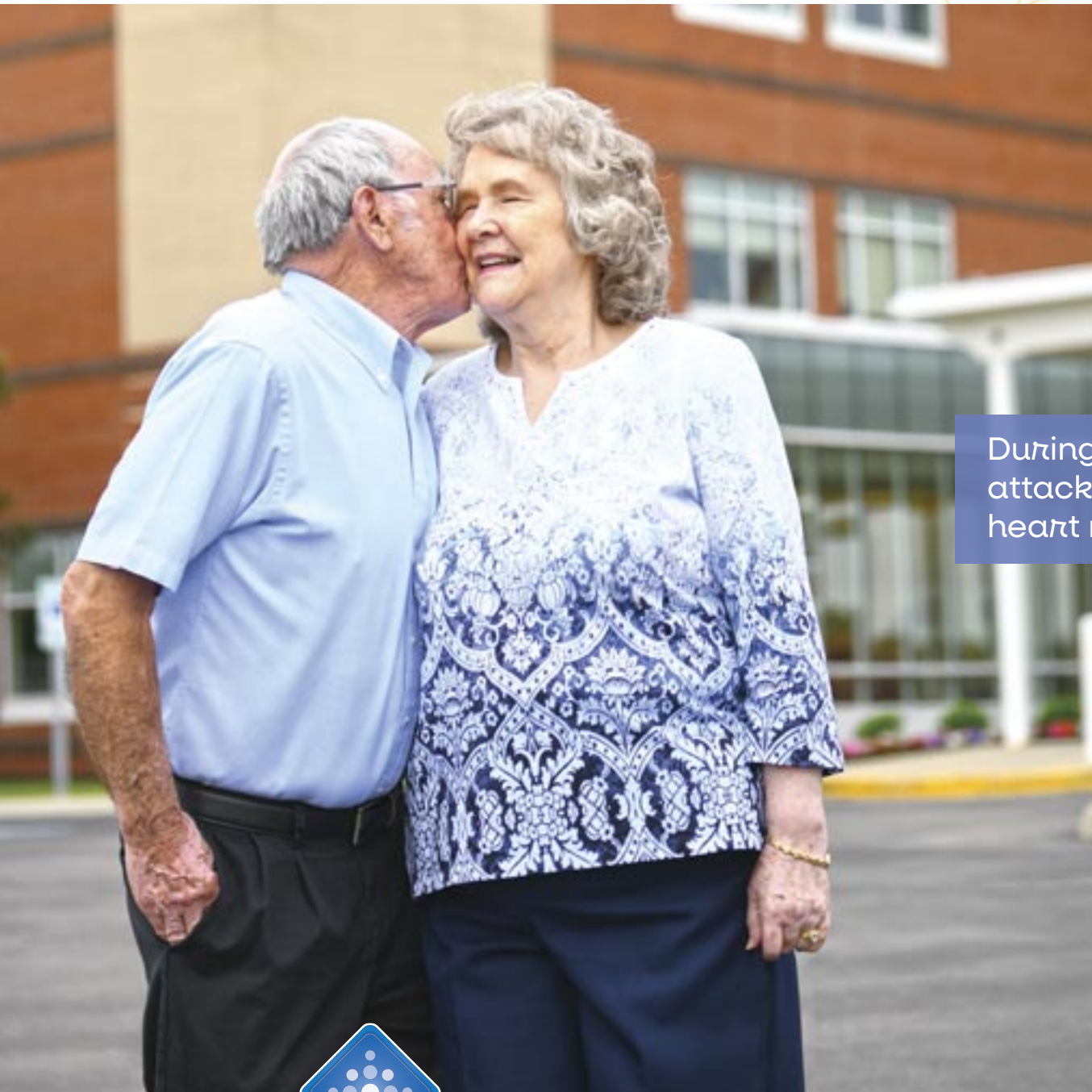


S U M M E R 2 0 2 2

Health connections



During a heart attack, time equals heart muscle.



FISHER | TITUS

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Health connections



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primary care



Personal Care that works for you

Illness and injury rarely happen when it's convenient for you. That's why Fisher-Titus offers flexible options for primary care visits with providers you know and trust.

Our primary care doctors and providers in Norwalk, Wakeman, Milan, New London, and Willard develop long-lasting relationships with patients while treating common aches, pains, illnesses, and much more. Primary care services at Fisher-Titus also include health care management for chronic conditions, in addition to offering education for patients about chronic illnesses, lifestyle choices and preventative health guidance.

Our primary care physicians and providers provide comprehensive wellness and preventative care for men, women and children. As your partner in health, a primary care doctor can also help refer you for specialized care should you need it.

Why You Need a Primary Care Physician

Having a primary care provider that you have an established relationship is helpful when health issues arise. The relationship you build will allow your primary care provider to know your health history, and be your main health related partner for general health and wellness. Through routine physical examinations, your primary care provider

can often detect a condition in its early stages, making it more treatable, and preventing other related conditions from becoming an issue.

Primary care providers can also help you maintain your health and wellness through annual checkups.

Questions to Ask Your Primary Care Doctor

Choosing the right primary care provider is an important part of keeping your health on track. You want someone you feel comfortable with and trust, but how will you know if they are right for you? The best way is to ask questions before, during, and after your initial visit. You'll want to know things like whether they have a primary care specialty such as pediatrics or geriatrics, and if they're experienced with conditions you have.

Be sure to ask about their hospital affiliations, office policies, and how they communicate with patients and provide appointment information. Write down any questions you have for the doctor ahead of time so you don't forget.

To schedule an appointment with one of our primary care providers, call 419-660-2900.

Fisher-Titus Primary Care offers Virtual Visits and Online Scheduling to make having an appointment more convenient for you. Learn more on the back cover!

Care When and Where You Need It

Fisher-Titus offers health care and wellness appointments at five locations in Huron County so you don't have to drive far for the care you need. When illness and injury come unexpectedly, we are able to offer you same-day and next-day appointment options across all of our office locations so you can be seen as soon as you need.

