, spend more time with his family (especially his grandchildren), and catch up on projects. But before he does that, he will continue to work with Dr. Levine to get him up to speed and prepared to take over the reigns as Chief Medical Officer.

He also has some wisdom to share with the organization as a whole as we enter a new chapter in health care in a post-pandemic world.

“Health care is a noble profession, but the reality is we have to be very astute on the business side,” Dr. Moorman explains. “My advice is to not lose sight of keeping the patient at the center of what we do and to not get frustrated with all the distraction of the business. That’s the challenge: how do we manage that into the future? There’s no magic answer, but I think trying to stay focused on doing the right thing for the right reasons with the patient in the middle is where we need to go.”



### Dr. Gary Moorman The Lifetime Achievement Award

Dr. Moorman has been instrumental in the success of Fisher-Titus. His leadership through the COVID-19 pandemic in keeping us up to date on the ever-changing guidance and protocols for vaccines was greatly appreciated as we navigated those uncertain waters.

He has also played a significant role in a variety of key projects, including:

- Designing the structure of the quality division to ensure members work at the top of their license
- Ensuring that Fisher-Titus is always survey ready
- Implementing numerous quality standards of care to improve patient outcomes
- Assisting with the design of Clinical Documentation Improvement programs
- Embedding High Reliability concepts, education, and programming at Fisher-Titus



## Supporting our community's wellness

As an independent, nonprofit health care system, our community is at the heart of everything we do. While the most obvious way we do that is by providing the health care our community needs when and where they need it, we are also committed to supporting the community in leading healthy lifestyles, hopefully preventing them from getting sick. One way we do that is through our Community Benefit Program that supports programs and projects that enhance the health and quality of life for people of all ages in the communities we serve.

“We look for projects that support the overall wellness of the communities we serve,” explains Marisa Zanotti, community benefit manager. “This includes all areas of wellness: mental, physical, emotional, and more. We really try to ask ourselves, ‘how can we encourage wellness’ and ‘how can we look at these events and programs and projects from a prevention perspective’ so we can promote health and wellness throughout someone’s entire life.”

While Community Benefit was traditionally out in the community offering programs and participating in events, the COVID-19 pandemic changed the way we approached our community support.

“During the pandemic, we had to do a lot of virtual things but we were still trying to encourage people to stay active, even if they couldn’t stay active together,” says Zanotti.

To accomplish this, Fisher-Titus offered a virtual Couch to 5K program and a Healthy Kids, Healthy You newsletter for our Kindergarten classrooms.

Fisher-Titus also shifted to supporting larger-scale community projects that allowed individuals to continue to sustain their health and wellness without having to be together physically. Some of these projects were the McGuan Park All-Abilities Playground, the Wakeman Fitness Park, the Fisher-Titus Walking Path at the Willard Reservoir,

the Contractor’s Field walking path, and the New London batting cages. We are excited to support Monroeville Mini Main Street and the Western Reserve track coming soon.

Now, we are also excited to finally be back to offering some of our in-person programs as well as some new programs that will be starting up soon including in-person Healthy Kids, Healthy You for local kindergarteners, Helmets for Kids, and 5K sponsorships.

Also supported by the Community Benefit program are the six Community Health Screenings Fisher-Titus offers each year. Attendees pay for these tests out-of-pocket at a discounted cost for those who do not have insurance or whose insurance does not cover the costs of their tests. In addition, Fisher-Titus holds health fairs in conjunction with at least two of the screenings each year where the community can come and get health information and sometimes other health screenings at no cost, without an appointment, even if they are not getting blood work.

“Fisher-Titus believes in helping the community,” explains Zanotti. “We want to be present in the communities we serve and let people know that we’re here to help them, not just when they’re sick, but all the time.”

**For more information or to submit a donation or sponsorship request, visit [fishertitus.org/sponsor](https://fishertitus.org/sponsor).**



## Ready for anything: How Fisher-Titus prepares for disasters & emergencies

**Disasters and emergencies never happen when we expect them or when it's convenient. But as a health care system, Fisher-Titus needs to be able to continue operating and caring for patients in the event of an emergency. That's why we work hard year-round to ensure we are prepared for all types of disasters and emergencies.**

As part of our accreditation, we are required to have an emergency preparedness program that includes planning, procedures, communication, training, testing, and conducting two emergency exercises a year. However, we aim to do four drills a year, taking every opportunity to remain prepared for the unexpected.

