TIME IS BRAIN
Prompt Care Saves Life
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As we reach midyear, it’s time to think about our plan for the rest of the year and beyond. This year we’ve been concentrating on more ways to provide quality health care for you and for your family. As you might have read in previous issues of LiveWell or heard about it in our community, we have a strategy for the future. The Genesis Strategic Plan, “Genesis 2020, Our Journey to Inspired Care,” was developed to provide the highest quality care at an affordable price – to meet your health care needs today and in the future.

One of our strategic goals is to improve access to care and affordability. Access to care means helping you obtain the quality, affordable care you need, quickly and easily. An example of a recent improvement we implemented is at Genesis FirstCare. Our two FirstCare walk-in clinics have lowered the co-pays and simplified everything into one bill to make it easier for patients.

Also part of our strategic plan is our commitment to recruiting and retaining high quality physicians. You can meet our newest physicians at Genesis in this edition of LiveWell and learn about the first midwife to practice at Genesis. We’re helping you gain access to care by bringing more family medicine and internal medicine doctors, and nurse practitioners to you in the communities where you live and work. Check inside this issue to find out where you can find primary care physicians in our community who are accepting new patients.

Another one of our goals is to provide the highest quality of care in our region. You’ll find examples of how we’re providing stellar care in this issue. Genesis has again earned the 2017 Get With The Guidelines®-Stroke Gold Plus Quality Achievement Award for implementing specific quality improvement measures by the American Heart Association/American Stroke Association for treating stroke patients. You can find an example of our excellent care helping those in the greatest time of need when you read about how local businessman Mike Nelson received prompt expert care after suffering a stroke. The specially trained staff at Genesis was ready and waiting on Mike when he arrived in the Genesis Emergency Department (ED). Thanks to the specialized care, Mike had a good outcome and is back in his frame shop in Zanesville. You can also learn more about shorter wait times in the ED. The average length of stay in our ED is 161 minutes compared to 215 minutes nationally, placing Genesis in the top 13 percent of EDs in the U.S.

Coordinating care is another goal in our strategic plan. Genesis is dedicated to being a team where all members work together across the entire spectrum. Sharon Russell shares her story of how her coordinated care helped get her back to enjoying flower gardening once again. She was able to receive seamless care from a team including a pulmonary and critical care specialist and a cardiovascular and thoracic surgeon at Genesis. The comprehensive care and Sharon’s faith in our physicians helped her get back to enjoying life again.

Summer is a season to get out and enjoy celebrations. In our Happenings section of this edition, you can read about Genesis employees celebrating the 20th birthday of Genesis HealthCare System, along with other events and recent quality awards we’ve achieved.

We’re continually focused on quality care and implementing new ways to care for you today – and in the future.
WELCOME TO NEW PHYSICIANS

Monica Blacker-Grygo, M.D.
Family Medicine
Dr. Blacker-Grygo has joined the Genesis New Lexington Family Practice, specializing in family medicine. She earned her doctor of medicine at the Northeast Ohio Medical University in Rootstown. She completed her residency in family medicine at Memorial Hospital of South Bend in South Bend, Indiana. Dr. Blacker-Grygo’s office is located at 401 Lincoln Park Drive, and her office phone number is (740) 342-5107.

Deanna Holdren, D.O.
Family Medicine
Dr. Holdren has joined the Genesis New Concord Family Practice, specializing in family medicine. She earned her doctor of osteopathic medicine at the Ohio University College of Osteopathic Medicine. She completed her residency at St. Vincent Mercy Medical Center in Toledo, and completed her fellowship in functional medicine/integrative medicine at the American Academy of Anti-aging Medicine in Boca Raton, Florida. Dr. Holdren’s office is located at 1 East Main Street, New Concord, and her office phone number is (740) 826-7050.

BRINGING DOCTORS TO YOU

Genesis is committed to helping you get the health care you need. Improving access to care remains a top priority. We are doing this by bringing more family medicine doctors and advanced practice providers to you in the communities where you live and work.

In August, we opened a new physician’s office in Dresden. Arthur Papadopol, M.D., and Angela Paima, C.N.P. (certified nurse practitioner), provide patient- and family-centered care with same-day appointments, extended hours, vaccinations for children, on-site lab draws and more. The Genesis Dresden Family Practice is located at 101 West Dave Longaberger Ave., Suite A. Give the office a call at (740) 565-4103 to make an appointment.

New family medicine physicians are joining the Genesis team in other communities. Deanna Holdren, D.O., sees patients at the Genesis New Concord Family Practice. Monica Blacker-Grygo, M.D., has joined the Genesis New Lexington Family Practice. Read about them above. Both doctors are accepting new patients. To schedule an appointment, call:

Genesis New Concord Family Practice: (740) 826-7050
Genesis New Lexington Family Practice: (740) 342-5107

More family medicine doctors and physician specialists will soon be joining the Genesis Medical Staff. Watch for the next issue of LiveWell for details.