Fisher-Titus Primary Care locations include:

Milan

Fisher-Titus Family Medicine
2114 State Route 113 East

New London

Fisher-Titus Family Medicine
187 West Main Street

Wakeman

Fisher-Titus Family Medicine
24 Hyde Street

Willard

Fisher-Titus Family Medicine
315 Crestwood Drive

Norwalk

Fisher-Titus Norwalk
Primary Care
280 Benedict Avenue, Suite A

View all our primary and specialty care locations at fishertitus.org/locations.



patient story



Charlotte recovering at Fisher-Titus

Saved from a deadly heart attack

It was a regular day with nothing seemingly out of the ordinary when Charlotte and her husband, Willard, ventured out for their morning walk at the park. However, this walk was about to take an unexpected twist that would impact Charlotte and her husband's lives forever.

"We've always walked a lot," said Charlotte. "So, it was like any other day. We just went out to take our walk, and I felt good. I wasn't tired. I wasn't short of breath. We finished our walk, backed out of the parking lot, and my chest started burning."

Unknown to Charlotte at the time, her main artery was 100% blocked causing her to begin having a heart attack.

"At first, I didn't know what was happening. It kept getting worse and worse. It was a ten-minute drive to back our house. When we got home, I went in and laid down on the couch," recounted Charlotte. "By that time, it was burning all the way up my throat, and my arm started hurting. So, my husband called 9-1-1, and I made him hang up. They called right back and sent EMS."

Having maintained a healthy lifestyle throughout her life, Charlotte, a 77-year-old resident of Greenwich, never thought she would experience a heart attack and, like most people experiencing heart attack symptoms, brushed them off, expecting them to subside with some rest. Luckily, cardiologist, Dr. Daniel Newton and his team at the Snyder/White Heart & Vascular Center at Fisher-Titus were ready and waiting for Charlotte when she arrived.

"We had a STEMI called from the field, which means someone is having chest pain out in their home or in the field," said Dr. Newton. "The squad was called, and they did an EKG right there at her house and found that she was having a heart attack. They radioed that in and sent in the EKG. We confirmed that,

which is extremely helpful. So we knew right away that the person was having a heart attack and mobilized our lab immediately, even before she got here."

The cardiovascular team in the heart center consists of a cardiologist, registered nurse, circulator, documenter, and scrub tech.

Mobilizing the cath lab before the patient arrives allows the cardiovascular team to prepare anticipated medications, prep for chest x-rays, and clear the lab for the incoming patient. The mobile EKG program has been instituted in many heart centers across the United States over the last several years to help notify cardiovascular teams of incoming heart attacks. This program helps decrease the amount of time a patient is experiencing a heart attack versus waiting



What is STEMI?

STEMI stands for ST-segment elevation myocardial infarction. It's the most deadly type of heart attack. With a STEMI heart attack, the artery, or tube that carries blood from your heart to the rest of the body, is completely blocked. Parts of the heart that are supplied by this artery will then begin to die.

to come to the Emergency Room, then getting an EKG, which is the trigger by which cath labs are typically activated for an emergency angioplasty.

"With this patient, we actually broke our door-to-balloon time because we were forewarned about her heart attack out in the field," recalled Dr. Newton. "We were able to get her to the cath lab emergently and open up the artery, at that point, in record time."

During a heart attack, time is heart muscle. The sooner the team can intervene, the less damage is done to the heart. The door-to-balloon time national average is 65 minutes. It took the cardiovascular team only 23 minutes to get the balloon inflated in her artery from the moment Charlotte passed through the door. Since then, the record has been broken again with a new door-to-balloon time of 20 minutes. Each case provides the team an opportunity to fine-tune certain parts of the process to be even faster for our patients so they can be confident they are receiving great care right here in their own community.

"I was really calm. I was never nervous or scared. I just felt like I was going to be okay," said Charlotte. "They were great. When I arrived, and they unloaded me, the doctor and 8 to 10 people were standing there waiting.

As soon as they got me in the little room, they all started working on me, and it was like each one knew exactly what they were supposed to do. They all just did their thing, and in what seemed like 2 or 3 minutes, we were on our way to the procedure room. When I was there, one of the nurses told me not to be scared because they were working so fast. They always work like that."

When a STEMI is activated, it's paged overhead in the medical center. The patient is brought into the emergency department where the team, which is made up of ER staff, nurses, doctors and the cardiovascular team, is ready and waiting.

"We work as a unified force, as a unified team. Almost like an Indy pitstop," explained Dr. Newton. "Where everyone is working together for one goal, for one purpose, and that's to save the patient's life."

Since February 14, 2019, Fisher-Titus has been designated as a Level II Adult Cardiac Catheterization Laboratory by the Ohio Department of Health. This designation means that Fisher-Titus can do interventional catheterization procedures in addition to the diagnostic ones they have been doing since the Snyder/White Heart & Vascular Center opened in 2009. With recent donor support through the Fisher-Titus Foundation, the



Charlotte with her son, Rodney

medical center has been able to renovate Cath Lab 1 and Cath Lab 2 with new, state-of-the-art technology.

"Being able to help patients during a heart attack is a very rewarding experience because you assist the patient in intercepting what is a life-threatening situation," said Dr. Newton. "And when you do that, not only the patient, but the whole team celebrates that. It was extra rewarding for her case because, although at the time we did not know this, she was the mother of our director of laboratory services, which made it even more meaningful to myself and the cath lab team."

After the procedure, Charlotte was released from the hospital and able to return home. With some outpatient cardiac rehab, she and her husband are able to return to doing the things they love, including their routine walks in the park.

"I can't thank Fisher-Titus enough for giving me a second chance and letting me be with my family," said Charlotte. "The cardiovascular team at Fisher-Titus was great."

The Fisher-Titus Heart and Vascular Team is dedicated to providing highly experienced cardiovascular knowledge, expertise, and care. To schedule an appointment with one of our heart and vascular experts, visit fishertitus.org/heart for more information, or call 419-660-4707.

Learn more about how support from the community made the Zoll mobile EKG technology and cath lab renovations possible on pages 12 and 13.

billing support



We want to make sure that financial concerns are never a reason for patients to delay seeking the care they need.

Navigating health care can be confusing. Navigating health care bills can be even more confusing. At Fisher-Titus, we have a caring and dedicated team of Revenue Cycle professionals working behind the scenes from the time you schedule your appointment through receiving payment to help make this process as smooth as possible.



We're here when you need financial assistance

What departments make up the Revenue Cycle?

Patient Scheduling and Registration: Patient Access Center (PAC)

The Patient Access team handles all inpatient, outpatient, and emergency scheduling, registration, and prior authorization for the entire Fisher-Titus Health system.