"Fisher-Titus will always go above and beyond what is required to ensure we are as prepared as possible to care for our community," said Lynn Kochheiser, manager, Emergency Management Program.

Fisher-Titus conducts a hazard vulnerability analysis each year that helps us determine what kind of emergencies we're most likely to encounter. By looking at how likely each scenario is and how prepared we are for each one, we can determine which scenarios we should focus on further in our emergency drills.

So far this year, Fisher-Titus has conducted three major emergency exercises and has participated in a fourth held by Huron County EMA.

In March, the Hospital Emergency Response Team (HERT) participated in a combined training and small-scale decontamination exercise. Fisher-Titus had recently gotten a new, state-of-the-art mobile decontamination tent so, during this exercise the team learned how to set up the tent, put on and take off the proper PPE, run patients—played by students from Norwalk High School—through the tent, and more. The Norwalk Fire Department even participated since they would help in the case of mass decontamination activities.

One of our drills each year must be a full-scale, community-based exercise meaning that not only are we acting out a disaster and the steps we would take to respond to that disaster, but we are also involving other community agencies such as the fire department, police department, Huron County EMA, or others. That exercise came in July when North Central EMS and Janotta & Herner hosted a mass casualty incident drill at the Huron County Fairgrounds. Several Fire Departments and North Central EMS triaged patients at the scene and transported patients to the hospital where teams there got to practice their response.

In addition, Fisher-Titus also holds smaller, table top drills where the Incident Command team talks through a situation. In June, the situation revolved around a ransomware attack.

After each exercise, an after-action report is created that consolidates lessons learned and opportunities for improvement.

"Each time we do an exercise we learn more about how we can prepare and respond a little bit better," explained Kochheiser. "So, they're not only educational for the teams participating in the drills, but they also give us an idea of how to build our plans to be even better moving forward."

Kochheiser also says she can see the progress each time Fisher-Titus participates in a drill or must respond to a real-life emergency.

"Anytime we're forced to deal with something that we've not dealt with before, it's a great learning opportunity," she said. "But we must keep building. It's important to not just say 'Oh, check, we did that drill,' but to continue working more, educating ourselves, and addressing those areas we may have identified as needing some additional preparation."

# Fisher-Titus recognized for outstanding care



## Fisher-Titus Recognized in 2022 Digital Health Most Wired Survey

Fisher-Titus is proud to announce their Level 7 achievement for the Acute survey selection in The College of Healthcare Information Management Executives' (CHIME) 2022 Digital Health Most Wired survey. They are the only hospital in the region to receive this recognition.

Among the more than 38,000 organizations surveyed by CHIME, Fisher-Titus ranked above peers in categories like analytics and data management, population health, infrastructure, and patient engagement. The survey assessed the adoption, integration, and impact of technologies in health care organizations at all stages of development, from early development to industry leading.

The Level 7 Recognition Fisher-Titus received recognizes the technologies and strategies they have deployed that help them analyze their data and achieve meaningful clinical and efficiency outcomes. It also recognizes the steps Fisher-Titus is taking to advance the technologies they use to expand patients access to care.



## Norwalk Memorial Home Named to U.S. News and World Report's List of Best Nursing Homes

Norwalk Memorial Home was named to U.S. News and World Report's list of Best Nursing Homes for 2021. Only 15% of nursing homes in the United States make this list.

All Medicare- and Medicaid-certified nursing homes that were part of the July 2021 CMS nursing home provider census made available in July 2021 were evaluated by U.S. News. To be recognized as one of the 2021-22 U.S. News Best Nursing Homes, a facility must have been "High Performing" in short-term rehabilitation, long-term care, or both.

Ratings are based on U.S. News' assessment of quality measures focusing on staffing, medical outcomes, resident complaints, processes of care, and more. All data used in the ratings came directly from publicly available sources including the Centers for Medicare and Medicaid Services (CMS).