MEET OUR MIDWIFE

Michelle Pease, a certified nurse midwife, recently joined the Genesis Medical Staff in Paul Wehrum, D.O.’s practice. The first midwife to be employed by Genesis, Pease does more than deliver babies; she provides routine gynecological checkups, family planning services and care before, during and after pregnancy and delivery. After 15 years as a labor and delivery nurse, Pease wanted to increase her connection with patients, and becoming a midwife was a logical next step. “Being with a patient from her first visit to the moment of the baby’s first cry is phenomenal,” Pease said.

As a midwife, Pease focuses on caring for women throughout their low-risk pregnancies by providing hands-on care. She enjoys getting to know her patients and developing a relationship for their ongoing gynecological care and future deliveries. “Sometimes there are issues that arise during pregnancy, but when the end result is being able to share that moment with a mom holding her newborn skin-to-skin, it’s very rewarding to know we did it right.” Pease relayed that it is also rewarding to provide care for patients as they return for their health care needs.

Nurse midwives focus on normal gynecological and pregnancy-related issues but work with physicians to co-manage more complex patient care when needed. “We needed to expand the services we provide, and for many women the option of a midwife is desired. I think there’s a very strong need here,” said Daniel Scheerer, M.D., Genesis chief medical affairs officer. “Many large health systems, and even many rural areas, employ nurse midwives. Pease is very experienced, and we’re thrilled to have her,” he said.

Pease lives in Roseville and is a graduate of Crooksville High School and Mid-East Ohio Vocational School. She joined Genesis after practicing as a nurse midwife for several years in Newark, Ohio. She graduated with honors from the University of Cincinnati getting her master of science in nursing. Pease is certified by the American Midwifery Certification Board. “I am thrilled to be here. It adds a little something special when you are able to provide care in your own community,” she said.

Pease enjoys family life with her husband and three children, dancing and biking. She is active in the Army Reserves. Pease is delivering at Genesis Hospital. She is in Dr. Wehrum’s office at 975 Bethesda Drive, Zanesville. The office number is (740) 454-6808.
Mike Nelson and his wife, Tina, were getting ready for a picnic on Sunday before Memorial Day last year. Tina asked Mike a question about the dish they were preparing, but Mike suddenly couldn’t answer. He stood there, looking right at her, yet the words wouldn’t form.

Mike tried to communicate that he was OK and that he didn’t want to go to the hospital. But he obviously wasn’t all right.

Tina gave him an aspirin and a glass of water, but both spilled out of his mouth. Then she called 911 and reported that she thought her husband was having a stroke.

Mike Nelson is back to work at his frame shop in Zanesville thanks to the expert care at Genesis.
John Zimmerman, M.D., emergency medicine physician and medical director of Genesis Emergency Services, recalls a time when a man brought his father to the emergency department (ED). The father was unable to walk and arrived in a wheelchair. “He was walking by the time he left the ED,” said Dr. Zimmerman. “His son was overwhelmed with appreciation. These are the kind of stories that make the job worthwhile and make people want to come into work.”

The Genesis ED is one of the top 10 busiest emergency departments in Ohio. Genesis patients arrive to their ED room nine minutes faster than EDs in similar hospitals, and patients are seen by a health care professional 14 minutes faster.

“Within our walls, we save lives every day and improve health outcomes to the community we serve,” Williams added. “We plan to become one of the top 10 departments in the nation, not just the state.” Dr. Zimmerman believes the ED is well on its way toward meeting that goal.

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“We’ve been improving the metrics that define success,” Dr. Zimmerman said. More than 90 percent of admitted stroke victims go from the door to a doctor in under 10 minutes, and more than 90 percent of STEMI patients go from the door to an EKG in under 10 minutes. In 2016, that number was very close to 100 percent.

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“We’re focusing on quickly, correctly and economically treating patients,” he said. A financially viable health system is imperative to maintaining a healthy community. The exact same services Genesis offers would cost patients 50 to 100 percent more at health systems in Cleveland, Columbus or Cincinnati.

In the first two months, more than 12,000 have been seen in the ED, and the illnesses have been more severe. More than 60 people a day were admitted to the hospital approximately a third of all those days. Since 2012, the acuity of patients has risen almost 12 percent and volume has increased nearly 10 percent. Stroke and trauma patients’ volume has almost doubled in that time. The physicians and staff in the Genesis Emergency Department are working harder and smarter every day to care for the increased volume and the severity of illness.
GENESIS FIRSTCARE IMPROVES PATIENT EXPERIENCE

Lowers Co-pay and Consolidates Billing

We recently asked our patients how we can improve their experience at Genesis FirstCare and then put their responses into action. We lowered our fees and simplified the bill.

