

SUMMER 2021

# Health connections



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



There are great things happening at Fisher-Titus, some of which are highlighted within this edition of Health Connections. A spotlight on a few accomplishments we are exceptionally proud of include:

- **COVID-19 Vaccine:** On January 20 we held our first public COVID-19 vaccination clinic for our community. Since that time we have given roughly 14,000 doses of the COVID-19 vaccine. To help meet the needs of our community, we have held clinics at our medical center, at the Huron County Fairgrounds, and at Norwalk High School as well as have options for drive-through vaccinations. Now, we are offering the vaccines at our five Fisher-Titus Primary Care locations and Convenient Care.

- **Awards & Accolades:** Fisher-Titus has earned some amazing achievements already this year including:

- **Newsweek's 2021 Best Maternity Care Hospital:** Recognizes facilities that have excelled in providing care to mothers, newborns, and their families. Fisher-Titus was one of only 217 facilities nationwide to receive this prestigious accolade, and this is the second year in a row we have received this recognition.
- **The Chartis Center for Rural Health – 2021 Top 100 Rural & Community Hospital:** Honors outstanding achievements among the nation's rural hospitals and is based on comprehensive and objective assessments for rural hospital performance. Fisher-Titus was one of only five hospitals in Ohio to receive this recognition.
- **LeapFrog – Spring Grade A:** Recognizes hospitals for hospital safety through these national hospital safety grades.

As always, thank you for your continued support of Fisher-Titus and our health care heroes. Have a safe and healthy summer.

Brent Burkey, MD

new program



**Triage.**  
**Treat.**  
**Transport.**

# ET3 Model Program

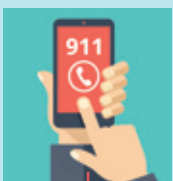
## A North Central EMS and MetroHealth Partnership

On January 25, 2021, North Central EMS (NCEMS) partnered with MetroHealth in Cleveland to launch a new Emergency Triage, Treat, and Transport or ET3 Model Program.

The ET3 model is a voluntary, five-year payment model that will allow NCEMS greater flexibility when assessing 911 calls upon arrival based on patient need. In addition to treating on scene or transporting to a local emergency room, EMS crews can transport to other destinations such as a primary care office or convenient care. They can even be treated in place by a MetroHealth emergency provider via telehealth facilitated by EMS crews.

While some patients may still need transport to an Emergency Department and they can always choose to be transported if they prefer, ET3 helps offer patients the most appropriate care for their situation. The ET3 model increases efficiency in the EMS system by making paramedics more readily responsive to and focused on high-acuity cases, such as heart attacks and strokes and helps avoid unnecessary trips to the hospital or emergency room.

### Here's How ET3 Works:



North Central EMS receives a call



EMS Crew arrives on scene



EMS Crew assess the patient



EMS Crew help the patient determine the most appropriate treatment option:

**OPTION #1:** Transport Patient to **Emergency Room**

**OPTION #2:** Transport Patient to **Primary Care** or **Convenient Care**

**OPTION #3:** Treat patient on scene with **Telehealth**  
(A MetroHealth emergency provider)



Bellah with little brother, Kolton.

# Bellah's Journey

**Bellah Woody is like a lot of other six-year-olds, she loves to dance and sing, she loves her mom and dad, and she (usually) gets along with her little brother Kolton. Unlike other six-year-olds, however, Bellah also has Down Syndrome. With the help of Fisher-Titus Pediatric Therapy, Bellah is able to live to her fullest potential.**

## All-Abilities Playground Coming Soon to Norwalk

Fisher-Titus is proud to support the All-Abilities playground coming soon to McGuan Park in Norwalk!

The new, 10,000-square-foot playground will include ramp access, multiple features for wheelchairs, swings with adaptive seats, zip lines, and more. Under the playground there will be a pour-and-play rubber surface that will allow easier movement for wheelchairs.

Work has already begun at McGuan and the City of Norwalk hopes to open the playground later this year.

In addition to supporting the All-Abilities Playground, Fisher-Titus is also looking at ways to incorporate the playground into future Pediatric Therapy programming such as the Autism Spectrum Kids Program.

**Watch for more information to come on our Facebook page.**

Bellah's parents Josh and Kayla Woody made sure Bellah got the best possible start at an early age. She began therapy with Help Me Grow when she was around three weeks old starting with Physical and Occupational Therapy.

"Their biggest goal with her was to learn how to walk and learn how to walk properly," Josh explained. "I think she does that pretty well now."

Through her therapy, Bellah was able to walk at around two years old.

"Had she not had therapy at school and here at Fisher-Titus, I don't think she would've walked as soon as she did," Kayla said.

Also around two years old, Bellah started speech therapy at Fisher-Titus to help her learn to communicate with her parents and other family members.

"They taught her how to communicate so we know what she's trying to tell us," said Josh. "Before, we would try to guess what she was saying and she would get frustrated."

While she's seen many therapists over the past six years, now Bellah primarily sees Speech Language Pathologist, Kelly Tallman, MA, CCC-SLP at Fisher-Titus.

"Bellah can light up a room," said Kelly.

"Everyone knows and loves her in the therapy department! We are so grateful her family chose us to work with her here at Fisher-Titus."

According to Kelly, the primary focus in speech therapy for a child with Down Syndrome is expressive and receptive language skills. Expressive language is how a child uses language to communicate thoughts, needs, and ideas. Receptive language is the ability to understand words and language.

"Working with individuals with Down Syndrome is the same as working with any other patient," Kelly explained. "It is very rewarding, and I love seeing patients' faces light up when they find their voices verbally or with a communication system or device."

Although now, six years later, Kayla and Josh are familiar with the therapy process and how best to support Bellah, they acknowledge that it didn't always come easy for them.

"We knew nothing," Kayla said about starting Bellah's journey. "I would tell other parents going through similar things to enroll in therapy as early as possible and ask a lot of

questions. It's been rough, but Bellah has come so far."

"We learned," Josh added. "From the hospital teaching us to just being at home with Bellah and observing and learning and her teaching us. It went both ways. It's not just Fisher-Titus teaching Bellah, she taught us as well."

