

WINTER 2020-2021

Health connections



Robotic-assisted
orthopaedic surgery,
new at Fisher-Titus.



FISHER | TITUS

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



As we near the end of 2020 and reflect back on all that has happened this year, I can't help but be thankful and proud of the way our staff and our community has dealt with the adversity COVID-19 created. We adapted to a complete change in our lifestyles, both personally and professionally, and continue with many successes despite these challenging times.

At Fisher-Titus, we have put procedures in place so you can feel confident that you will receive the same high-quality care you are used to. We have done such things at all of our facilities as requiring all staff, volunteers, patients, and guests to wear masks when in our facility; placed markers on the floor and rearranged furniture to allow for proper physical distancing; increased sanitization; instituted visitor guidelines based on the statewide color alert system; and installed temperature and mask screening kiosks at our open entrances.

As we have safely welcomed you back to our facilities, we are hearing some amazing stories from our patients about the care they received and we are happy to share some of them with you in this edition of Health Connections. It is always so heartwarming to hear the amazing outcomes of those who have entrusted us with their care.

While we don't know what 2021 has in store for us yet, one thing is certain, Fisher-Titus will always be here for you, your family, and your loved ones to provide the right care, right here in our local community.

Sincerely,

Brent Burkey, MD



Manage your **Health Information** from home with **myFisherTitus Patient Portal**

Sign up for the **myFisherTitus patient portal** to view lab results, access and download your health records, send messages to your provider, and save time by paying health bills online.

All Fisher-Titus providers are using the same computer system as Fisher-Titus Medical Center. This “connection” not only enhances the coordination of your care, but it also allows you to view your medical records, test results, visit summaries, and instructions from both the hospital and your Fisher-Titus provider’s office.

The COVID-19 pandemic has caused many of us to adapt to doing more things online, from home. The **myFisherTitus Patient Portal** allows you to manage your health information from the comfort and safety of your own home.

What do I need to do?

If you are already registered on the myFisherTitus patient portal, you do not need to do anything!

Your office records will appear on the **myFisherTitus** portal after your provider visit.

If you are not registered on the myFisherTitus patient portal:

- You must sign up for **myFisherTitus** portal access in person so we can verify your identity with a photo ID and your Social Security number (last 4 digits). Sign up in one of these locations:
 - Your Provider’s Office
 - The Registration Desk in the Admitting Department at Fisher-Titus Medical Center
 - The Health Information Management Department at Fisher-Titus Medical Center
- When signing up, you will need to provide your personal email address and select a security challenge questions and answer.
- You will then receive an email invitation from **myFisherTitus** with a secure link to complete your enrollment.

If you need assistance during the enrollment process, visit the **Account Help link** found on the lower left corner of the registration screen, or call **877-621-8014**.

Coming Soon! myFisherTitus Self Sign Up

Watch our website and social media for more information about how to sign up from home.

On myFisherTitus 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 records to specialists or share with family

FisherTitus.org/myfishertitus



Knee replacement using Mako's AccuStop™ technology.

Introducing the Mako System Advancing joint replacement at Fisher-Titus

In July of 2020, Fisher-Titus became the first hospital in the region to offer hip and knee replacements with Stryker's Mako System. Through our partnership with NOMS Access Orthopaedics in Norwalk, Dr. David Pocos and Dr. Jason Brown perform total hip, total knee, and partial knee procedures with the assistance of the Mako robotic arm.

Michelle Adams was the first patient to have a procedure with the Mako System at Fisher-Titus.

In June of 2020, Michelle was on vacation in North Carolina when her knee suddenly gave out going down a flight of stairs. Although she didn't fall, she was in so much pain that she wasn't able to walk to the beach the rest of her stay.

"I had trouble with my knee in the past," Michelle said. "I had gotten injections at NOMS Access Orthopaedics which helped but this was different. It was more painful and I knew something had to be done."

When she returned to Ohio, she scheduled an appointment with Dr. Pocos. They did x-rays and determined she would need to have surgery to replace the knee.

Along the way, she learned that she would be the first to have her procedure done with the assistance of the Mako System.

"I was all for it. It's something new and Dr. Pocos had been preparing for a year to operate with it," said Michelle. "I'm very glad that I ended up having it done that way."

The Mako System provides each patient with a personalized surgical experience based on their specific diagnosis and anatomy. With

the system, the surgeon can use a virtual 3D model of the joint, from a CT scan, to create a surgical plan before surgery. This plan helps them determine the implant size, orientation, and alignment based on the patient's specific needs.

How it works is with Mako's AccuStop™ technology. The pre-op plan defines an area in which the surgeon can operate. The technology keeps the robotic arm within the planned boundaries and guides direct, accurate cuts. Although the Mako system is often referred to as a robot, it cannot move on its own. The surgeon guides the robot's arm to perform the surgery and the surgeon can adjust the pre-op plan if needed once they are in the operating room. The surgeon has full control of the instrumentation during the entire procedure.

"The key to Mako is the reproducibility and planning," Dr. Pocos explained. "A preoperative

plan is generated based upon CT evaluation. I review the plan and I am essentially doing the surgery before the actual surgery. Prior to Mako, I would template preoperative x-rays to identify proposed size of implants and alignment. I would then rely on alignment jigs, feel, and experience in the operating room to accomplish the procedure. With the Mako, I am able to reproduce the preoperative plan with precision.”