You can come to FirstCare for a variety of illnesses and injuries, including broken bones, X-rays, puncture wounds, sprains, strains, coughs and allergies. Now, instead of being billed an urgent care rate, the cost for the same care is lowered to the rate of a primary care visit. For example, a patient who visits FirstCare for a finger fracture or an ankle sprain will pay $385 before an insurance payment for all services performed during that visit, including X-rays and radiologist fees.

The FirstCare facilities transitioned to a primary care walk-in clinic from an urgent care clinic. The difference? You now pay one fee to be seen by a doctor or advanced practice provider at the primary care rate. Primary care is the service you receive from your family doctor. Urgent care is an option for illnesses or injuries that need immediate care.

“Improving access to care for all members of our communities is a priority for Genesis,” said Matthew Perry, Genesis president and CEO. “We recognized the need to provide our high level of quality care at a lower cost to patients who desire immediate care or do not have a primary care physician. As an example, instead of receiving several bills as they have in the past, patients now receive one bill that includes FirstCare services, X-rays and radiologists’ interpretation fees.”

Roger Ward, D.O., Genesis FirstCare, said, “We understand there are many people in our community who place their trust in us to provide high-quality care to them and their families.

Our team is pleased to continue providing that same level of care at a lower cost to those who need us.”

At Genesis FirstCare, X-rays are available on-site. For serious orthopedic, cardiac or other emergencies, the Genesis network offers access to a team of specialized and highly trained specialists available 24/7, such as orthopedic trauma surgeons and cardiology physicians.

Genesis FirstCares are located at 2800 Maple Ave. in north Zanesville at the Genesis HealthPlex, and also at 23 N. Maysville Pike in South Zanesville. Open from 11 a.m. to 9 p.m., seven days a week, the centers are staffed by on-site physicians and other providers at all times. All insurances are accepted at FirstCare, including Medicare and Medicaid. If you’d like more information about Genesis FirstCare, go to genesishcs.org.

From Sore Throats to Broken Bones

☐ Open Late and on Weekends
☐ One Bill, Lower Co-Pay
☐ Clear Pricing

Comparable to Physician Office
Harvinder “Max” Gill, D.O., specializes in pulmonary and critical care, and works in connection with Genesis physicians who collaborate to provide the best possible lung care to patients—from diagnosis to treatment to advanced cardiovascular thoracic surgery. Dr. Gill ordered a computed tomography (CT) of Sharon’s chest, which revealed a nodule in her lung.

“It was a big shock,” Sharon said. “I’ve never been a smoker, and I always try to take care of myself. I thought that it couldn’t be a nodule.” Unfortunately, it was a nodule. Even though 80 percent of lung cancers develop in people with a history of smoking, Sharon found herself in the minority of that statistic. Her cancerous nodule measured 2 centimeters and resided in her left, lower lung. Dr. Gill connected Sharon with Philip Bongiorno, M.D., a cardiovascular and thoracic surgeon at Genesis, to plan for surgery to remove the nodule.

Seamless Care

“Dr. Bongiorno was easy to talk with and provided excellent care, and the nurses at Genesis were caring and professional. They all knew what they were doing, and I felt very confident,” Sharon said. “It was a relatively short time from when I had my first CT scan to when I met Dr. Bongiorno and then had my surgery.”

With cancer care, timing and approaches are of the essence. That’s why Genesis strives to provide seamless care among medical and radiation oncologists, pulmonologists, radiologists and surgeons. Together, Genesis’ integrated team of providers creates personalized treatment plans that follow the nation’s top-notch standards of care. The timely and seamless care translated into excellent results for Sharon.

Her tumor remained localized, and the surgery removed all the cancer, as far as can be detected. “Sharon probably had the best diagnosis you can have when you have lung cancer,” Dr. Bongiorno said. “The vast majority of patients with lung cancer are smokers.”

Dr. Bongiorno also noted that because Zanesville borders on the Ohio Appalachian counties, there’s a significantly higher percentage of cigarette smokers within the communities Genesis serves. He appreciates being able to share his knowledge and skills in the region. “There’s a hometown feel here, yet we have all the specialists available in cancer treatment. By offering comprehensive and advanced care options close to home, we help relieve unnecessary burdens for our community,” Dr. Bongiorno said.

Faith in Genesis

Sharon agrees. When contemplating where to receive care, she had faith in her community. “Sure, I didn’t know my doctors yet, but I also didn’t know any doctors outside of Zanesville. I chose to have faith in the doctors at Genesis before I met them,” Sharon said.

“I just didn’t feel like myself. I was so tired, and I couldn’t get over my respiratory problems, so I went to see Dr. Gill,” Sharon said.