"Everything about working with individuals with Down Syndrome is amazing," Kelly said. "Through therapy, I see my patients learn how to communicate with their families and in their communities. Therapy helps them function at their highest potential so they can be successful. I learn as much from them as they do from me...if not more!"

Kayla and Josh are also grateful for Bellah's therapists at school and at Fisher-Titus not only for the skills they've helped Bellah gain but for the way they treat Bellah and their whole family.

"These therapists are like Bellah's family," Josh said. "They're like her aunts...all of them. They treat her like she's their own child. The therapy aside, the personal touch that they have makes a huge difference."

"Kelly knows when Bellah's having a good day, when she's having a great day, when she's done, when she's over it," Kayla added. "It's just something I think Kelly has learned to pick up on and she knows when to stop and when to keep going and when to push her. I don't think you'd find that in many therapists."

Through everything they've learned, Kayla and Josh have plenty of wisdom to share with other parents who have children with Down Syndrome or who may be facing other challenges. "Don't give up," Kayla says.

"If they're having a bad day, you can't get discouraged," Josh added. "There are times when she's had bad months, weeks at a time. I've heard people say, 'oh, it's not worth it,' and just stop. But you've got to keep at it. You've got to keep sticking to it because it's for her. It's not for us."

Bellah, her family, and her therapists have all worked hard together to help her come as far as she has.

"It's just something we're proud of," Josh said. "For her to be where she is, we're proud of her. Us as parents, we just guide her. She does all the hard work."



Bellah with Speech-Language Pathologist, Kelly Tallman, MA, CCC-SLP



### Fisher-Titus Pediatric Therapy offers the following specialized testing and treatment options:

- Autism diagnostic testing/ADOS- Autism Diagnostic Observation Schedule
- Dyslexia diagnostic testing and treatment
- Language-based learning disabilities and treatment
- Feeding disorders (infants included)
- Pediatric dysphagia (swallowing difficulties) assessment and treatment
- Spider-cage therapy
- Evaluations and treatment with speech generating devices
- Sensory integration
- Visual support systems
- Augmentative communication
- The Picture Exchange Communication System (PECS)<sup>®</sup>
- The Hanen Program<sup>®</sup>
- Neuro Developmental Treatment (NDTA)<sup>TM</sup>
- VitalStim<sup>®</sup>
- The SOS<sup>®</sup> (Sequential Oral Sensory) Approach to Feeding
- Beckman Oral Motor assessment and intervention
- The Kinesio Taping<sup>®</sup> Method

For more information on Pediatric Therapy at Fisher-Titus, visit [fishertitus.org/pediatricrehab](https://fishertitus.org/pediatricrehab).



## What you need to know about the COVID-19 Vaccine & Breast Imaging

**The Society of Breast Imaging (SBI), one of the leading breast imaging organizations in the country, has issued guidelines for breast imaging and the COVID-19 vaccine.**

Studies around the COVID-19 vaccine have found that a possible side effect can be swelling and tenderness of the lymph nodes, particularly those in the armpit, also known as axillary adenopathy. Because of this, the swelling or tenderness of the lymph nodes in the armpits could cause a false reading on breast imaging, or make a woman worry that she's developed a lump. Not only can this cause stress, it can also lead to unnecessary follow-up testing.

### **Why does the vaccine cause axillary adenopathy?**

This side effect is not a surprising one. Your body has a network of lymph vessels and lymph nodes that are part of your immune system. Lymph vessels carry lymph fluid through your body like blood vessels to fight infections through the white blood cells it carries.

When you receive a vaccine, it is not unusual for lymph nodes to swell—it means your body is responding to the immunization as it should by recognizing the vaccine and working to produce an antibody in response.

### **Is this a common side effect?**

Approximately 11.6% of patients who received the Moderna vaccine had swelling or tenderness following the second shot. The side effect was less prevalent in the Pfizer BioNTech vaccine, but it did happen. The SBI noted that the incidence of this side effect could possibly be higher but has gone unnoticed by vaccine recipients.

### **What should I do if I am eligible for the COVID-19 vaccine but need breast imaging?**

If possible, the SBI recommends considering scheduling your mammogram or breast MRI before your first dose of the COVID-19 vaccine or 4–6 weeks after your second dose. However, screening mammograms and breast MRIs are important so if this would unduly delay care, you can still get your mammogram or breast MRI. Talk to your doctor if you have concerns about getting or delaying your imaging due to the vaccine.

If you choose to go forward with your imaging, let the technologist know you got a COVID-19 vaccine. They can make a note on your intake

form so the physician reading it can take the vaccine into consideration when reviewing your imaging.

Most of all, you should know that this side effect is normal with the COVID-19 vaccine and does not necessarily indicate a problem in your breasts. If you notice swelling or tenderness after the vaccine, monitor to see if it subsides and contact your doctor if you have any concerns.

### **COVID-19 Vaccine and PET/CT Imaging**

Similar to breast imaging, the COVID-19 vaccine can cause false readings on PET/CT imaging due to swollen lymph nodes especially in relation to breast cancer and lymphoma imaging.

If your physician is recommending either of these tests, you should talk to them about scheduling imaging prior to your vaccine or 4–6 weeks after your second shot for non-urgent imaging. Additionally, you should let your technologist know if you have received your vaccine so they can make a note for the physician reading the images.

If you have a unilateral (occurring on only one side) cancer and are receiving your COVID-19 vaccine, you can get your shot in the arm opposite your cancer to avoid false readings on future PET/CT imaging. For example, if you have cancer in your right breast only, get your shot in your left arm.

### **PET/CT Technology Upgrade at Fisher-Titus**

Fisher-Titus recently updated our PET/CT technology. With the revolutionary digital 80 Slice PET/CT Scanner, PET/CT patients at Fisher-Titus have access to reduced scan times, better image resolution even for those who have had joint replacements, and more!

**To schedule an imaging appointment, call 419-660-2646.**

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

# Need a Mammogram? Fisher-Titus Can Help.

**The Fisher-Titus Foundation Breast Health Fund provides free mammogram screenings and other breast health imaging for uninsured or underinsured persons who are not able to afford these lifesaving screenings.**

In addition, the fund assists individuals who do not have, or cannot afford transportation to the Medical Center for their mammograms.