Dr. Pocos adds, “The interesting thing about Mako is that the procedure is the same and the end goal remains the same. The steps are the same. How we analyze the information is different.”

In addition to creating a better surgical experience for surgeons, case studies suggest robotic-arm assisted joint replacement may also be associated with decreased pain, improved early functional recovery, and reduced hospital stays for patients. There is also evidence suggesting patients required less opioids for pain following surgery. Both of these benefits are likely due to the fact that robotic-arm assisted joint replacement reduces bone and tissue trauma since operating is limited to the pre-determined boundaries based on the damaged bone.

“Less retraction results in less trauma to the surrounding tissues,” Dr. Pocos said. “Patients have been pleased with their procedures thus far. The tissues have seemingly responded better. I have been very pleased with the outcomes. I am now using Mako on the majority of my hip and knee replacements.”



Michelle Adams consults with Dr. David Pocos.

Michelle said her recovery has been relatively easy. She had her surgery on a Tuesday and went home the next day to stay with her son and his family. After three days of mostly staying in bed to rest, she was able to get up and walk with a walker and start in-home therapy by Friday.

“It’s amazing that you can walk on a knee that was just replaced!” Michelle noted.

Michelle credits a lot of her recovery to her kids, grandkids, the therapists, and the robotic-assisted procedure.

“A friend of mine is looking into having surgery,” said Michelle. “I told him, the robotic thing is the way to go.”

Michelle was back to work in accounts payable just one month after her surgery. Now she’s looking forward to spending time with her three kids and five grandkids—especially watching them play sports.

“That’s why I wanted to get it fixed,” Michelle explained. “I wanted to be able to go and watch them in the stands at their games.”

About Orthopaedic Surgery at Fisher-Titus

Our surgical team performs many types of specialized orthopaedic surgery, including:

- Procedures on knees, hips, shoulders, and elbows
- Total joint reconstruction (arthroplasty)
- Fractures
- Hand and wrist surgery, including carpal tunnel
- Foot and ankle surgery
- Orthopaedic trauma
- Pediatric orthopaedics
- Sports medicine

Our partnership with the surgeons at NOMS Access Orthopaedics offers each patient:

- Five-star patient satisfaction
- Total joint replacement expertise
- Complete care close to home

For more information, please visit fishertitus.org/ortho

NOMS Access Orthopaedic Surgeons



Jason A. Brown, DO



Nicholas Callahan, DO
Read more on page 18



David A. Pocos, DO



Michael T. Powers, DO



Jim Schultz and his grandson fishing.

During a Heart Attack, Time Equals Heart Muscle

With a 99% blockage, Jim Schultz had very little time to spare.

Bellevue resident Jim Schultz woke up around 3 a.m. on July 30 with pain he originally attributed to stress. He got up and sat in the living room for a while, but 30 minutes later he was feeling worse.

"I went to wake my wife to tell her I wasn't feeling well and to get the blood pressure machine," Jim said.

Almost as soon as his wife woke up, Jim noticed a tremor in his arm and the pain in his chest get worse.

"My wife said, 'No. We're calling 911.'" Jim recalled.

Jim remembers being a little dazed while he waited for the ambulance, laying down with his eyes closed and holding his chest.

Soon, two ambulances arrived and both crews came in.

"I vaguely remember the two 'lead' guys having a conversation," Jim explained. "Bryan was insisting on Fisher-Titus because of my situation. I didn't fully understand what was going on at the time but I was just going with it."

The person Jim remembers so clearly is North Central EMS Paramedic Supervisor, Bryan Hamman. Bryan remembers Jim very clearly.

"When I arrived I found Jim sitting in a chair in the living room and he did not look good,"

Bryan recalled. "He was very pale, clammy, sweating, clutching his chest, and was short of breath. I knew at this moment he could be having a heart attack."

The North Central EMS crew transported Jim from his home in Bellevue to Fisher-Titus. On the way, Jim recalls the care Bryan provided in the ambulance.

"He talked me through everything," Jim said. "He was very calm and reassuring. He gave out a really excellent vibe. The cardiologist later told me that he did everything perfect for me."

Bryan remembers that ride from Bellevue to Fisher-Titus and talking Jim through each step providing oxygen, aspirin, an IV, Nitroglycerin to relieve pain, a 12 lead ECG that transmits results to the Fisher-Titus Emergency Departments, and continuous reassessment of vital signs and interventions.

"When a patient is faced with an emergency like this, they become anxious," Bryan said. "My job is not only to provide the clinical skills needed, but also to be calm and reassuring, letting him know he is in good hands."

Once they arrived at Fisher-Titus, Jim was taken to the Emergency Room before heading to the cath lab to have a stent placed by a Fisher-Titus Heart & Vascular cardiologist.

The ambulance had left Jim's home at 5:02 a.m. and by 6 a.m., he was in his hospital bed recovering from the stent procedure.

"Everyone at the hospital gave me excellent attention," Jim said. "They were so professional and very kind."