## Fisher-Titus Named Best U.S. Hospital by Money

Fisher-Titus has been named to Money's inaugural list of the Best Hospitals in America. They are one of 148 hospitals in the country and one of only four in Ohio.

In partnership with the Leapfrog Group—a nonprofit that has been vetting hospitals for more than 20 years—the Money (formerly known as Money Magazine) list is designed to spotlight the facilities that consistently deliver the safest, highest-value care for patients. According to Money, the list is meant to give patients peace of mind when making decisions about where to receive their health care.

To compile the list, the Leapfrog Group used data from its Hospitals Survey, its Hospital Safety Grade assessment, and public data sources to evaluate hospitals based on a wide range of criteria focusing on safety and quality. Hospitals were eligible for the list if they earned an A letter grade on the Leapfrog Hospital Safety Grade assessment for fall 2021.

For more information, visit [fishertitus.org/awards](https://fishertitus.org/awards)



**“We strive to provide safe, high-quality, personalized care for our patients. These recognitions are a testament to our employees hard work and dedication to doing just that for our patients.”**

– Dr. Brent Burkey, president & CEO of Fisher-Titus



#### **Fisher-Titus Nationally Recognized for High-Quality Stroke Care**

Fisher-Titus has received three American Heart Association Get With The Guidelines achievement awards for demonstrating commitment to following up-to-date, research-based guidelines for the treatment of heart disease and stroke, ultimately leading to more lives saved, shorter recovery times and fewer readmissions to the hospital.

Get With The Guidelines puts the expertise of the American Heart Association and American Stroke Association to work for hospitals nationwide, helping ensure patient care is aligned with the latest evidence- and research-based guidelines. As a participant in the Get with the Guidelines program, Fisher-Titus qualified for the award by demonstrating how their organization has committed to improving quality care.

#### **This year, Fisher-Titus received these achievement awards:**

- Stroke Silver Plus
- Target: Stroke Honor Roll Elite
- Target: Type 2 Diabetes Honor Roll



#### **Fisher-Titus Recognized for Exceptional Community Support**

Fisher-Titus has been recognized as a winner of the 2022 Community of the Year Population Health Pioneer Awards, presented by Caravan Health, part of Signify Health. The award is given to Accountable Care Organizations (ACOs) and partners each year who have demonstrated exemplary work while serving their patients, community, and the healthcare industry.

Caravan Health selected health systems and population health champions who have incorporated innovative approaches through their leadership, dedication, and innovation while mitigating challenges during the COVID-19 pandemic. Fisher-Titus has demonstrated a commitment to diversity, equity, and inclusion while working to improve patient care outcomes and fully supporting their community.

The criterion for this honor includes the adoption of innovative programs to serve high-risk populations, the utilization of Caravan Coach and other innovative technologies, and the use of supplemental data to improve core program success. Fisher-Titus not only met, but more than exceeded these standards.



#### **Fisher-Titus Birthing Center Recognized for a Third Time as Newsweek Best Maternity Care Hospital**

Fisher-Titus was named to Newsweek's 2022 list of Best Maternity Hospitals—only one of 350 winners recognized nationally. This is the third year in a row they have received this recognition and is the only facility in the region to receive this designation.

Newsweek, along with Statista, the world-leading statistics portal and industry ranking provider, developed a complex methodology to ensure the quality and validity of the ranking. Three data sources were used for the evaluation:

- Nationwide online survey: hospital managers and health care professionals with knowledge about maternity processes including midwives, neonatal and OB/GYNs were asked to recommend leading maternity hospitals in the U.S.
- Medical key predictive indexes on hospitals with a focus on indicators relevant to maternity care including rates of Cesarean births
- Results from patient satisfaction surveys

# What's new at Fisher-Titus



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



## Fisher-Titus Cancer Care Center Welcomes Palliative Medicine Physician

Dr. Nancy Cloak has joined the Fisher-Titus Cancer Care Center. She is board certified in palliative medicine.