Once you schedule your appointment or service, the prior authorization team works with your insurance to determine what your coverage is for the appointment or procedure you are having.

The next step in the revenue cycle is patient registration. Accurate collection of demographic and financial information at the patient's first visit is vital. If there is an error with the information, it can lead to issues billing your insurance in an accurate and timely manner. Since things can change between visits, you are asked each visit to

confirm your information. Registration may ask you for photo identification, health insurance cards, any applicable auto or workers compensation claim information, signed doctor's orders, and any authorization or referral forms. Sometimes they will call ahead of your appointment to collect this information, helping decrease your wait time when you arrive.

Patient Accounting

The patient accounting portion of the revenue cycle has two parts: patient accounting and financial services.

Patient accounting is responsible for billing all claims related to your services and reviewing them to ensure accuracy before submitting to your insurance. Sometimes insurance companies will disagree with submitted

claims and this team works in the background helping patients get the lowest out-of-pocket possible, often without the patient ever knowing there was an issue.

Financial services is responsible for collecting patient balances, financial assistance, and loan processing.

Health Information Management

Health Information Management (HIM) supports all areas of the health system in maintaining accurate health records for every single Fisher-Titus patient including storing the health record and releasing them to you when requested. They also oversee things such as monitoring of clinical record documentation, diagnosis and procedure coding, data security, privacy, and confidentiality, and much more!

Financial Assistance Options at Fisher-Titus

Fisher-Titus has financial counselors, services, and resources to help you understand your hospital bill and explain options if those bills are a financial burden for you. Whether a patient has no insurance or they experience high out-of-pocket costs after insurance, we can connect you to services you may be eligible for and guide you through the application process, free of charge.

Medicaid & State Programs

Patient advocate representatives at Fisher-Titus can assist you in completing and filing applications with the appropriate agencies. We support you through the entire process and answer any questions you have.

Payment Plans

Fisher-Titus offers flexible, in-house payment plans for up to 12 months allowing you to spread out the cost of your services over a year. Our financial counselors will work with you to establish a monthly payment you are comfortable with.

Prompt Pay & Self-Pay Discounts

Patients may receive a discount of up to 15% if the balance is paid in full after receiving the first statement. Patients who do not have insurance coverage are also eligible for a discount.

Civista Bank Financing

Fisher-Titus also provides a longer-term loan program through Civista Bank. Terms may extend up to 72 months, there is no interest charge, and the approval process is quick and

easy. This loan program is available for all hospital balances and Fisher-Titus physician balances over \$300.

Fisher-Titus Financial Assistance

Our patient advocates can help determine if you are eligible for any of these programs which can cover anywhere from 20–100% of your medical bill.

Community Assistance

Our patient advocates are familiar with many of our local community programs and can help you connect with these programs and assist you with any related applications.

We want to support our patients in understanding their insurance coverage and how much of their medical expenses they may be responsible for, even before they receive their service.

Some ways we do this include:

- Patient Financial Advisor
- Price Transparency
- Answering your questions

Visit fishertitus.org/billing for more information, including a glossary of common health care billing definitions.



Why a Patient Access Center?

In recent years, appointment scheduling, pre-registration, and prior authorization for Fisher-Titus primary care providers has moved out of the offices and into the Patient Access Center located at the new Fisher-Titus Business Operations Center across from the hospital.

Our patient access representatives work closely with the provider offices they serve and are in frequent contact with the providers themselves. They are embedded in our community and many of them have experience working in the offices prior to moving to the patient access center.

When you call for an appointment, these employees are able to look at schedules for all providers at all five primary care locations. This gives you more options when you need an appointment quickly. Additionally, having staff dedicated to answering these calls means that when you are in the office, the staff there can give you their full attention.





With you every step of the way

Giving families the best start at the Fisher-Titus Birthing Center

The Sweeting family

Whether you are having your first baby or your third, each time you welcome a child is a new, exciting experience. At the Fisher-Titus Birthing Center our skilled and compassionate team helps you prepare for and face those challenges, so your family have the best possible start as you welcome your new little one.

Even before you deliver your baby, our Birthing Center team is there to ease any anxieties you may have and help you feel more confident as you start this next chapter of your life. Made up of obstetrics specialists as well as pediatrics specialists, our team believes it is important to support the family unit and give them the resources and information they need, when and how they need it.

Helping You Feel Prepared for Birth

Through our Baby Bootcamp program, expecting parents can tour the birthing center, ask questions, and learn more about what to expect when it's time for them to have their baby.

"Baby Bootcamps are a new version of child-birth education," says Carrie Daugherty, RN, IBCLC, staff nurse and lactation consultant at the Fisher-Titus Birthing Center. "This is a free service, and the meetings can be individualized to the patient's desires and plan. Bringing a support person is a great way to get everyone involved before it's baby time."

New mom, McKenna Sweeting, explains how attending Baby Bootcamp at 36 weeks pregnant helped her and her husband feel more comfortable going into the delivery of their baby, Josee.

"Being first time parents, my husband and I were both feeling a little anxious about bringing a baby into the world and we had

a lot of questions," McKenna explains. "We asked about infant CPR, where to go the day of delivery, about breastfeeding, swaddling, and more. We even had the opportunity to meet some of the nurses. Carrie answered every question we had and helped calm a lot of our nerves!"

McKenna says she's grateful for this experience as it helped her feel more prepared when Josee decided to make her appearance two weeks early! The education and resources provided in Baby Bootcamp build on the information patients receive from their OB visits to ensure they are comfortable through every aspect of their pregnancy and birth.

"Because of Baby Bootcamp, I knew where to go on the day of my delivery, what the rooms and equipment looked like, and it was even calming to see familiar faces during a very stressful situation," McKenna explains. "Since we were able to fill out a lot of the paperwork before hand, it was nice that we had one less thing to think about during labor."

In addition to Baby Bootcamp, the Fisher-Titus Pediatrics team offers "meet the doctor" visit in our clinics and the providers are available for consultation at the Birthing Center with expecting families who have questions. The pediatrics team works closely with the labor and delivery staff to provide the full

spectrum of mom and baby care before, during, and after their stay at the Birthing Center.

McKenna shares that the whole team at the Fisher-Titus Birthing Center contributed to a positive experience when delivering Josee.