Jim learned after the fact why it was so critical that he be brought to Fisher-Titus instead of another facility: Fisher-Titus is a Level 2 Adult Cardiac Catheterization Laboratory meaning his stent procedure could be performed here.

"Jim needed to be taken to a hospital with a cath lab and Fisher-Titus has one...a very good one," Bryan said. "The goal is to move quickly. Time is important at this point; time is heart muscle. We needed to get Jim to the cath lab fast."

Had he been at another facility initially, Jim might have had to be transferred.

"I was 99% blocked," Jim explained. "My odds would have dramatically decreased if I would have been taken somewhere else and had to have been transferred because of the time it would have taken."

After the procedure, Jim was in the ICU at Fisher-Titus for a day and a half before being discharged. Now he goes back regularly for follow ups and cardiac rehab.

"Patty and Michelle and everyone else in cardiac rehab are great," Jim said. "I'm feeling pretty good. I still have a ways to go but I feel like I'm doing really well."

As his strength and stamina increase, Jim looks forward to getting back to fishing and processing firewood to heat his home this winter.

Jim shared, "If you're going to go through this experience, I'd like to have Fisher-Titus on my side again."

Learn more at fishertitus.org/heart

growing



The Right Care, Right Here

The Surgery Center of North Central Ohio

To learn more about **Fisher-Titus surgical services** offerings, visit: FisherTitus.org/surgery

Health care is ever changing and so are the guidelines around it. Current health care trends have commercial and government insurers, including Medicare and Medicaid, directing patients toward lower cost-of-care settings. For example, certain procedures that were previously done in a hospital operating room are now only covered if the procedure happens at an ambulatory surgery center.

To meet these changes, Fisher-Titus is continually looking at ways to provide affordable care options for those we serve while providing the right care, right here. That is why Fisher-Titus, along with certain surgeons from Fisher-Titus Digestive Health, NOMS Access Orthopaedics, NOMS Ear, Nose & Throat, Northern Ohio Foot and Ankle Specialists, and North Central Eye Associates, along with Health Care Facilities Partners (HCFP) formed a joint partnership to bring The Surgery Center of North Central Ohio to Norwalk. Management and operations of the center will be under the direction of HCFP.

The Surgery Center will serve our area with affordable outpatient surgical services and procedures, and offers over 12,000 square feet of space, including pre- and post-surgical areas, three operating rooms, and a procedure room. Located at 1 Emerald Parkway behind Fisher-Titus Convenient Care, building construction was complete in October and procedures should start taking place in January at the new facility. Staff are currently working on licensure and accreditation needed to open.

"This surgery center is an example of regional collaboration while proactively exploring new opportunities and models that are important for successful independent providers of health care," said Brent Burkey, MD, president and CEO of Fisher-Titus. "Working together with other independent regional providers strengthens our ability to provide high quality, affordable care, close to home."

By the Numbers

12,345 sq ft • 3 operating rooms • 1 procedure room • 11 recovery bays • 36 parking spots

We are Fisher-Titus

At Fisher-Titus, we treat you like a member of our family. Our staff members go above and beyond for our patients every day. From telemedicine to the latest innovation in total joint replacement technology, we strive to bring the best possible care to the members of our community. We are proud to offer a breadth of services from pediatrics to senior care— ensuring you get the right care, right here in your own community.

We are here for you. We are Fisher-Titus.



“They were very helpful and kind. The nurses/ patient care techs were very friendly and helpful with my lab draws and I was very confident in their abilities to provide the care I needed.”

“The nurses and doctor were all fabulous! I was very impressed with them all. Dr. Brown even got me an extra blanket, himself.”

“The staff at Fisher-Titus Pediatrics is always courteous and friendly and professional.”



“We had a great experience. The staff was awesome! knowledgeable, and courteous.”



“The dietary department was very helpful & concerned about me each and every time I was there. They were very professional in their services.”

“Whole office was great, gentle and helpful as well as the physician!! So happy with my experience and would definitely recommend them!!”

community benefit

Supporting Our Community



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

Total Community Support in 2019: \$7,712,502

\$1,179,841

Charity Care & Financial Assistance

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

\$273,595

Community Health Improvement Services & Community Building

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

\$254,351

Cash & In-Kind Contributions

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

\$26,872

Health Professions Education

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

\$234,261

Subsidized Health Services

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

\$5,583,486

Bad Debt

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

\$160,096

Unpaid Cost of Medicare

Costs not reimbursed by Medicare.

Additionally, Fisher-Titus continues to subsidize the costs of operating North Central EMS to ensure the communities we serve have the emergency transportation they need.

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

With more than 1,400 area residents employed by the Fisher-Titus health system, salaries generated \$337,423 to support local school taxes; \$985,512 in city taxes; and \$2 million to the State of Ohio.

Services Provided

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

By the Numbers

- Inpatient admissions: 3,524
- Emergency Department visits: 28,028
- Births: 444
- Surgical procedures: 8,101
- Imaging tests: 60,233
- Clinical lab tests: 974,256
- Outpatient visits: 144,599
- Medical care physician office visits (includes Convenient Care): 123,737
- Home Health visits: 14,853
- Norwalk Memorial Home residents served: 315
- Carriage House residents served: 71

Outstanding Physicians

The Fisher-Titus Medical Staff is composed of both independent practitioners as well as physicians and providers employed by Fisher-Titus under the name Fisher-Titus Medical Care. Overall, the Medical Staff includes 237 physicians and allied health professionals, representing 35 medical specialties.