A graduate of the University of South Florida College of Medicine, Dr. Cloak specializes in palliative medicine. Palliative medicine focuses on helping people with symptoms such as pain, tiredness, anxiety, poor sleep, and more, while they get treatment for illnesses like cancer. She became interested in this field because it combined her interest in general medicine with the opportunity to relieve suffering and spend more time with her patients.

Dr. Cloak joins the Cancer Care Center team that includes Dr. Tim Adamowicz and Katie Demboske, APRN.

**To schedule an appointment, call 419-660-2637 or visit [fishertitus.org/cancer](https://fishertitus.org/cancer) for more information.**



## Fisher-Titus Family Medicine – Wakeman Welcomes Physician

Dr. Preet Gudimella has joined Fisher-Titus Family Medicine in Wakeman as a primary care physician. He is Board Certified in Family Medicine and is a member of the American Academy of Family Physicians.

A graduate of Ross University School of Medicine in North Brunswick, New Jersey, Dr. Preet Gudimella encourages evidenced-based lifestyle practices involving fitness, nutrition, and alternative techniques to prevent and alleviate chronic illness with his patients. He sees patients of all ages and is interested in treating both chronic and acute illnesses and performing outpatient procedures.

Dr. Gudimella is excited to be practicing medicine alongside his twin sister, Dr. Preeti Gudimella, who joined Fisher-Titus in 2021. He joins the Fisher-Titus Family Medicine – Wakeman team that also includes Dr. Christina Canfield and Dr. Samuel E. Ross.

**To schedule an appointment, call 419-660-2900 or visit [fishertitus.org/schedule](https://fishertitus.org/schedule).**



## Fisher-Titus Pediatrics Welcomes Physician

Mary Saleh, MD, FAAP has joined Fisher-Titus Pediatrics in Norwalk and Bellevue as a pediatrician. She is board certified in general pediatrics and neonatology.

Dr. Saleh is experienced in providing care for children with developmental, learning, or behavioral challenges. She has a special interest in the diagnosis and care for children with Autism, care for teens struggling with anxiety and depression, and ADHD multi-faceted care. Additionally, she is also passionate about caring for children with complex medical needs, former premature infants, and providing wellness and parent education for the families she sees.

Dr. Saleh joins the Fisher-Titus Pediatrics team that includes Dr. Karen LaSalle, Dr. Elizabeth Olds, Dr. Paul Wnek, Kathryn Falter, CNP, Brian Lynch, PA-C, Ashley McGrain, CNP, Erin Rogers, CNP, and Ken Murray, PhD, LPCC.

**For more information, visit [fishertitus.org/pediatrics](https://fishertitus.org/pediatrics).**

**To schedule an appointment, visit [fishertitus.org/schedule](https://fishertitus.org/schedule) or call 419-668-9409.**



### Fisher-Titus Family Medicine – Willard Welcomes Nurse Practitioner

Tammy Bryant, MSN, APRN-CNP has joined Fisher-Titus Family Medicine – Willard.

Tammy is a family nurse practitioner seeing patients of all ages including women’s health patients for routine appointments and concerns. She has over 20 years of experience in nursing having worked as a registered nurse in intensive care, emergency, post-partum, pre- and post-operative, and as a nurse supervisor.

Tammy joins the Fisher-Titus Family Medicine – Willard team that includes Dr. Chris Brown, and Dr. Vicki Brown.

**To schedule an appointment call 419-660-2900 or visit [fishertitus.org/schedule](https://fishertitus.org/schedule).**



Megan Turner, dietitian

### Fisher-Titus Family Medicine – Wakeman Now Offering Dietitian Appointments

Medical Nutrition Therapy appointments are now available at Fisher-Titus Family Medicine in Wakeman! With a physician referral, patients can make an appointment to see one of our registered dietitians in Wakeman on Thursdays.

Covered by most insurances, Medical Nutrition Therapy helps patients set nutrition goals to improve your health. Your dietitian will:

- Review your eating habits and lifestyle
- Do a thorough assessment of your nutritional status
- Help you create a personalized nutrition treatment plan

While anyone looking to improve their nutrition can benefit from this service, it can be especially helpful for individuals with diabetes, cardiovascular disease, renal disease, gastrointestinal disorders, and other health conditions. Talk to your doctor to see if you could benefit from a referral to Medical Nutrition Therapy.