"I cannot say enough nice things about my delivery experience at Fisher-Titus," says McKenna. "Everyone was amazing. I was nervous to get my epidural and Shawna sat and talked with me and it was over before I knew it. I did have to have a C-section and she answered my questions, calmed me down, and made my husband and I both feel more comfortable. During the C-section, everyone was so nice, they walked me through the whole thing which was very comforting. My recovery nurse, Vickie, was so sweet and helpful. Once we were settled in our room, Theresa and all of the OB nurses were so helpful and made me feel as comfortable as possible."

Supporting You After Delivery

After delivery and during a mom's stay at the Birthing Center, our team provides high-quality care, support, resources, and education that helps families feel comfortable going home with their new baby.

"Every family has different priorities and needs with each child after birth," says Dr. Karen LaSalle, chief of pediatrics at Fisher-

“I think our Birthing Center is really special here at Fisher-Titus.” – Dr. Karen LaSalle

Titus. “It’s important to sit with families and have those two-way conversations about what they feel are their biggest challenges and make plans for how to address them. Even if you are an experienced parent or caregiver, each baby is different, and the learning process can be new each time. We can provide support about the range of ‘normal’ with their babies and provide guidance on when to worry. We can also help parents create a ‘game plan’ for when those challenging moments do occur.”

Dr. LaSalle says the most common concerns after delivery usually have to do with feeding and sleeping. She says the Birthing Center team helps parents understand their own baby’s “language” in those early days as it can be hard for parents to interpret their baby’s needs during the postpartum recovery process and those early sleep disruptions.

“Josee had trouble latching and Carrie stayed by my side until we finally got her to eat,” McKenna remembers. “I appreciated that so much. She was extremely helpful with breastfeeding.”

Our team can also help address questions about integrating baby into daily life at home such as what temperature their room should be, when is it safe to take them to the store, and more, especially with the added parenting challenges raised by the global pandemic.”

“With every family in our birthing center, I try to meet them where they are and let them know I see them as a person, with their own unique challenges, hopes, and dreams,” explains Dr. LaSalle. “There’s no place for judgement here—we both have the same goal: to help their baby thrive. I focus on getting to know both the infants and their families so that we can create plans that work for them.”

Continuing the Support Once You’re Home

Support from the Birthing Center doesn’t stop after discharge. They are there ready and willing to answer questions that may

come up after you’ve settled in at home.

“After we had been home for a week, Carrie called to check up on us which I thought was so nice!” McKenna says. “During those first few days at home, you find yourself having so many questions you never thought of. Having her call to check in made us feel like we weren’t forgotten about the second we were discharged. She reassured us that if we ever needed anything we could always call the delivery floor and someone would be there to answer questions.”

Fisher-Titus also continues to support moms providing breastmilk to their babies with the lactation support group on the first Tuesday of every month at 11 a.m. This is an opportunity for moms to ask questions and share support and guidance along their breastfeeding journeys. The group is led by Carrie who can weigh babies before and after feeding and help moms address any concerns they may have.

Overall, the entire Birthing Center team wants to see each family succeed and will do whatever they can to help them do just that.

“Our goal is to assist new moms and families with whatever they need,” says Carrie. “However, we can help, we ultimately just want to support them, whatever their desires may be.”

“I think our Birthing Center is really special here at Fisher-Titus,” explains Dr. LaSalle.

“Our primary focus is not just on caring for a mom and caring for a baby, but caring for them both together in a way that fits their needs. We have a wealth of community resources for families that we are happy to connect you to. Because we live and work in the community and, in many cases, raise our own children alongside yours, we really are here for our families every step of the way. We have obstetric and pediatric practices that have been here for more than 20 years, and nurses who have been here even longer. That really highlights something unique about our birthing center.”

Read more about our award-winning Birthing Center team on the next page.

Lactation Services and Support at Fisher-Titus

At Fisher-Titus, we are excited to support you along your breastfeeding journey. We offer:

- Board Certified Lactation Consultants on staff to serve the needs of nursing moms and babies
- Telephone Consultation
- Visits and support for moms and babies in the hospital
- Referrals from and to other professional services
- Educational in-services for professionals
- Prenatal breastfeeding education
- Outpatient lactation appointments
- Lactation Support Group

For more information or to schedule a lactation appointment, please call 419-663-1975 ext. 6491.

For more information on Baby Bootcamp and Lactation Support Group, go to page 19.



Carrie Daugherty, RN, IBCLC and Dr. Karen LaSalle

recognition



About the Fisher-Titus Birthing Center

Throughout your stay, our staff works to provide you with a restful, healing environment that supports bonding with and learning to care for your 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)
- **Childbirth and lactation education** before and after delivery
- **TV** with on-demand movies
- **Wi-Fi**
- **Sleeper Sofa** 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



Thoughts from our Birthing Center Staff:

"We couldn't provide the level of care we do without everyone from the physicians to the secretaries to housekeeping."

– Carrie, RN, IBCLC, Lactation Consultant

"After all these years, helping people on the best day of their lives never gets old."

– Nancy, RN, Staff Nurse

"The best part of my job is getting to participate in an experience that most women and couples will say is the most special day of their lives."

– Theresa, RN, Staff Nurse

"I enjoy being able to use the gifts I have been given to make an impact on patients during their birthing experience."

– Jillian, RN, Staff Nurse

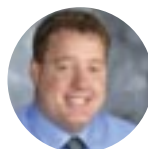
Award winning care for newborns & families

In May of this year, Fisher-Titus was recognized by Newsweek as a Best Maternity Hospital for the third year in a row. We are one of only 350 hospitals recognized nationally and 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. A nationwide survey of health care professionals with knowledge of maternity processes, medical key predictive indexes including rates of c-sections, and results from patient satisfaction surveys were used for the evaluation.

"Receiving this award for a third year in a row is a true testament to the high-quality maternity care from pregnancy to birth to post-partum our Birthing Center provides. We know this is key to the long-term health of mothers and babies," said Brent Burkey, MD, president and CEO of Fisher-Titus. "It's important to us that we do all we can to provide babies born at Fisher-Titus with a strong start to life."