The Medical Care employed group includes practitioners representing primary care, pediatrics, women's health, digestive health, urology, behavioral health, endocrinology, pulmonology, cardiology, and vascular care.

Fisher-Titus in the Community

Supporting the Health and Wellness Needs of Huron County and Beyond

We are always looking for ways we can support the health and wellness of the communities we serve. Whether it be through the programs we provide, donation of supplies or other items, supporting education at all levels, or financial contributions, we have proudly supported the community in many ways this year even as the pandemic changed the ways we were able to do so.



Fisher-Titus Track and Contractor's Stadium

Late last year, we were excited to announce our support of the renovations at the Warren C. Whitney Complex in Norwalk. Renovations began in April with local contractors preparing the football field for turf and the track for resurfacing.

Work continued through the Summer with the completion of Contractor's Stadium and Fisher-Titus Track at the Warren C. Whitney Complex coming just in time for the start of the new football season for the Norwalk Truckers and St. Paul Flyers.

Not only is this project a big deal for our local high school athletes, but the track will remain open for the public to use as a place to walk, run, and train. We are proud to be a part of this major improvement for the community.



Fisher-Titus AC&Y Trail Park

In May, we had the honor of partnering with the New London-Greenwich Rail Trail group to create a new trailhead in New London. With our donation, the group was able to purchase the property at the trailhead and clear the lot to make room for a trail head and park.

Volunteers worked throughout the summer to prep the property cutting back landscaping, keeping it mowed, cleaning up the property, and preparing the house for a controlled burn.

The burn served as an opportunity for EHOVE students and local volunteer firefighters to further their education and get hands-on experience.

Once complete, the property will be home to the Fisher-Titus AC&Y Trail Park and will include parking and benches, and a site for future outdoor workout equipment and pavilion.



Wakeman Fitness Court at Red Cap Park

The Village of Wakeman received a \$30,000 grant to create a new fitness court as part of the 2020 National Fitness Campaign (NFC). The court in Wakeman is the fifth of its kind in Ohio and the first in North Central Ohio.

In addition to the grant, funding from the village, and other local sponsors, Fisher-Titus contributed a donation to support the court. This court has various types of fitness equipment that will drive health and wellness in the Wakeman community.

The new court is located at Red Cap park on Route 60 near the Eagles in Wakeman. A ribbon cutting took place and the park opened to the public in late November. With much of the equipment already in place, the court will have instructional graphics added and is expected to be complete and open to the public by the end of November.



Adapting to Support the Community through the COVID-19 Pandemic

Community Health Screenings Expanded Offerings

At the start of 2020, we had six scheduled health screenings. After just one screening in February, we had to rethink the way we provided this service when the COVID-19 pandemic hit Ohio in March.

We worked to add COVID-19 precautions to the screenings like temperature and symptom checks, physical distancing, and mask wearing. We were able to reschedule all cancelled screenings and end the year with the six originally planned events.

Our community health screenings offer blood tests that individuals may need to get annually. Some insurance companies may only cover a portion. Our screenings offer the tests at a price that is a lower-cost option for many individuals.

Previously, screenings were only offered in Norwalk at Fisher-Titus Medical Center. We understood there was a need to bring this testing to communities such as Willard, New London, and Wakeman.

Couch to 5K Fall 2020: A Virtual Support System

In March, our Spring Couch to 5K was cancelled as a COVID-19 precaution. As it became clear that we would not be able to safely hold a traditional Couch to 5K program this year, we wanted to make sure we could still host a community for participants to hold each other accountable and cheer each other on.

The virtual Couch to 5K model was hosted online on the Fisher-Titus website, in a Facebook group, and via email for those without social media. We hosted weekly virtual meetups with speaker videos since gathering in person as we normally do was not possible.

While we hope to be back in person for our next Couch to 5K session, we were glad we had the opportunity to offer this outlet for the community, especially during a time that has been mentally and physically challenging for so many.



Supporting Schools in Protecting Our Students

As the end of the summer rolled around, schools were working hard to find the best ways to educate students while preventing the spread of COVID-19. As leaders in health, wellness, and infection control, we wanted to do whatever we could to support schools as they worked to safely open for in-person learning.

As schools created their re-opening plans, we were glad to be able to provide several local schools with physical distancing floor stickers, lanyards for holding COVID-19 education and reminders for students, proper mask wearing posters, masks for students who may not have one, COVID-19 information, and more.

Additionally, we continue to assist schools with their school nurse programs. Since we established the first school nurse contract with South Central last year, we have added Fisher-Titus nurses in schools at Norwalk City Schools, Norwalk Catholic Schools, and Monroeville.



COVID-19 Antibody Testing for Huron County Residents

In June, Fisher-Titus partnered with Family Health Services and Huron County Public Health to offer no-cost COVID-19 Antibody Testing for Huron County Residents ages 10 and up.

Early in the pandemic, testing for active infection was hard to come by meaning that it was usually only those who were the sickest who got tested. The antibody testing, once it became available, allowed Huron County to gain a more accurate understanding of the amount of disease that has been in our community. Additionally, it gave residents a greater understanding of their own disease history since many had wondered whether a previous illness was in fact COVID-19.