The American Cancer Society recommends that women age 45 to 54 receive annual mammograms with the option to start at age 40 if they wish to do so. After age 55, they recommend mammograms every two years. The Breast Health Fund aims to ensure that

no person go without a mammogram due to financial concerns.

Our Financial Counselors assist applicants in determining eligibility and providing information on other resources for women's health.

**If you or someone you know could benefit from the Fisher-Titus Foundation Breast Health Fund, call Financial Services at 419-668-8101, Ext. 6278 or 800-589-3862, Ext. 6278.**

## Fisher-Titus Imaging Services

Fisher-Titus offers a wide range of diagnostic and therapeutic imaging services using advanced imaging technology in a patient and family friendly facility.

Our state-of-the-art Imaging Services department is easily accessible providing patients one convenient location to have all testing done close to home.

### Services offered include:

- X-Ray
- Ultrasound
- CT Scan
- MRI (Magnetic Resonance Imaging)
- Breast MRI
- Nuclear Medicine
- PET Scans
- Bone Density (DEXA)
- Breast Diagnostic Studies
- 3D mammography

Our MRI, CT, Mammography, and Nuclear Medicine modalities are accredited by the American College of Radiology. Our Ultrasound is accredited by the Intersocietal Commission for the Accreditation of Vascular Laboratories (ICAVL).



## Community Support for the Breast Health Fund

Breast cancer survivor Pat Scheid of Monroeville knows first-hand the importance of early detection. She is passionate that no woman in Huron County and the surrounding communities go without a life-saving mammography screening. In 2001, Scheid began her Breast Cancer Awareness quilt fundraiser with a beautiful, handmade quilt that was raffled off, with proceeds donated to the Fisher-Titus Breast Health Fund. She has supported the fund every year since through her quilt donations for raffle.

Other local projects have supported the Mammography Fund over the years including the Girls' Night Out charity event, the Norwalk Women's Golfers for Cancer, school groups, and other local organizations.



When Barbara walked into the living room, James was dead on the couch.

## By all accounts, James Friend shouldn't be alive today

Paramedics worked to revive James for roughly 20 minutes, then brought him to Fisher-Titus. He spent four days in the ICU before regaining consciousness.

On February 3, James Friend was on his way home from shoveling snow at his cousin's house. He got about a mile from his cousin's house when he became incredibly thirsty.

"I actually got out of my car and got a handful of snow because I was so thirsty," James recalled, stating that the rest of the drive was a blur.

When he arrived at his Wakeman home, he called his wife Barbara from his truck and asked her to come outside because he wasn't feeling well.

Barbara called 911 and when the ambulance arrived, paramedics informed James that his symptoms

were indicating he was on the verge of a heart attack within the next 25 minutes.

"They said if I didn't go with them, we'd end up calling them right back," James said.

James decided not to go to the hospital and went inside and sat down.

When Barbara walked into the living room, James was dead on the couch.

"He had no pulse and wasn't breathing," she said.

Five minutes after the ambulance had left, Barbara was calling them back.

Paramedics worked to revive James for roughly 20 minutes. They brought him to Fisher-Titus where he spent four days in the ICU before regaining consciousness. James had a stent placed due to a 100% blockage on the right side of his heart.

"I shouldn't be alive," James said.

While at Fisher-Titus James and Barbara said that staff made them feel like James was the only patient. She said that Lauren, James' ICU nurse, would schedule video chats with Barbara every day to talk to James, even though he wasn't awake. And the moment James woke up, Lauren

called Barbara to make sure she knew.

"I wouldn't have made it through without her," Barbara said of Lauren.

Amazingly, other than having a broken sternum and a couple broken ribs, James has no other side effects from his cardiac arrest.

"It's like it never even happened," he said. "I'm still trying to wrap my head around it."

James said if it wasn't for the paramedics and Fisher-Titus he wouldn't be here.

"I'm so grateful to all of you," he said of everyone involved in his care.



# financial assistance

## Don't Delay Your Health Care

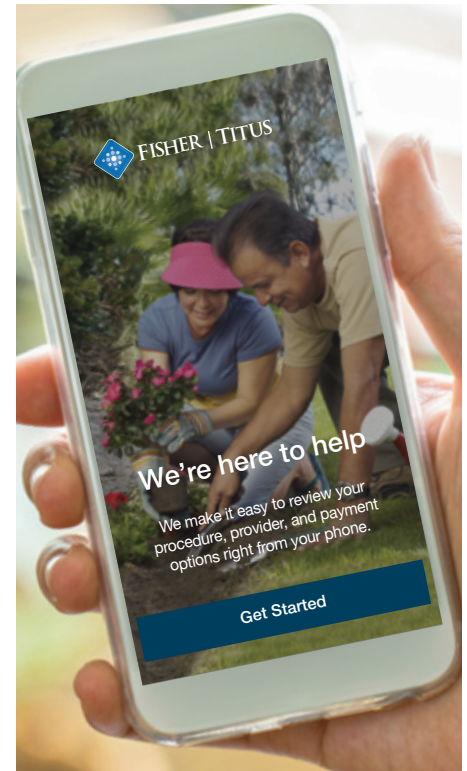
We understand the cost of health care can be worrisome for many individuals, but this should never be a reason our patients postpone needed services. Fisher-Titus is here to help with many financial assistance options, making sure that cost is never a reason to delay the care you need.

Here are just a few of the things we offer to support you through any financial hardship you may be facing and help you continue caring for your health:

- Financial counselors are available at Fisher-Titus daily to help walk you through the process
- Financial Assistance programs offering anywhere from 20%-100% financial assistance
- Partnership with Job and Family Services to help walk you through the Medicaid application and submission process
- Flexible payment plans offered over several months along with a zero-interest loan program to set up payment over multiple years

We work hard to make sure you not only have a positive clinical experience receiving care at Fisher-Titus but a positive financial experience as well. We are here to walk you through that process every step of the way.

Questions? Call our Financial Counselors at 419-660-2678 or 1-800-589-3862 ext. 6278 or 6279.