Birthing Services Provided by



Corey Fazio, MD



Gregory Karasik, MD



James Kasten, MD, FACOG



Mona Nataprawira, DO



Brian Printy, MD



Kathleen Rinkes, DO



Richard Visci, DO

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



- Sports team merchandise for Ohio State, the Guardians, and the Browns
- Hip kits for patients who have had a hip replacement
- Message pads for our physical therapy patients
- Chemo beanies for our cancer patients

All of this makes the Fisher-Titus Auxiliary Gift Shop a one-of-a-kind shopping destination. Whether you are at the hospital for care, visiting a loved one, or just looking for a unique gift, we invite you to stop in and see all we have to offer!

The Fisher-Titus Auxiliary

The Auxiliary is a non-profit organization promoting and advancing the welfare of Fisher-Titus Medical Center, Norwalk Memorial Home, and The Carriage House. Since 2001, the Auxiliary has donated over \$1 million in support of local health care. Some recent projects supported by the Auxiliary include:

- 3D mammography machine
- Crash carts
- Recliners and beds for Norwalk Memorial Home
- Refrigerators for the Carriage House
- A camera for Pediatric Therapy
- Supplies to make walker bags
- Abdominal bracing pillows for surgical patients

For more information, visit fishertitus.org/giftshop or fishertitus.org/careers/volunteering.

The Fisher-Titus Auxiliary Gift Shop is located on the first floor of Fisher-Titus Medical Center near the Shady Lane Café and the Main Lobby. Enter through the Patient Pavilion, Parking Lot C.

**Monday–Friday: 9 a.m. to 4 p.m.
Saturday–Sunday: Closed**

We are happy to take phone orders for flowers or custom gift packages that can be delivered to patients or residents.

Call 419-660-2800 to place an order.

The Fisher-Titus Auxiliary Gift Shop

The Fisher-Titus Auxiliary Gift Shop, staffed by volunteers, has a boutique feel offering a variety of items to suit all your needs. From beautiful fresh flower arrangements and colorful balloons to unique gifts and everyday necessities, the gift shop has something for every occasion. Best of all? When you shop at the gift shop, you're shopping for a cause.

All proceeds from the Fisher-Titus Auxiliary Gift Shop go directly back into projects at the medical center, Norwalk Memorial Home, and Carriage House. These projects have a direct impact in the way we serve our patients and residents and help our staff complete the important work they do each day.

“We were so grateful when we were able to welcome back our volunteers after sending them home at the start of the pandemic,” Karin says. “We now have 13, and they have been so happy to be back.”

However, through it all the shop remained open and ended up playing an important role fulfilling the needs of our staff to purchase special occasion gifts for loved ones and even having products on hand to help them avoid having to stop somewhere on the way home after a long shift.

These personal touches are part of what makes the gift shop so special and these touches are in large part thanks to the thoughtful team behind the gift shop. In addition to Roberts, Patty Cummings serves as the gift shop's inventory procurement

specialist, overseeing the volunteers and the purchasing in the shop.

The gift shop's volunteers are central to the success of the gift shop.

“When the pandemic hit, we had to send home all of our volunteers. That was a hard day,” Karin remembers. “We were so grateful when we were able to welcome them back. We now have 13 volunteers covering shifts and they have been so happy to be back helping our staff and visitors with their purchases.”

In addition to the top-notch customer service you can expect at the gift shop, there is a wide variety of unique products. When looking for items to stock, the gift shop aims to keep things within an affordable price point and sources locally as much as possible. Some of these items include:

- Fresh flower arrangements from Petal Pushers by Mandy Stoll
- Fresh baked goods from White Box Bakery
- Home décor items
- Jewelry
- Baby items



Community support to Foundation makes measurable improvements to Heart & Vascular Care

With over \$210,000 in proceeds from events and gifts designated to the campaign in 2021 and so far in 2022, the Fisher-Titus Foundation helped renovate two cardiac catheterization laboratories (cath labs)—the first opened December 14, 2021 and the second on July 19, 2022. Support for both renovations has come from the Fisher-Titus Foundation’s Blooming Cash Raffle, Corks & Kegs, Golf Tournament, and gifts designated to the project. Thank you for your support!

Our original cath labs were designed before Fisher-Titus had received Level II designation and before many of today’s procedures were being performed at the Snyder/White Heart & Vascular Center. The new cardiac cath labs will support the next 10 years of excellence in cardiovascular care in our community, outfitted with:

- Integrated HD technology and equipment, critical to bring all images together on one large HD screen with high resolution images of arteries and veins during procedures.
- A ceiling mounted “C arm” and operating table that integrates with all technology and equipment (integration supports calculation of the angle of the table to the C arm).
- Advanced technology and diagnostic tools with lower radiation doses to patients and healthcare workers.
- Redesign of the Cath Lab to perform both cardiac and vascular procedures, and to support the skill level of today’s Fisher-Titus Heart and Vascular Team.

“The improvements to the Cath Lab have markedly improved patient safety, decision-making during difficult interventions, and peace of mind that we can do acute and elective coronary interventions safely at Fisher-Titus,” said Dr. Daniel Newton, cardiologist and medical director of Fisher-Titus Heart & Vascular. “In many ways it is the difference between watching a Browns game on a small black and white TV and watching it on a 100-inch HD TV! All of these efforts, and others too numerous to mention, have given Fisher-Titus the ability to provide ‘world class cardiac care with a small-town feel.’”

A Holistic Approach to Supporting Heart & Vascular Care

Renovation of the cath labs builds upon a legacy of support for heart and vascular care that began with a \$1 million gift from Alice White Rau and Dudley A. White, Jr. to build the Snyder/White Heart & Vascular Center. With continued community support to the Fisher-Titus Foundation, Fisher-Titus has

made a series of investments to improve the quality of heart and vascular care available close to home. The improvements have had a measurable impact on Fisher-Titus’ ability to care for heart and vascular patients locally, the survivability of cardiac emergencies, and our patients’ recovery and quality of life from the moment EMS arrives through a patients’ recovery in cardiac rehab:

- 2019–2020: Foundation supports the purchase of Zoll X-Series devices for each North Central EMS ambulance and the Stryker LifeNet system for Fisher-Titus Medical Center to receive real-time vitals data (including EKG data) from the field.
- 2021: Foundation supports the renovation of cardiac cath lab #1 and the purchase of new lightweight telemetry monitors and integrated technology for cardiac and pulmonary rehab.
- 2022: Foundation supports renovation of cardiac cath lab #2.