Testing was offered at 11 clinics over the course of eight days in New London, Willard, and Norwalk. Four out of the 11 clinics were fully booked and, in the end, over 1,300 antibody tests were completed through this partnership.

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

If you are interested in partnering with Fisher-Titus on a health or wellness project, fill out our Donation & Sponsorship Request Form at: fishertitus.org/donations-and-sponsorship-requests.

Fisher-Titus Recognized for Outstanding Care

This year we were proud to have earned several achievements and awards based on the level of care we provide to the community.



Fisher-Titus leadership and Birthing Center staff celebrate Newsweek recognition.

Newsweek's 2020 List of Best Maternity Care Hospitals

In July, Fisher-Titus was named to Newsweek's 2020 List of Best Maternity Care Hospitals. We are only one of 250 facilities nationwide to receive this accolade.

The distinction recognizes facilities that have excelled in providing care to mothers, newborns and their families, as verified by the 2019 Leapfrog Hospital Survey

Hospitals named as a Best Maternity Care Hospital have fully met The Leapfrog Group's standards for maternity care on evidence-based, nationally standardized metrics. This includes lower rates of early elective delivery, C-section rates and results, and rates and results for episiotomies (a surgical cut made during childbirth to prevent the rupture of tissues) as well as compliance with process measures including newborn bilirubin screening prior to discharge and blood clot prevention techniques for mothers delivering via C-section.

Lown Institute Hospitals Index #8 Ranking for Inclusivity, High Value Care, and Community Benefits

The Lown Institute, a nonpartisan thinktank, ranked Fisher-Titus #8 out of 123 hospitals in Ohio in their recent index for Fisher-Titus' inclusivity, high value care, and community benefit. Fisher-Titus received an overall grade of A+.

To measure overall hospital performance, The Lown Institute Hospitals Index combined scores for civic leadership, value of care, and patient outcomes. According to the Institute, criteria was based on:

- Civic Leadership – combines assessments of pay equity, community benefit spending, and inclusivity to evaluate how strongly hospitals are engaged with improving community health and well-being.
- Value of Care – reflects how well a hospital avoids the use of low-value services, medical services that offer no clinical benefit to the patients and may harm them.
- Patient Outcomes – indicates a hospital's performance as it relates to their patients' health and experience of care. It includes clinical outcomes, patient safety, and patient satisfaction.

Data was used from the Internal Revenue Service, Securities and Exchange Commission, Centers for Medicare and Medicaid Services, the Bureau of Labor Statistics, and other databases.



10 Years without Ventilator-Associated Pneumonia

In August, Fisher-Titus celebrated 10 years without any cases of Ventilator Associated Pneumonia.

Mechanical ventilation is an essential, often life-saving medical treatment used for patients with critical illness and respiratory failure. Mechanical ventilation can increase a patient's risk of developing complications such as ventilator-associated pneumonia.

Ventilator-associated pneumonia (VAP for short) is a lung infection that develops in a person who has been on a ventilator. It is diagnosed with a combination of clinical signs and a culture of infected respiratory secretions. While many ventilator patients have pneumonia and that is the reason they are on a ventilator, VAP occurs because of the patient being on a ventilator for other reasons.

In the past ten years, Fisher-Titus has had over 2,200 ventilator days with no VAPs. The last VAP was in July of 2010.

Stroke Gold Plus

Fisher-Titus again received American Heart Association/American Stroke Association's Get With The Guidelines®-Stroke Gold Plus Quality Achievement Award.

This award recognizes Fisher-Titus' commitment to ensuring stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines based on the latest scientific evidence.

Fisher-Titus earned the award by meeting specific quality achievement measures for the diagnosis and treatment of stroke patients at a set level for a designated period. These measures include evaluation of the proper use of medications and other stroke treatments aligned with the most up-to-date, evidence-based guidelines with the goal of speeding recovery and reducing death and disability for stroke patients. Before discharge, patients should also receive education on managing their health, have a follow-up visit scheduled, as well as other care transition interventions.

Additionally, Fisher-Titus received the Association's Target: Stroke Elite Plus Honor Roll by meeting quality measures developed to reduce the time between the patient's arrival at the hospital and treatment with the clot-buster tissue plasminogen activator, or tPA, the only drug approved by the U.S. Food and Drug Administration to treat ischemic stroke.

We also received the Target: Type 2 Honor Roll award from the Association. To earn this recognition, hospitals must meet quality measures developed with more than 90% compliance for 12 consecutive months for the "Overall Diabetes Cardiovascular Initiative Composite Score."



Fisher-Titus leadership, respiratory, and ICU staff celebrate 10 years VAP-free.

These recognitions illustrate our commitment to providing the right care, right here for our patients.

our seniors



The Carriage House offers respite stays for individuals looking for somewhere to stay short term. This is a great option when a family needs somewhere for a loved one to stay while they travel, for individuals who head to warmer climates in the winter, those with short-term health needs, and more. We furnish the apartment for these residents and provide any needed care.