### Fisher-Titus Billing Updates

#### Consolidated Bills

Fisher-Titus has improved our billing process for your convenience, moving from two billing statements to one. Previously, depending upon your Fisher-Titus care location, you may have received two bills: one for service provided by your Fisher-Titus provider, and one for services performed at Fisher-Titus Medical Center. For example, if you saw your Fisher-Titus health care provider for a wellness visit and then went to the Medical Center for lab work, you received two bills. Under our new process you will now receive one bill, regardless of where your service was performed at Fisher-Titus.

**There are some exceptions. For full details, please visit [fishertitus.org/financial-services](https://fishertitus.org/financial-services).**

#### Price Transparency

In compliance with state law, Fisher-Titus Medical Center provides a price list for the services we offer. The hospital's charges are the same for all patients, but a patient's responsibility may vary, depending on payment plans negotiated with individual health insurers.

**You can view this price list and request an estimate for hospital services at [fishertitus.org/cost-care](https://fishertitus.org/cost-care).**

#### Patient Financial Advisor

If you have a scheduled service coming up, you may receive a text from our new Patient Financial Advisor tool. Patient Financial Advisor is a text messaging application that allows you to see estimated costs of service before your appointment. This text will contain a secure link to display your estimated cost of service based on Fisher-Titus's payer contracted rates, your personal insurance information, and provider pricing.

When you click the link, you will see the screen, similar to the picture above. Once you click "Get Started" you will be asked to verify your identity to ensure your health information is only provided to you. After verifying your identity, you can view your estimate, call the hospital for financial assistance help, and even make a payment.

This service will be live for all patients with scheduled radiology services beginning this summer. In the future, this tool will be expanded to include other Fisher-Titus departments and services.

**If you have any questions or concerns related to Patient Financial Advisor call Financial Services at 419-660-2678.**

## a patient story



Kim & Terry Ludewig back at home after a very close call.

# “I call him my **Miracle Man**”

**On December 2, 2020, Terry Ludewig, 48, after two long days of snow duty at the railroad where he is employed, began his normal nightly routine of having a shower and watching TV with his wife, Kim, where they'd catch up from the day.**

“But that night Terry said he was tired and was going to bed,” Kim recalled. “I told him to go to bed and I'd shut off all the lights. When I went in our room it sounded like he was snoring and noticed he still had his glasses on. I thought, ‘wow, he really must have been tired.’ But that’s when I realized he wasn’t snoring. I shook him and there was no response.”

Kim called 911 and began CPR – she put the phone down so she could communicate with the dispatcher while doing chest compressions on her husband.

First responders arrived minutes later and got right to work on trying to revive Terry. Kim would come to find out later that it took

over seven shocks to restart Terry's heart. That's why she refers to him as the “Miracle Man.”

While a lot of the details from that traumatizing event are foggy, Kim does remember how well everyone worked together to bring Terry back to life.

“I remember the coordination that took place between EMS, fire, and police to move rapidly,” she recalled. “People don't realize the benefit of having of them all arrive to the scene of an accident or event like Terry's. Without them, the outcome could have been much different.”

Terry was transported to Fisher-Titus where the ER staff and the heart and vascular team

continued the lifesaving care that Terry required. A Fisher-Titus cardiologist spoke with Kim about Terry's condition that night.

“He was quite up front with me and put me at ease,” she said. “I had actually shared the cardiologist's information from the Fisher-Titus Facebook page when he started to let others know. Who knew we'd be the ones who needed him.”

Dr. Daniel Newton, cardiologist, managed Terry's care in ICU and made an impression on her.

“I was so impressed with him and his knowledge,” she said. “We are blessed to have this level of knowledge in Norwalk.”

## Kim would later find out that it took over seven shocks to restart Terry's heart. That's why she refers to him as the "Miracle Man."

Due to visitor guidelines at the time, Kim was unable to be at Terry's side. To help ease the situation, ER Nurse Krista – who knew The Ludewigs – sat with Kim and explained what was going on.

"It's very difficult not being able to see your husband," Kim said, noting they have been married almost 27 years. "She sat with us and explained what was happening and educated me in terms I understood. This greatly relieved the panic we all were feeling. She sacrificed time with her family to come support mine; she was not working in the ER that night. We will forever be grateful."

Terry spent the next two weeks in the hospital – one of those weeks on a ventilator. It was discovered when he arrived at Fisher-Titus that he had COVID-19 and had become septic, which they believe led to his cardiac arrest.

During Terry's stay in the hospital, Kim said the staff treated Terry like family. They set up video chats every day with Kim and the family.

"There was a personal attachment to Terry," she said. "They were all masked up; you couldn't see their expressions, but you could feel the compassion they had for Terry. I know how intense their job is and for them to take the time to set it up so we could see

Terry put us at ease. He was so well cared for; I can't thank them enough."

Terry suffered some cognitive issues from the cardiac arrest and was unable to remember things from the past two years. Kim said when she would FaceTime with him, she would notice memory gaps. He did, however, remember the important people in his life including his 7-month-old grandson. He also remembered Betsy, social services coordinator, who was a sitter in Terry's room. Because of his memory issues he required one-on-one supervision and Betsy volunteered. They went to school together and it put him at ease spending time with someone he knew and could share memories with, which was helpful for him. Kim recalls when Terry got home and she looked through his phone and found that some of his sitters had taken the time to take pictures with him so he would be able to look back and remember his experience at Fisher-Titus.

"This experience felt 100% personal," Kim said. "During a time when you were isolated, it didn't feel that way. It never felt like Terry or I wasn't a top priority."

Terry was released from Fisher-Titus on December 16.

"It was the answer to our prayers, he was home for Christmas," said Kim.

Terry is still recovering and has about 40% heart function. He recently had a defibrillator placed and is doing cardiac rehab three times a week at Fisher-Titus. In addition, Kim created a memory board they go over every day to help with Terry's memory. But Terry said there's a lot to look forward to.

"I'm going to enjoy my family and life," Terry said. "I'm so excited to be here for that."

And Kim, who was so impressed with the care Terry received at Fisher-Titus, made a career change due to this experience.

"After this experience, I wanted to work at Fisher-Titus," she said. Kim previously worked at another hospital doing dialysis. She is now a point of care technician (POCT) at Fisher-Titus.