Measurable Impact: The Return on Your Philanthropic Investment

Since earning Level II Adult Cardiac Catheterization Laboratory designation in 2019, Fisher-Titus has performed nearly 1,500 cardiac catheterizations. Nearly 500 of those were elective or emergent interventions—patients that would have had to go elsewhere for treatment prior to the Level II designation.

The recent improvements extend beyond the walls of the hospital. With the addition of the Zoll monitors, EMS teams can perform EKGs and transmit the results to the emergency department while still in the field, meaning the heart and vascular team can prepare for an intervention before the patient even arrives at the hospital. This has a meaningful impact on the speed and efficiency of our teams as they respond to heart attacks.

For more information on how your support has helped Fisher-Titus make meaningful improvements that have impacted our patients, read Charlotte's story on pages 4 and 5!



Thank you for your support this year!

Blooming Cash Raffle 2022

- Proceeds for Cardiac Cath Lab Renovation: \$25,000+

Corks & Kegs 2022

- Proceeds for North Central EMS Fleet of Vehicles: \$12,000+

To learn more or support the Fisher-Titus Foundation, visit fishertitus.org/donate.

About the Fisher-Titus Foundation

The Fisher-Titus Foundation exists to sustain, improve, and expand healthcare services available locally for our loved ones, neighbors, and community to provide the highest level of care and to optimize health for our community. Foundation-funded projects improve the quality and/or safety of care at Fisher-Titus, access to services available locally, the affordability of services for our patients and health system, and/or the health of our community. We fund:

- State-of-the-art technology
- Vital equipment
- Expansion of needed services
- Programs and assistance for patients
- Capital building projects for the Medical Center, Norwalk Memorial Home, The Carriage House, and North Central EMS.

The Fisher-Titus Foundation is a 501(c)(3) tax exempt organization. Your gifts are tax deductible as allowed by law and are vital to the health and wellness of our community. Your gift will remain right here in our community.

A Legacy of Generosity

Fisher-Titus has been shaped and inspired by the gifts of those who came before us. The Fisher-Titus mission of providing safe, quality health care for each individual we serve is vital to our community. Quality local health care saves lives, diagnoses, treats and prevents disease and injury, provides employment, and attracts industry. For this reason, citizens and local philanthropists have continued to invest in Fisher-Titus since 1916.

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. That is the direct result of the generosity of our donors. The strength of our health care system for our children, grandchildren and community will be built by the medical, community, and philanthropic leaders of today.



Thank you for helping us save lives and improve care through your participation and sponsorship of the 2nd and 3rd Annual Blooming Cash Raffles, the 1st Annual Corks & Kegs, the 32nd and 33rd Annual Golf Tournaments, and for making a gift to the Cath Lab renovation project!

Growing with Fisher-Titus



Laura Lay, vice president, Revenue Cycle

Fisher-Titus isn't just a place to work, it's a place you can grow and become part of a family. Just ask Laura Lay, who has been with Fisher-Titus for 24 years.

Laura joined Fisher-Titus in October 1998 as a Patient Access Representative in Admitting. Since then, she has worked in Information Services, Communications, Materials Management, Scheduling, and Quality Control before becoming the Patient Access Manager in April 2013. She was promoted to Director, Patient Access in December 2017 and left the organization in July 2019 to pursue career advancement. However, in April 2020, she rejoined Fisher-Titus as Senior Director, Revenue Cycle and in April 2022 was promoted to Vice President, Revenue Cycle.

"I have essentially grown-up at Fisher-Titus," Laura said of her career growth. "I never really saw myself as a leader – if you would

have asked me when I first started years ago, I wouldn't have seen myself where I am today. I've had great leaders throughout the course of my career who have mentored, encouraged and exposed me to multiple growth opportunities. I have been encouraged to attend conferences, workshops, and trainings to assist in my professional growth."

Fisher-Titus is committed to developing our employees through higher education, additional courses, and certifications. Laura was able to pursue her bachelor's degree while working at Fisher-Titus and take advantage of our Education Assistance Program. This program helps employees pay for tuition and course costs as they pursue higher education within the health care industry.

With the support of Fisher-Titus, Laura has also taken multiple certifications through external agencies, such as National Association of Healthcare Access Management and Healthcare Financial Management Association. She says these have been extremely helpful in her role, helping her continually stay up to speed on the everchanging world of health care. Though health care and the revenue cycle continue to change, Laura enjoys the challenges that come with that. Continual learning, the ability to have an impact on her community, and leading an amazing team is what she finds to be truly rewarding work.

Just as Laura was encouraged to grow her career, she now does the same for others. She says her biggest accomplishment at Fisher-Titus is mentoring others in their leadership journey and allowing them to grow professionally, just as she has done

over the course of her career at Fisher-Titus. According to Laura, this has helped her to become an even better leader.

This is just part of the Fisher-Titus culture: encouraging each employee to grow and develop within their career.

"The culture here is one of the of things I love most," explains Laura. "When we say we are the Fisher-Titus family, we mean it!"

Maybe that's why her daughter, Cassidy, decided to work at as a Patient Access Representative, just as Laura did when she started out. Cassidy is now in her field work rotation in the Occupational Therapy department here at Fisher-Titus.



Laura and her daughter Cassidy

"The culture here is one of the things I love most. When we say we are the Fisher-Titus family, we mean it."

– Laura

For more information on career opportunities at Fisher-Titus and to apply for any of our open positions, visit fishertitus.org/careers.



Feeling tired? It could be a sleep disorder

By Nichole Hance, BS, RRT, RCP, Director, Cardiopulmonary Services

Do you feel tired today? Many of us probably do; there are plenty of reasons we might be feeling a little sleepy every now and then. However, if you wake up day after day exhausted and not feeling refreshed after a full night's sleep, you could have a sleep disorder.

A good night's sleep is essential to a productive day and healthy lifestyle. Yet, an estimated 50–70 million Americans are affected by a sleep disorder. Unfortunately, because we have so many things in our lives to blame tiredness on, sleep disorders often go overlooked and untreated.

What are sleep disorders?

The term sleep disorder refers to conditions that affect sleep quality, timing, or duration and impact a person's ability to properly function while awake. These disorders can also contribute to other medical problems or may be a symptom of an underlying health issue.