The Carriage House of Fisher-Titus

Assisted Living is often the preferred lifestyle of choice for many older adults. It is for those who want to remain independent yet want freedom from the burden of home maintenance and may require some level of assistance with daily activities. Our dedicated staff of professionals at The Carriage House provides our residents with the independence they want and the assistance they need.

We will help to whatever degree necessary to see that personal needs including bathing, dressing and grooming, toileting, medication reminders, and laundry are met by our caring staff. Our service philosophy is resident-driven, flexible, and individualized. All residents are encouraged to help direct their own care. Their preferences and right to choose are integral to care planning.

Home Sweet Home

The Carriage House is our residents' home, and we strive to promote the comfort and security that comes when one is at home. A standard feature of our spacious one-bedroom apartments is a kitchenette with a range, refrigerator, and microwave. Wall-to-wall carpeting, window blinds and individually controlled heat and air conditioning are standard features. Each apartment is unfurnished, allowing individuals to bring cherished possessions which create the personal warmth of home.

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 & Amenities

Included Services (included in daily base rate)

- Personal care assistants on staff 24-hours-per-day to provide individualized care
- Access to Norwalk Memorial Home, should additional nursing services be required
- 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*
- 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

**Services currently on hold due to COVID-19*

Optional Services (available for a nominal fee)

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

Apartment Amenities

- Wall-to-wall carpeting and window blinds
- Eat-in kitchenette with stove, refrigerator and microwave
- 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's ongoing safety
- Sit-down shower feature in bathroom
- Smoke alarm and automatic sprinkler system
- Individualized mailboxes for incoming mail and a post box for outgoing mail

If you're interested in learning more, visit fishertitus.org/carriagehouse

a patient story



“Don’t Give Up” Denny Weisenburger’s story of determination and recovery with the help of Fisher-Titus Physical Therapy.

It was a normal Friday for Denny Weisenburger at his Norwalk Concrete Industries job in 2017 when he began to notice a pain in his neck. As the evening wore on, that pain got worse and he decided to go to the Fisher-Titus Emergency Room the next day.

“They did some imaging on my neck and transferred me to Toledo,” Denny explained. “They found out that I had a staph infection on my spinal cord and would need surgery.”

Denny underwent his first surgery with the surgeon accessing the infection through the back of his neck. Unfortunately, they weren’t able to clear the infection with that procedure and he had to undergo a second surgery from the front near his throat.

Those surgeries were just the beginning of Denny’s road to recovery. As a result of the infection and the surgeries, he required a trach, ventilator, catheter, tube-feeding, and

more over the next few months. But Denny never gave up or got discouraged.

“I had determination,” Denny explained with a chuckle. “I wasn’t going to go with the big guy up top and the little guy down below is too darn hot!”

After recovering in the hospital, he spent several weeks at local rehabilitation centers. Denny also remembers being quadriplegic and wheelchair bound for over a year.

Denny was able to return home in early April of 2018 and started physical therapy the following month.

“My care team has been great,” Denny said. “The biggest thing they’ve helped me with is being able to take care of myself.”

Denny has worked hard in therapy to get to where he is today feeling good overall, independent, and able to do some of the

things he enjoyed before his illness. With therapy, he’s been able to stop blood pressure medication and lose weight he gained while he was unable to walk.

“Between physical therapy, Anytime Fitness, and my wife who was a nurse for 50-something years, I get no rest!” Denny joked.

Since starting therapy, Denny went from being in a wheelchair to walking with two canes and now, while at therapy under the supervision of his care team, he is able to walk without a cane. He is even able to mow his five acres of yard.

Denny says his biggest take away is to not give up and keep a positive attitude.

“It’s been a long road back and I’ve still got a ways to go,” Denny said. “But, there is a light at the end of the tunnel that gets a little bit bigger every day.”

To learn more about Fisher-Titus Physical Therapy, visit fishertitus.org/physical-therapy-services.



Virgie and her husband, John

After being discharged from the hospital, Virgie Connors' battle with COVID-19 was far from over. The North Central EMS Paramedicine Program gave Virgie and her family peace of mind as she returned home.

Peace of Mind for Patients & Families

The North Central EMS Paramedicine Program

In August of 2020, Virgie started to come down with the sniffles. Given the state of the pandemic, she called her primary care provider right away to see about getting a COVID-19 test. That call was on a Thursday and she made a testing appointment for the following Tuesday.

While she waited for her appointment, she mostly stayed in bed to rest. Besides her sniffles, she had significant night sweats. However, she had been regularly checking her temperature and never had a fever.

"You know, they were telling everyone to look for a temperature, but I never had a fever," Virgie said.

By the time Tuesday rolled around, she could barely walk to the car. A family member drove her to get tested and she decided to go straight to the Fisher-Titus Emergency Room after.

"When she first started having symptoms, we didn't want to jump the gun and tell her to go into the Emergency Room," said Amanda Swaynigm, Virgie's daughter and North Central EMS employee. "But then when the time came, it actually got very scary because she could barely walk going into the ER."

"It was hurting to breathe and that's when I said, 'I'm going to the ER,'" Virgie said.

Given Virgie's symptoms, it was presumed that she was positive for COVID-19 and due to visitation precautions in place to prevent the spread of COVID-19, her family was not able to be with her at the Emergency Room. Her diagnosis would later be confirmed by the positive COVID-19 test from earlier that day.