"I wanted to be a part of it and pay it forward to the people who helped us. The way they treated Terry – it's no different than how they care for all their patients. I see it every day. They reminded me why I work in the health care field."



Terry FaceTiming with his wife, Kim, and daughter Jourdan



## The Fisher-Titus Foundation: Supporting the Right Care, Right Here



### Support the Fisher-Titus Foundation

If you are interested in supporting these projects or other areas of local health care through a gift to the Fisher-Titus Foundation you can donate by:

- Calling us at 419-660-2528
- Mailing your donation to:  
Fisher-Titus Foundation  
272 Benedict Avenue  
Norwalk, OH 44857
- Donating online at  
[fishertitus.org/donate](https://fishertitus.org/donate)

**For more information on the Fisher-Titus Foundation, visit [fishertitus.org/foundation](https://fishertitus.org/foundation).**

The Fisher-Titus Foundation provides support for Fisher-Titus, Norwalk Memorial Home, and North Central EMS. Through philanthropy, the Foundation raises funds to strengthen the health care services available to our community.

As we look ahead in 2021 and beyond, Fisher-Titus and the Fisher-Titus Foundation continue to plan for the future health needs of the community. The Foundation will be supporting three important projects this year.

### Fisher-Titus Heart & Vascular Cardiac Cath Lab Project

In 2021, the Snyder/White Heart and Vascular Center at the Fisher-Titus Medical Center will renovate a cardiac catheterization laboratory and will replace the cardiac monitoring system for Cardiac and Pulmonary Rehab.

Providing excellent heart and vascular care locally is important given the prevalence of heart and vascular disease and emergencies in our community.

#### Cardiac Cath Lab and Cardiac Rehab Equipment, Integration, & Technology

The present Cardiac Cath Lab was designed before many of today's procedures were being performed here. The new improvements will support the next decade of excellence.

- Integrated HD technology and equipment to bring all images together on one large HD screen with high-res images of arteries and veins during procedures.
- A ceiling mounted "C arm" and operating table that integrate with all technology and equipment.

- Advanced technology and diagnostic tools with lower radiation doses to patients and health care 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 & Vascular Team.
- New lightweight telemetry (vitals) monitors and integrated technology to improve comfort and safety for Cardiac Rehab patients.
- Improved progress monitoring and physician updates for Cardiac Rehab.

### Senior Campus

Advancements in senior care and geriatric medicine have been significant over the last several years, and expectations on what senior living looks like have shifted. For over 60 years, Fisher-Titus has been committed to providing compassionate senior care that meets the safety, health and quality standards needed for our older population. Fisher-Titus is committed to continuing to care for seniors in our community with a vision towards the future.

The Fisher-Titus Foundation, Fisher-Titus leadership and board members, and community stakeholders are currently in the process of planning a new Senior Living Campus near the Carriage House. While plans are still being developed, some features that will be central to the development of new senior campus are:

- An atmosphere feeling more like living “at home” and less like living in a health care facility
- Co-locating residents in Assisted Living, Transitional Care, and Skilled Nursing allowing care for seniors with different levels of health care needs all on one campus.
- A mix of private and semi-private rooms—with more privacy than traditional shared rooms—to fit the needs and preferences of residents
- Adding hospice care, memory care, and dialysis to care for residents we are unable to care for in our current facilities
- Amenities that support senior health and wellness including gathering and recreational spaces, green space and outdoor amenities, courtyards, and social activity spaces like a salon/ barber shop and interfaith chapel

Senior care at all levels is an important service for our community and will continue to grow in demand. We look forward to sharing more details on this exciting project with the community in the coming months!



## North Central EMS Ambulance Replacement Project

North Central EMS has been providing emergency and non-emergency ambulance transportation and wheelchair van services to Norwalk and the region since 1986.

In 2020, North Central EMS provided **8,053** billable ambulance trips, **3,756** non-billable 911 responses, **1,070** mental health transports, **1,121** wheelchair van transports (fee for service), **162** community paramedicine visits, and was present at **302** special events.



North Central EMS carefully controls its expenses. But maintaining its commitment to safe, high quality, responsive EMS service requires more investment than will be covered by billable services in our rural area. The average cost of a new, fully outfitted ambulance is up to \$150,000; the Foundation is working to raise \$50,000 in funding for the new ambulance. NCEMS and Fisher-Titus have made a financial commitment to provide EMS service to our community because we need this vital service, but community support is central to major improvements.

## Thank you for supporting local heart care!

Already in 2021, the community has come together to support the Cardiac Cath Lab Project through two events:

### 1) Second Annual Fisher-Titus Foundation \$10,000 Blooming Cash Raffle

- \$43,000 Raised for the Cardiac Cath Lab Project
- 3,200 tickets sold – a sold-out raffle
- \$10,000 Grand Prize Winner: Alex Delgado of Cleveland
- \$1,000 Early Bird Drawing: Grace Ross of Elyria

### 2) First Annual Corks & Kegs Event, Presented by CardioSolution

In May, the Foundation hosted a new event, called Corks & Kegs, to engage Fisher-Titus medical staff, board members, and senior leadership in the work of and support for the Fisher-Titus Foundation. This event was held at Sandy Ridge Vineyards and Mercantile in Norwalk and raised over \$11,000 for the Fisher-Titus Foundation Cath Lab Project!

Other sponsors of the event included NOMS Healthcare and Battles Insurance.

## Save the Date: 32nd Annual Fisher-Titus Foundation Golf Tournament

Presented by Janotta & Herner

Supporting the Cardiac Cath Lab Project

August 4, 2021

9 a.m – 2 p.m. Tee Times

Eagle Creek Golf Course | Norwalk, Ohio

For registration or sponsorship information, call 419-660-2920 or visit [fishertitus.org/golf](http://fishertitus.org/golf).





## Orthopaedic Care for Little Adventurers

**Kids will be kids. Whether they fell off a swing or have a congenital orthopaedic issue, you don't need to go far to get them the care they need. You have access to exceptional pediatric orthopaedic care close to home thanks to a partnership with Fisher-Titus and NOMS Access Orthopaedics.**

**NOMS Access Orthopaedics, with offices in Norwalk, Willard, and Sandusky, can treat the following concerns in pediatric patients:**

- All fractures and musculoskeletal injuries, both surgical and non-surgical
- Congenital trigger thumb (when the thumb is stuck in a flexed position) surgery
- Scoliosis monitoring

NOMS Access Orthopaedics surgeons are always willing to discuss any concerns you may have and determine possible solutions.