There are over 100 identified sleep disorders. Some of the most common are:

- **Sleep Apnea** (both obstructive and central): the intermittent blockage or disruption of airflow during sleep
- **Bruxism**: teeth grinding
- **Narcolepsy**: uncontrollable urges to sleep
- **Hypersomnia**: excessive daytime sleepiness
- **Periodic Limb Movement Disorder**: repetitive cramping or jerking of the legs during sleep
- **Shift Work Disorder**: problems due to abnormal work shifts
- **REM Sleep Behavior Disorder**: acting out dreams while asleep
- **Sleep Paralysis**: temporary inability to move or speak while falling asleep or upon waking
- **Somnambulism**: sleep walking
- **Somniloquy**: sleep talking

If you have any of these symptoms you may have a sleep disorder and should talk to your doctor and/or schedule a sleep study to help diagnose a sleep disorder so you can receive proper treatment and find relief.

Signs of a sleep disorder

While there are many different sleep disorders and today's classifications use complex methodologies to categorize them based on causes, symptoms, physiological and psychological effects, and other criteria, most sleep disorders can be characterized by one or more of the following signs:

- You have trouble falling or remaining asleep
- You find it difficult to stay awake during the day
- There are imbalances in your circadian rhythm that interfere with a healthy sleep schedule
- You are prone to unusual behaviors that disrupt your sleep
- You experience snoring that is loud, consistent, or includes gasping or breathlessness

Another common symptom of sleep disorders, especially sleep apnea, is snoring. Snoring can be a common part of sleep for many people and there is nothing harmful about it on its own. However there are some indications that your snoring may be a sign of a larger issue:

- **Consistency**: Many people may snore occasionally, especially if they're suffering from a cold or anything that causes a temporary blockage of the airways. With an underlying condition like sleep apnea, a person will snore nearly every night even when he or she is otherwise in good health.
- **Gasping**: Another telltale sign of sleep apnea are bouts of breathlessness and gasping during snoring sessions.



Basem Haddad, MD
Pulmonologist

The Fisher-Titus Sleep Center

The Fisher-Titus Sleep Center diagnoses and treats a variety of sleep disorders. Overseen by Dr. Basem Haddad, a pulmonologist with Fisher-Titus Pulmonary Medicine and Medical Director of the Sleep Center, the Sleep Center provides services for adults and children age three and older. Additionally, the Fisher-Titus Sleep Center PAP NAP program provides patients with one-on-one PAP treatment education from qualified technologists.

The Fisher-Titus Sleep Center recently celebrated its 10-year anniversary and opened a new location on the Fisher-Titus campus. The newly renovated space, which has five sleep study rooms, offers modern furnishings in each room including televisions, recliners, and new beds and a dedicated pediatric sleep room with attached restroom opening later this spring. Additionally, there are two exam rooms also included in the new suite meaning that sleep clinic appointments and sleep studies are now located in one convenient location for patients.

If you think you may have a sleep disorder, call the Fisher-Titus Sleep Center at 419-668-5537 and choose option 1 to schedule a sleep study. For more information, visit fishertitus.org/sleep.

Supporting health and wellness in the communities we serve

Supporting our community is core to who we are at Fisher-Titus. We strive to be health and wellness leaders in Huron County. In addition to providing the right care, right here for our patients, we do this through grants, sponsorships, donations, and community and school-based programs in the communities we serve.



Community Projects

Fisher-Titus Health Walk at the Willard Reservoir

In early July, Fisher-Titus and the City of Willard held a ribbon cutting ceremony opening the Fisher-Titus Walking Path at the Willard Reservoir. This path, completed by D.L. Smith Concrete in Norwalk is 2.32 of paved concrete around the Willard Reservoir. The ADA standard path will also include ten storyboards focusing on current health topics.

This collaboration was announced at the Willard Christmas tree lighting ceremony in November of 2021. In addition to support from Fisher-Titus, the project was also funded with donations from community members and local businesses.



Suhr Park Norwalk Splash Pad

Fisher-Titus was proud to support the splash pad project at Suhr Park in Norwalk spear-headed by the local non-profit, Restore Norwalk. Construction on the splash pad began in June and completion is expected by the end of the summer.

Restore Norwalk raised \$70,000 in support of the splash pad. The splash pad will be located in a 20-foot by 20-foot area behind the gazebo at Suhr park with an additional 5-foot-wide concrete area with benches surrounding it.



New London Tennis Court Lights and Batting Cages

This Summer, the New London Parks and Recreation Department began construction for two projects at New London Recreation Park. Fisher-Titus was proud to sponsor new LED lighting at the newly refinished tennis courts and upgraded batting cages at the park.

Both of these features are open to the public in New London with proceeds from the coin-operated batting cages directly supporting the enhancement of parks and recreation in New London.



Norwalk Contractor's Field Walking Path

Earlier this summer, the paving of a walking path around Norwalk Contractor's Field on Route 18 in Norwalk was completed. As well as being a great addition to the fields there, this walking path will eventually connect to the planned walking and biking trail connecting Norwalk Rec Center to the Norwalk Reservoir.



Community Programs & Events

Helmets for Kids

After two summers of limited activity for our Helmets for Kids program, the 2022 summer season has been busy. Our Helmets for Kids volunteers have been or will be present at the following events:

- Christian Day Trike-a-Thon
- Reach Our Youth
- North Fairfield Bike Rodeo
- Milan Library Touch-a-Truck
- Holiday Lakes Lakefest Family Night
- Huron County Fair
- Safety Towns

The Helmets for Kids program provides helmets for kids who need them. Our volunteers provide fittings to ensure helmets fit correctly and can properly protect kids when riding their bikes.



Safety Towns

Safety Town is an important milestone for area Kindergarteners helping them learn basic safety skills such as fire safety, stranger safety, bicycle safety, calling 911, crossing the street/traffic safety, and more. We provide helmets or helmet fittings as well as monetary support for the following local safety town programs:

- Greenwich
- Plymouth
- Monroeville

Looking for a sponsor for your event or project?

As a not-for-profit community health system, Fisher-Titus supports community projects that align with the mission, vision, strategic plans, and community benefit objectives of Fisher-Titus that will enhance the health and quality of life of persons in our service area. Preference will be given to requests that support:

- Health needs identified by the Huron County Health Assessment.
- Unmet community health and social service needs.
- Education especially focused on advancing health and wellness.