"It's scary because you're just leaving her," Amanda explained. "We couldn't go in with her to make sure she was OK."

Virgie was admitted to Fisher-Titus and stayed for four days. She had pneumonia, AFib (irregular heartbeat), and tachycardia (heart rate over 100 beats per minute) as a result of COVID-19.

"I did feel better when she called me and said she was being admitted," Amanda said. "Then you know she's in the best care."

Virgie was able to communicate with her family the whole time she was admitted.

As a North Central EMS employee, Amanda was aware of the Paramedicine Program and asked for it for her mom after discharge.

"They told me there would be somebody coming out from North Central EMS to do an EKG and vitals a couple times a week," Virgie said. "Thank goodness, because I was kind of scared leaving the hospital."

Over the next few weeks after being discharged, Bryan, a medic from North Central EMS, came out around eight times to check on Virgie. First, a couple times a week and then once a week.

“Bryan was very professional,” Virgie said. “He was very informative. He explained everything even after he did the EKG. It gave me a little more peace of mind.”

During the first visit, Bryan called Virgie’s primary care provider to talk about her vitals and her EKG. After each following visit, the EKGs and vitals would be sent directly to Virgie’s entire care team including her cardiologist.

Virgie and her husband John have a close relationship with their family. They have two daughters: Amanda and her younger sister, Ashley Connors. They also have four grandchildren ranging in age from seven to 17.



“All the grandkids as well as my sister and I have always been very close with my parents, seeing them almost daily for family dinners,” Amanda explained. “It took a toll on all of us not being able to see them in person, but we did gain peace of mind after each visit Bryan had with her.”

Although Virgie is still feeling some of the lasting effects of COVID-19 including lethargy and some heart-related side effects, she says she’s feeling much better. And she and her family are grateful for the sense of security that came from having the paramedicine program to help them through that time.

“I was so happy we asked for paramedicine,” Amanda said. “Our entire family felt so much better knowing someone would be there in a couple days to re-check her vitals. It is such a good resource and I really hope that more families and doctors can use it.”

Community Paramedicine is a new concept in rural health care. It expands the role of the paramedic from the traditional emergency setting. North Central EMS will work with Fisher–Titus to identify patients who have difficulty accessing primary care services.

Paramedics will provide scheduled, in–home care to improve long–term health outcomes of the medically underserved and improve the quality of life of patients with chronic diseases.

What's New at Fisher-Titus?

Fisher-Titus Family Medicine – New London Welcomes Dr. John Hanna

John Hanna, MD, FAAFP

Dr. Hanna is board certified by the American Board of Family Medicine and is a Fellow of the American Academy of Family Practice.

Dr. Hanna comes to New London with 20 years of experience serving patients in nearby Ashland.

Dr. Hanna sees patients of all ages, specializing in treating older adults with more complex medical issues. In 2015, Dr. Hanna earned a “Doc Hollywood” award as part of National Rural Health for promoting rural health care.

Dr. Hanna earned his Doctor of Medicine at Wright State University Boonshoft School of Medicine. The addition of Dr. Hanna adds expanded hours in evening and on weekends in New London.

Dr. Hanna and his wife, Angie, live in Ashland and have five adult children.

For more information, visit fishertitus.org/primary-care.



Fisher-Titus General Surgery Welcomes Dr. John Mourany

John Mourany, MD

Dr. Mourany has joined Fisher-Titus General Surgery in Norwalk.

A graduate of University of Toledo College of Medicine where he earned is Doctor of Medicine, Dr. Mourany completed his General Surgery Residency at West Virginia University in 2020.

Dr. Mourany is a member of the American College of Surgeons, the American Medical Association, and the Society for American Gastrointestinal and Endoscopic Surgeons. In his free time, he enjoys playing piano, lifting weights, and reading.

For more information, visit fishertitus.org/general-surgery.



Fisher-Titus Heart & Vascular Welcomes Dr. Daniel Newton

Daniel Newton, MD

Dr. Newton has joined Fisher-Titus Heart & Vascular as a Cardiologist and Medical Director of Cardiology Services at Fisher-Titus. He is board certified in cardiovascular disease, internal medicine, and interventional cardiology from the American Board of Internal Medicine.

Dr. Newton comes to Fisher-Titus with experience as director of the Cardiac Catheterization Laboratory at Wooster Community Hospital where he was involved with designing and implementing a new, Level 2 Interventional Cardiology Program. He also has experience as a general and interventional cardiologist with Wooster Community Hospital, Northeast Ohio Cardiovascular Specialists, and The Heart Group, Inc. in Akron.

He is a graduate of Loyola University where he earned his Doctor of Medicine degree. Dr. Newton completed his general internal medicine residency and fellowships in general cardiology and interventional cardiology at Loyola University Medical Center.

For more information, visit fishertitus.org/heart.



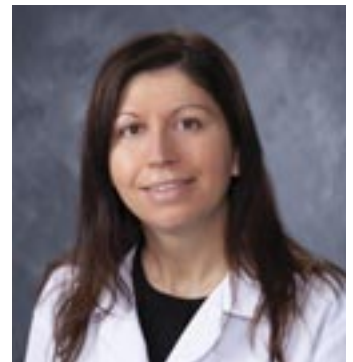
Fisher-Titus Welcomes Dr. Dimitra Servetas, Hospitalist

Dimitra Servetas, DO

Dr. Dimitra Servetas has joined Fisher-Titus as hospitalist at Fisher-Titus Medical Center. She is board certified in Family Medicine.