**Call NOMS Access Orthopaedics at 419-663-5000 to schedule an appointment.**

### Meet our Team

We care for patients of all ages and address issues involving joints, bones, ligaments, tendons, muscles, and more. Our team utilizes the latest medical knowledge and advanced techniques and procedures to provide you the best care.

**Visit [fisheritus.org/ortho](https://fisheritus.org/ortho) for more information.**



Jason A. Brown, DO



Nicholas Callahan, DO



David A. Pocos, DO



Michael T. Powers, DO

# Employee Highlights



Matt and Colton, Information Services Help Desk Technicians, were both recipients of Ohio Tech Cred grants.

### TechCred Program

Developing our staff supports our goal of making Fisher-Titus the best place to work. In addition to programs like the Clinical Ladder and tuition assistance, Fisher-Titus is enhancing staff skills through the Ohio Tech Cred grant program. This year, we have received six Tech Cred grants for members of our Information Services team, totaling over \$10,000 in course work. This is in addition to the over \$15,000 received in 2020 in grants for various technical certifications for Human Resources, Health Information Management, Information Services, Nursing and Imaging.



### OHA Healthcare Worker of the Year Nomination

Karen Dickinson, MHA, BSN, RN, vice president, quality & clinical resource management, has been nominated for the Ohio Hospital Association's (OHA) Albert E. Dyckes Healthcare Worker of the Year Award.

The Albert E. Dyckes Healthcare Worker of the Year Award is presented by OHA each year to one Ohio caregiver who personifies a leader, gives back to the community, reflects the mission and values of his or her organization, and routinely goes beyond the call of duty.

“Karen Dickinson is passionate about making sure the residents of Huron County are receiving the right care, right here in their local community,” said Katie Chieda, MSN/MBA, RN, CENP, chief nursing officer for Fisher-Titus. “Although 2020 threw a pandemic our way, Karen’s dedication and can-do attitude never wavered. Karen is the type of person who leads by example and does so with a positive attitude, encouraging others along the way. If you pass Karen in the hallway, she always has a smile on her face and greets you with a friendly ‘hello.’ If you’ve ever had the pleasure of working with Karen on a project, she continually asks how she can help to take the load off someone else. She is always willing to lend a helping hand. We have been honored to have Karen as part of the Fisher-Titus family for the past nine years.”

OHA will announce the winner this fall.

### Norwalk Memorial Home Social Worker Receives Advanced Certification

Laura Butler, MSW, LSW-CTP, social worker for the Norwalk Memorial Home and Fisher-Titus Transitional Care Unit (TCU), recently earned her certification

for Gerontology in Social Work.

The Gerontology in Social Work Certification required approximately 25 hours of work and covered in depth application and understanding of the progression of Alzheimer’s, death and dying, pain management, spiritual connection, understanding the effects of medications, mental health, signs and symptoms of elderly abuse including neglect, as well as theories of what happens as individuals mature.



Butler has experience working as a clinical therapist prior to coming to the long-term care setting. She worked in lockdown psychiatric facilities including geriatric psychiatric units. She joined Fisher-Titus in January of this year. Laura has a master’s degree in clinical social work with a trauma focus certification and now, a gerontology certification.

### Investment into Employees

Just as important as the accomplishments above is the focus Fisher-Titus is placing on our most valuable resource – our staff. Through the 2021 Annual Wage Adjustment process, Fisher-Titus was able to invest an additional \$1.7 million dollars into wages this year.



### What Our Patients are Saying

Fisher-Titus strives to enhance the quality of life and safety of each person we serve – every patient, every time.

Here’s what our patients are saying about the care they received at Fisher-Titus:

“Absolutely the best care that myself or a family member has had anywhere.”  
(3 North)

“First class with superior respect and understanding.”  
(3 South)

“Housekeeping was very friendly and upbeat. Always asked if there was anything else they could do for me.”

“Best experience I ever had!!”  
(Emergency Department)

“I believe Fisher-Titus has the best doctors and nursing staff.”  
(Wound Institute)



we are innovative

# Expanded Care Offerings

As a part of our commitment to providing high-quality care, Fisher-Titus Pain Management is now offering mild®, StimWave®, and Platelet-Rich Plasma (PRP) treatment to our patients. The addition of these services will enable our team to better meet our patients' pain management needs as the demand for pain management services continues to grow in our community.

## mild®

mild® is an outpatient procedure that can help patients diagnosed with lumbar spinal stenosis (LSS) to experience less pain and increased mobility. Our trained physician will use an imaging machine and specialized tools to remove small pieces of bone and excess ligament tissue through a small incision in the patient's back. Removing these elements restores space in the spinal canal and decreases the compression of the nerves.

## StimWave®

StimWave® is an outpatient procedure that uses stimulation to reprogram a patient's nerve cells to replace the painful signals to the brain. After identifying a patient's areas of pain, our trained physician will use a needle to place one or more stimulation devices, positioned to stimulate the targeted pain areas, near the nerve site causing the pain.

## Platelet-Rich Plasma (PRP) Treatment

PRP treatment, is a form of regenerative medicine that can improve the body's ability to heal itself by amplifying the natural growth factors your body uses to heal tissue. PRP uses injections of a concentration of a patient's own platelets to accelerate the healing of injured tendons, ligaments, muscles and joints. In this way PRP injections use each individual patient's own healing system to improve musculoskeletal problems.