Please note: We provide funding directly to non-profit organizations rather than funding organizations that are hosting fundraisers for non-profit entities.

To submit a donation or sponsorship request, fill out the online request form at fishertitus.org/sponsor.



Healthy Kids Healthy You

In 2020, our Healthy Kids, Healthy You Kindergarten program was unexpectedly ended early due to the COVID-19 pandemic. We are excited to have our Healthy Kids, Healthy You volunteers back in Kindergarten classrooms for the first time since then this coming fall.

Healthy Kids, Healthy You is a series of month-long challenges spaced throughout the school year. The program features in-school and school-to-home activities to engage and recognize students for their efforts to make better food choices and move more. Healthy Kids, Healthy You supports the school's comprehensive, long-range wellness policy by making good health part of our everyday school culture and environment.

To view all our upcoming community events, visit our online calendar at fishertitus.org/upcoming-events.

What's new at Fisher-Titus

Fisher-Titus Convenient Care Welcomes Two Nurse Practitioners

Aurora Orzech, MSN, APRN, FNP-C and Claire Cogar MSN, APRN, NP-C have joined Fisher-Titus Convenient Care in Norwalk as nurse practitioners. They join the Fisher-Titus Convenient Care team that includes Dr. Jeffrey Harwood, Amber Keller, CNP, Rachel Hamilton, CNP, and Lauren Bailey, CNP.

Fisher-Titus Convenient Care treats a variety of acute, non-emergency illnesses and minor injuries on a walk-in basis.

Hours:

**Monday– Friday
9 a.m.–7 p.m.**

**Saturday & Sunday
9 a.m.–3 p.m.**

For more information, visit fishertitus.org/convenientcare

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



Aurora Orzech, MSN, APRN, FNP-C

A graduate of the University of Toledo where she earned her bachelor of science in nursing, Aurora completed her master of science in nursing, family nurse practitioner for Chamberlain University in October of 2021. Prior earning her nurse practitioner certification, Aurora worked as a registered nurse for six years. She has experience as a registered nurse in medical/surgical, urology, and pediatrics with Fisher-Titus Pediatrics in Norwalk.

Aurora enjoys evaluating, diagnosing, and treating patients from birth to end of life. She is enthusiastic about patient education and promoting patient health as well as helping them prevent and manage acute and chronic illness.



Claire Cogar, MSN, APRN, NP-C

Claire has 14 years of comprehensive nursing experience including four years as a palliative care nurse practitioner. Prior to becoming a nurse practitioner, Claire worked as a registered nurse for 10 years in various areas including surgical, cardiothoracic, trauma ICU, and surgical ICU. Claire is a graduate of Ursuline College in Pepper Pike Ohio where she earned her Bachelor of Science in Nursing before continuing on to earn her Master of Science in Nursing: Family Nurse Practitioner.

Claire is dedicated to providing compassionate care to her patients and has expertise in patient counseling, treatment planning, patient care, and teamwork across various departments and specialties. Additionally, she is experienced at prescribing, managing prescriptions, ordering medical tests, diagnosing, and developing care plans.



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

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 restarts two education programs

The Fisher-Titus Birthing Center has begun providing Baby Bootcamp and Lactation Support Group for expecting and new parents for the first time since the COVID-19 pandemic began.

Baby Bootcamp

Baby Bootcamp is a one-on-one opportunity for expecting parents meet with Fisher-Titus Birthing Center staff to help them feel comfortable, confident, and prepared for their new arrival. During the appointment, parents will tour the birthing center, pre-register, start the discharge process early, prepare for the delivery of their baby, ask any questions they may have about the birthing process, and meet with a certified lactation consultant to learn more about breastfeeding. Approximately 36 weeks along is the ideal time for moms to attend.

Appointments are required. Please call (419) 663-1975 ext. 6491.

Lactation Support Group

Lactation Support Group gives any mom providing breastmilk to their baby support and guidance along their breastfeeding journey. The group is led by Carrie Daugherty, RN, IBCLC, International Board Certified Lactation Consultant who will answer any questions moms may have and will weigh babies before and after breastfeeding. This is a free service for all breastfeeding or pumping moms and takes place on the first Tuesday of every month in the fourth floor lactation room located off the Birthing Center lobby.

For more information or for one-on-one breastfeeding support, call 419-663-1975 ext. 6491.

Fisher-Titus brings back in-person Stroke Support group

Fisher-Titus has restarted monthly, in-person Stroke Support Group Meetings. Most meetings take place on the fourth Wednesday of each month in the Ghrist Room at Fisher-Titus.

Offered for individuals who have suffered a stroke or traumatic brain injury and their families, the group provides a forum for individuals to connect and share education, inspiration, and support. The group is led by Linnea Lodermeier, MA, CCC-SLP.

To view upcoming Stroke Support Group Meetings, visit fishertitus.org/upcoming-events.





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 419-660-2925 or visit fishertitus.org.

Take control of your health

At Fisher-Titus, we are always trying to provide the latest technology and services for you, our patients. Through state-of-the art technology, equipment, and procedures we want to make health care more convenient and accessible for the communities we serve so you can get the care you need, when you need it, close to your home.

myFisherTitus Patient Portal

myFisherTitus offers personalized and secure online access to your Fisher-Titus medical record. It is an online tool that enables you to help manage and receive information about your health. You can:

- View your hospital medical records and your 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

If you are not registered on the myFisherTitus patient portal, you can sign up by visiting fishertitus.org/portal.

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 our medical record information right at your fingertips.

Fisher-Titus Virtual Visits

See a provider from anywhere with a virtual visit! Select providers have on-demand and scheduled appointments available to Fisher-Titus's patients.

For an on-demand appointment, simply go to the app store on your smartphone and search "Fisher-Titus Virtual Visits." Download the app and log in or set up an account. From there you can select the provider you'd like to see.

For more information, visit fishertitus.org/virtualvisits.

Schedule an Appointment Online

With Fisher-Titus Online Scheduling you can save time, skip the phone call and schedule Digestive Health, Family Medicine, General Surgery, Pediatric, and Urology appointments directly from your computer or mobile device.

Online scheduling allows you to:

- Online Scheduling
- Schedule an appointment at any time of day
- Access scheduling on any mobile device or computer
- Select your Fisher-Titus provider
- Choose the best available appointment for you