Dr. Servetas comes to Fisher-Titus from D. Servetas Hospitalist Physicians Group LLC in Cleveland and Fort Lauderdale, FL where she was owner, hospitalist, and consultant for several health systems in Ohio and Florida. She also has experience as a hospitalist with Mercy Health System in Cleveland and The Cleveland Clinic.

Dr. Servetas earned her Doctor of Osteopathic Medicine from Ohio University College of Osteopathic Medicine. She completed a Traditional Rotating Internship and a Family Medicine Residency with St. John Medical Center-University Hospitals Health System.



Fisher-Titus Primary Care – Norwalk Welcomes Katie Howell, CNP

Katie Howell, CNP

Beginning in December, Katie Howell, APRN, CNP, will be joining Fisher-Titus Primary Care in Norwalk as a Nurse Practitioner.

Katie joined Fisher-Titus as a Nurse Practitioner at Convenient Care in early 2020. She has experience as a Registered Nurse with Firelands Regional Medical Center as a Care Coordinator in Wound Care & Hyperbaric Oxygen Program and in Medical-Surgical.

For more information on getting the care you need when and where you need it, visit fishertitus.org/access.



Nicholas Callahan, DO Joins Fisher-Titus Orthopaedic Surgery Team

Nicholas Callahan, DO

Dr. Nicholas Callahan has joined NOMS Access Orthopaedics as an Orthopaedic surgeon and will be a part of the Orthopaedic Surgery team at Fisher-Titus.

Dr. Callahan specializes in the latest techniques in total joint replacement, total hip and knee replacement, partial knee replacement, minimally invasive joint replacement, and more.

Dr. Callahan earned his Doctor of Osteopathic Medicine and his Master of Science in Medical Education at Lake Erie College of Osteopathic Medicine at Seton Hill Pennsylvania. He completed an Orthopaedic Surgery Residency at Lake Erie College of Osteopathic Medicine Health/Millcreek Community Hospital and an Adult Reconstruction Fellowship at Whole Health Joint Replacement Institute.

Dr. Callahan is now accepting new patients at NOMS Access Orthopaedics in Norwalk.

For more information, visit fishertitus.org/ortho.



Fisher-Titus Family Medicine Extends New London Community Lab Hours

The Community Lab at Fisher-Titus Family Medicine-New London will now have expanded availability during Family Medicine office hours.

The new hours for the lab are:

- Monday: 9:30 a.m.– 5 p.m.
- Tuesday: 8 a.m.– 5 p.m.
- Wednesday: 8 a.m.– 5 p.m.
- Thursday: 9:30 a.m.– 5 p.m.
- Friday: 9:30 a.m.– 5 p.m.

Anyone with a physician order for lab work can come in for blood work during these times, no appointment necessary.



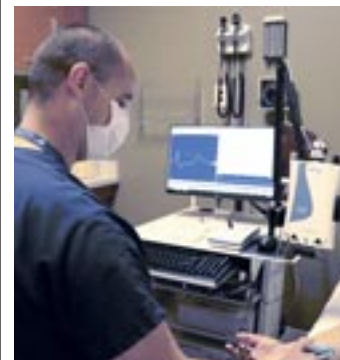
Fisher-Titus Adds Neurology Services

Fisher-Titus has expanded its neuroscience offerings to better meet the needs of patients in our community.

The expanded neurology services include Electromyography (EMG) and Nerve Condition Studies, Electroencephalogram (EEG), and Multiple Sclerosis Infusion Services.

EMG and Nerve Condition Studies are diagnostic tests evaluating the health of muscles and nerves. EEG is a test that detects electrical activity in the brain using small, metal discs (electrodes) attached to the scalp. Both 24-hour continuous video EEG to evaluate for underlying seizure activity and 24-hour long-term monitoring for epilepsy are offered. Multiple Sclerosis Infusion Services include the administering of the medications Lemtrada and Ocrevus.

All Neurology Services require a physician referral. Talk to your doctor if you have any conditions that may require these services.





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Introducing Online Scheduling



To learn more and schedule today, visit fishertitus.org/schedule.

Fisher-Titus Family Medicine and Fisher-Titus Pediatrics patients now have access to convenient, online self-scheduling at any time of day.

Simply grab a computer or mobile device, visit the Fisher-Titus website, and select the Fisher-Titus Family Medicine provider you would like to schedule with.

If you are having issues with scheduling online, please call your Fisher-Titus Family Medicine office.

Available Providers:

- Fisher-Titus Family Medicine: Milan
- Fisher-Titus Family Medicine: New London
- Fisher-Titus Primary Care: Norwalk
- Fisher-Titus Family Medicine: Wakeman
- Fisher-Titus Family Medicine: Willard
- Fisher-Titus Pediatrics
- Fisher-Titus Endocrinology
- Fisher-Titus Digestive Health

Keep an eye out for additional providers being added to this system soon!