## About the Fisher-Titus Pain Management Center

Our Pain Management Center sees patients for a wide variety of issues, including, but not limited to:

- Neck pain (including work-related injuries) and pinched nerves
- Back pain (including work related injuries) and sciatica
- Persistent pain after back or neck surgery
- Headaches
- Arthritis pain in neck or lower back
- Reflex Sympathetic Dystrophy, or RSD
- Nerve damage or muscle spasm pain
- Muscle and soft tissue pain
- Shingles pain

In addition the these new, innovative procedures, the Pain Management Center also provides:

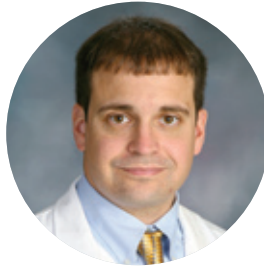
- Spinal diagnostic procedures (cervical, thoracic, lumbar)
- Epidural steroid injection
- Facet joint injection
- Radiofrequency treatment
- Spinal cord stimulation (SCS)
- Botox injection
- Selective nerve root block
- Celiac plexus block
- Stellate ganglion block
- Lumbar sympathetic block
- Trigger Point Injection
- Joint Injection

## Fisher-Titus Pain Management Providers:

To learn more about the Fisher-Titus Pain Management Center, please visit [fishertitus.org/pain](http://fishertitus.org/pain).



Joshula Goldner, MD



Zachary Zumbar, MD, MPH



Amanda Springer, PA



# Senior Living at its Best

## The Carriage House is now offering short-term and trial living



If you or a loved one have been thinking about senior living or assisted living, we are now offering two great options to show you all that Carriage House has to offer, without commitment. Short-term stays and trial living are ideal for seniors who are curious as to what assisted living is as well as for caretakers who may need a short-term stay for a loved one.

Short term stays allow family members to have a safe and healthy environment to place senior relatives while the family is away from town or if a caregiver is unable to care for a loved one for a short term. These stays

are \$175/day with a 1–4 week minimum. Units are fully furnished, however seniors are welcome to bring keepsakes from home as well for their comfort

Trial living is ideal for those who want to see what living at the Carriage House is like without a long-term commitment. These stays are \$175/day for a furnished unit or \$125/day for an unfurnished unit and the trial stay can be as long as three months.

**For more information on the Carriage House of Fisher-Titus, visit [fishertitus.org/carriagehouse](http://fishertitus.org/carriagehouse).**

### About the Carriage House

The Carriage House's range of services to older adults are integrated with a commitment to personal wellness and meeting each resident's individual needs. The care provided is driven by the goals that each resident holds important. By continuing to listen and respond to each resident's needs, we have proudly earned a reputation for quality in all we do.

The Carriage House community offers an approach to living that suits many individual tastes—a beautifully landscaped terrace and barbecue grill for gathering with close friends, a beauty/barber shop for a moment of personal pampering and washers and dryers on each floor for personal laundry. Our many on-campus services are here for the residents' convenience to use and enjoy.

#### Services included in the daily base rate are:

- Personal care assistants on staff 24 hours per day to provide individualized care
- Continuum of Care: Access to Norwalk Memorial Home and the Transitional Care Unit should a resident require nursing services
- Three delicious meals served restaurant-style each day in our comfortable and relaxing dining room
- Weekly housekeeping and bed and bath linen laundry service
- Full array of planned activities including recreational, social, physical, and spiritual activities such as: daily exercise program

and current events, dartball team, religious services, weekly happy hour with entertainment and brain games

- Minibus transportation to banks, shopping, dining out, afternoon drives, outings, and events
- Free scheduled transportation to and from physician appointments and services on Fisher-Titus Medical Center campus
- Worry-free maintenance and repairs of apartments and grounds
- Monthly wellness clinic

#### Optional services available for a nominal fee include:

- Medication reminders
- Personal laundry service
- Meals delivered to your apartment
- Beauty/barber shop

Each Carriage House one-bedroom apartment includes a kitchenette with a range, refrigerator, and microwave. Apartments are unfurnished, allowing individuals to bring cherished possessions which create the personal warmth of home. We also offer a wide range of amenities including individual climate control for heat and air conditioning, emergency call system in every apartment living room and bathroom plus individual lifeline pendants for each resident, sit-down shower feature in bathrooms, and more.

# What's New at Fisher-Titus?

## Fisher-Titus Heart & Vascular Welcomes Dr. Ryan Christofferson

### Ryan Christofferson, MD, FACC

Dr. Christofferson has joined Fisher-Titus Heart & Vascular as a cardiologist. He is board certified in interventional cardiology.

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

Dr. Christofferson earned his Doctor of Medicine from the University of Texas Southwestern Medical Center in Dallas. He went on to complete his residency in cardiology at the University of Washington Medical Center in Seattle. He also completed fellowships in cardiology and interventional cardiology at the Cleveland Clinic.

For more information, visit [fishertitus.org/heart](http://fishertitus.org/heart).



## Fisher-Titus Family Medicine – Wakeman Welcomes Dr. Preeti Gudimella

### Preeti Gudimella, MD

Dr. Gudimella has joined Fisher-Titus Family Medicine in Wakeman. Dr. Gudimella is certified by the American Board of Family Medicine.

Dr. Gudimella completed her Doctor of Medicine at Ross University School of Medicine in Roseau, Dominica in 2015. She went on to complete her family medicine internship and residency at Central Michigan University with the residency focusing on full-scope rural medicine.

Dr. Gudimella is returning to Ohio after completing her undergraduate studies at Case Western Reserve University in Cleveland. She is a member of the American Academy of Family Physicians.

To schedule an appointment, visit [fishertitus.org/schedule](http://fishertitus.org/schedule) if you are an existing patient, or call 419-660-2900.



## Fisher-Titus Convenient Care Welcomes Leah Kastor, CNP

### Leah Kastor, MSN, FNP

Leah has joined Fisher-Titus Convenient Care in Norwalk as a nurse practitioner. She has over ten years of experience as a registered nurse in various settings.

A native of Sandusky, Leah enjoys caring for patients of all ages, backgrounds, and with a wide range of medical conditions.

Fisher-Titus Convenient Care is open for walk-in appointments. Monday–Friday: 9 a.m.–6:30 p.m. Saturday & Sunday: 9 a.m.–2:30 p.m.

For more information, visit [fishertitus.org/convenient-care](http://fishertitus.org/convenient-care)



## Fisher-Titus Family Medicine in Milan Welcomes Two Nurse Practitioners



### Ashley Klonk, CNP

Ashley has experience as a nurse practitioner serving as primary care provider for patient populations in multiple nursing homes. She also has experience as a registered nurse in various settings.