Visit [fishertitus.org/nutrition](https://fishertitus.org/nutrition)

### Welcome Back, Volunteers!

We are pleased to be welcoming volunteers back into several areas of the facility. Want to join our FisherTitus family? We are looking for new volunteers!

#### Volunteer opportunities include:

- **Norwalk Memorial Home:** Assist with special occasions, water, and nourishment routines, and monthly events such as bingo, service day, and birthday parties.
- **Gift Shop:** Staff the Fisher-Titus Auxiliary Gift Shop at Fisher-Titus Medical Center.
- **Greeter & Visitor Assistance:** Greet patients and visitors as they enter the Medical Center and help them find their way around the facility.
- **Admitting Department:** Help with transporting patients to various departments of the hospital.
- **Business Office:** Assist with filing and sorting information for mailings.

Visit [fishertitus.org/volunteer](https://fishertitus.org/volunteer) for more information and to apply.



Kelly Berry, dietitian

### Bivalent COVID-19 Boosters and Annual Flu Shots Now Available at Fisher-Titus Primary Care and Pediatrics Locations

The bivalent COVID-19 boosters are now available at all Fisher-Titus Primary Care and Pediatrics Locations. Bivalent COVID-19 boosters are formulated to better protect against the most recently circulating COVID-19 variant.

The CDC recommends everyone age six months and older receive a COVID-19 vaccine series. It is recommended that everyone age 12 and older receive a bivalent booster dose two months after completion of any primary COVID-19 vaccination series or after previously receiving a monovalent booster dose(s). Children age 5–12 are recommended to receive a monovalent booster dose. This new booster recommendation replaces all prior booster recommendations for this age group.

In addition to the bivalent boosters, Fisher-Titus Primary Care and Pediatrics locations are also offering annual flu vaccinations. Flu shots can be given at the same time as a bivalent COVID-19 booster.

**Bivalent COVID-19 booster and flu vaccine appointments can be scheduled online at [fishertitus.org/schedule](https://fishertitus.org/schedule) by clicking “family medicine” and selecting COVID-19 booster or flu shot from the drop-down.**

**You can also schedule by calling 419-660-2900. To schedule a pediatric COVID-19 booster appointment, call 419-668-9409.**



Fisher-Titus Health Connections is a community publication distributed by Fisher-Titus Health. For more information about our services and programs, or to be added to our mailing list, please contact the Marketing & Public Relations Department, Fisher-Titus Medical Center, 272 Benedict Avenue, Norwalk, OH 44857. Call 419-660-8101 or visit fishertitus.org.

# The window to your health: **myFisherTitus patient portal**

**Sign up for the myFisherTitus patient portal to securely view lab results, access and download your health records, request an appointment, and save time by paying health bills online.**

## **On myFisherTitus you can:**

- View your hospital and provider office medical records
- Request prescription renewals
- Request appointments with your provider office
- Securely message provider offices
- View your test results
- View and print visit summaries and instructions
- Send your medical record to specialists or share with family

## **What do I need to do?**

If you are not registered on the Fisher-Titus patient portal, you can sign up:

- By visiting [fishertitus.org/portal](http://fishertitus.org/portal)
- At your provider's office
- At the registration desk in the admitting department located in the Fisher-Titus Emergency Department

- By calling the Fisher-Titus Health Information Management Department at 419-660-2702 during the hours of 7 a.m.–4:30 p.m., Monday – Friday

## **NEW! Stay up to date on your health information**

Patients can now sign up to receive notifications via text, email, or push notification through the app.

These notifications will alert patients of new:

- Documents
- Clinical notes
- Secure messages
- Results
  - Radiology
  - Pathology
  - Microbiology

Current portal users can sign up for notifications through the portal under notifications settings.

## **Access your patient portal through the HealthLife app!**

Available for Android and Apple devices, simply download the app, select Fisher-Titus as the facility, log into your portal account, and have your medical record information right at your fingertips.



**Scan the QR code to sign up or log in to the myFisherTitus patient portal!**