### Derik Sidell, CNP

Derik has been with Fisher-Titus since 2014, first as a registered nurse with Fisher-Titus Medical Center before joining Fisher-Titus Convenient Care as a nurse practitioner in 2019.

Fisher-Titus Family Medicine is now offering Virtual Visits and Online Scheduling. To schedule an appointment, visit [fishertitus.org/schedule](http://fishertitus.org/schedule) or call 419-660-2900.

If you are looking for a primary or specialty care provider near you, visit [fishertitus.org/find-a-provider](http://fishertitus.org/find-a-provider)

## Fisher-Titus and Family Health Services Begin Renovation to Expand Health Care Access in Huron County

Residents of Huron County will soon have access to expanded health care services through a partnership with Family Health Services and Fisher-Titus. Fisher-Titus, Family Health Services, and Tusing Builders recently broke ground on the renovation of the former Food Town building at 265 Benedict Avenue, directly across from Fisher-Titus Medical Center.

The renovated building will be owned and managed by Fisher-Titus Health with over 7,000 square feet reserved for Fisher-Titus, housing various business operations departments.

Over 8,000 square feet is reserved for Family Health Services (FHS). In this space, Family Health Services will provide Behavioral health, Primary Care, and Dentistry services to Huron County. As a Federally Qualified Health Center, they provide care to all residents of the communities they serve, regardless of their ability to pay.

FHS has been providing behavioral health services in Norwalk since November of 2020 on the Fisher-Titus Medical Center Campus.

Tusing Builders from Monroeville, Ohio will serve as general contractor for the project, which was designed by Hasenstab Architects of Cleveland and Akron, Ohio. The project is anticipated to be completed by the fall of 2021.

**To learn more about Family Health Service, visit [FamilyHS.org](http://FamilyHS.org) or call 419-502-2800. Information on Fisher-Titus can be found at [FisherTitus.org](http://FisherTitus.org).**

## North Central EMS Membership Program: Saving You Money During a Medical Emergency

The North Central EMS Membership Program is designed to help individuals lessen their financial responsibilities during a medical emergency, which includes 911 emergency calls, and any medically necessary, non-emergency ambulance transports, when available.

For an annual fee of only \$100, you, your spouse, and dependent children will receive free or discounted emergency ground ambulance services to a medical center within the service area of NCEMS. Membership does not cover transportation to or from a physician's office, or any other non-approved destination as defined in the Medicare guidelines. Wheelchair transportation is also not covered.

**To apply for the membership program, visit [fishertitus.org/NCEMS-membership](http://fishertitus.org/NCEMS-membership), download the form, and mail it to:  
North Central EMS  
12513 US HWY 250 N  
Milan, OH 44846.**



## On the Move

### Fisher-Titus Behavioral Health

Our Behavioral Health counselors are now seeing patients full time at two new locations. Judy Zellner, LPCC, will see patients in a private space located within Norwalk Primary Care. Ken Murray, PhD, LPCC, will see patients in a private space located within Fisher-Titus Pediatrics, Norwalk.

The office phone number hasn't changed; patients can still call 419-668-0311 to schedule an in-person appointment or virtual visit. After May 3, no appointments will be scheduled for the current Med Park III location.

### Fisher-Titus Digestive Health

Digestive Health has moved from the Med Park II location to a new on-campus location within Med Park III. Digestive Health is now located in Suite 800, Med Park III in Norwalk. Digestive Health and Fisher-Titus General Surgery will share this newly renovated space.

### Fisher-Titus Durable Medical Equipment

Fisher-Titus Durable Medical Equipment is now located at 55 Newton Street, Suite 100 in Norwalk.

## Fisher-Titus Heart & Vascular Sets New Record

On January 28, our Cardiovascular team set a new record for the shortest door-to-balloon time for a heart attack patient since we implemented our Level II Adult Cardiac Cath Lab two years ago. A short door-to-balloon time is critical and is a measure of the time it takes for a patient to receive a life-saving treatment (called a balloon angioplasty) from the moment they arrive at the hospital.

A patient out of the Bellevue area experienced an ST elevation MI (STEMI) which is a very serious type of heart attack during which one of the heart's major arteries is blocked. The STEMI activation call came from our North Central EMS crew in the field, and from arrival to Fisher-Titus Medical Center to balloon angioplasty, opening the blockage, was 23 minutes. From the time the EMS crew arrived at the patient's house in the Bellevue/Clyde area to the time the cath lab team was able to intervene was only 58 minutes.

This record is a testament to the outstanding cardiac care Fisher-Titus Heart & Vascular and North Central EMS are able to provide right here for our community. When it comes to heart attacks, time is muscle – the faster care teams are able to open up blockages, the more heart muscle is saved which means better outcomes for patients.

**For more information on Fisher-Titus Heart & Vascular, visit [fishertitus.org/heart](http://fishertitus.org/heart).**



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# Access your Fisher-Titus Medical Records Any Time, Anywhere

The myFisherTitus Patient Portal is an online tool that enables you to help manage and receive information about your health.



## With myFisherTitus, you can:

- View your health history and doctor visit summaries.
- View lab test results.
- Communicate with your provider office.
- Request and schedule appointments.

## Signing up is free and can be done in one of these four ways:

- **New, self-enrollment:** visit [fishertitus.org/patient-portal](https://fishertitus.org/patient-portal) to sign up.
- 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 through Friday.

## 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.

A valid email address is needed to sign up. Only one health record per email can be assigned. For example, a married couple that shares an email address can only sign up one health record with that email address. myFisherTitus can be accessed from any internet-connected device including computers, smart phones, and tablets.

myFisherTitus includes medical records from Fisher-Titus Medical Center and Fisher-Titus Medical Care providers.

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

*The myFisherTitus patient portal is a secure way to access your information. We take great care to ensure your health information is kept private and secure. Access to information is controlled through secure activation codes, personal usernames, and passwords. Each person controls his/her password, and the account cannot be accessed without that password. Further, myFisherTitus uses encryption technology for added security. Unlike conventional e-mail, all myFisherTitus messaging is done while you are securely logged on to our website.*