Today, you can find Sharon singing in church, surrounding herself with family members, and enjoying her flower garden. Yes, the beautiful blooms feel enjoyable again—and so does every breath of life.

Thanks to Expert Lung Care

Sharon Russell, a retired nurse of 41 years, held her spade and gardening gloves in her hands and sighed. Maintaining flower beds had always been an enjoyable hobby, but now it felt like a chore. She set aside her beloved flowers and headed inside and upstairs. She climbed these steps frequently, but lately the effort caused shortness of breath, fatigue and weakness.

She noted these strange developments, and then a little later she developed a respiratory illness she couldn’t seem to shake. “I just didn’t feel like myself. I was so tired, and I couldn’t get over my respiratory problems, so I went to see Dr. Gill,” Sharon said.

For more information about lung care at Genesis, go to genesishcs.org and search for “Lung Services.”

– Philip F. Bongiorno, M.D.

– Sharon Russell

– Dr. Bongiorno was easy to talk with and provided excellent care, and the nurses at Genesis were caring and professional. They all knew what they were doing, and I felt very confident,” Sharon said. “It was a relatively short time from when I had my first CT scan to when I met Dr. Bongiorno and then had my surgery.”

– Philip F. Bongiorno, M.D.

Genesis Heart, Lung & Vascular Group
Genesis Named 100 Best Places to Work in IT

Genesis was named No. 18 among midsize businesses as a 2017 Best Places to Work in Information Technology by IDG Computerworld. The list of best places to work in IT is an annual ranking of the top 100 work environments for technology professionals by IDG’s Computerworld, a publication website and digital magazine. Criteria for the annual ranking included a comprehensive questionnaire regarding company offerings in categories such as benefits, career development, training and retention. Computerworld conducts extensive surveys of IT workers and their responses factor heavily in determining the rankings.

Genesis IT employees Tina Wirick, Joe Dutro and Heather Murrey, pictured left to right above, celebrate the news of Genesis being awarded one of the 2017 Best Places to Work in IT.

Genesis HealthCare System Celebrates 20 Years

Genesis employees celebrated 20 years with food, prizes and a commemorative Genesis T-shirt. Bethesda Care System and the Franciscan HealthCare Ministry, Inc., combined with Good Samaritan Medical Center in 1997 to form Genesis. Both providers had a common vision that is upheld by Genesis to provide pastoral care and programs to address community health care needs, social justice issues and the poor.

An archive collection at the celebration showed the evolution of Genesis HealthCare System and included a “years-of-service” display to celebrate all of the employees who continue to be a part of our mission to provide compassionate, quality health care. Genesis Food & Nutrition employees are pictured above at the 20th birthday celebration.

Morrison House Celebrates 30 Years

With 30 years of providing compassionate inpatient hospice care to more than 10,000 patients, the newly renovated Morrison House celebrated with an open house earlier this year. Generous donations from the community covered the costs to update and modernize patient rooms, a family room, a private bereavement center and a new nurses’ station. These upgrades showcased the attention Morrison House gives to patients and families needing a quiet, peaceful atmosphere like the nurse’s station pictured above.

An “A” Safety Grade Earned

We recently earned an “A” safety grade for spring 2017 from The Leapfrog Group, a national, independent, nonprofit organization, committed to driving quality, safety and transparency in the U.S. health care system. Genesis was graded on 10 hospital safety measures including infection rates, practices to prevent errors, safety problems like patient falls, and communication with doctors, nurses and hospital staff.

We are one of only 49 statewide to receive an “A” for our commitment to reduce errors, infections and accidents that can harm patients. The high mark from The Leapfrog Group proves that Genesis Hospital delivers safe, high-quality care because we’re deeply committed to patient safety.

Employees representing Genesis for the Patient “A” Grade, left to right, are Kristi Poling, Joyce Kelso, Drew Shaver, Ashley Robinson and Lisa Taylor.

Genesis Earns Gold

Genesis HealthCare System has again received the 2017 Get With The Guidelines® Stroke Gold Plus Quality Achievement Award for implementing specific quality improvement measures by the American Heart Association/American Stroke Association for treating stroke patients.

Get With The Guidelines Stroke helps hospital teams provide the most up-to-date, research-based guidelines with the goal of speeding recovery and reducing death and disability for stroke patients.

Genesis earned the award by meeting specific quality measures for the rapid diagnosis and treatment of stroke patients at a set level for a designated period. These measures include medications and therapies aimed at reducing death and disability and improving the lives of stroke patients.

Genesis also received the Get With The Guidelines®-Resuscitation Gold Award by the American Heart Association for caring for adult patients. The measures include standards for patient safety, emergency team response, CPR and care after resuscitation.

First-ever Day of Recovery

Genesis Behavioral Health collaborated with 28 local agencies to hold the first-ever Day of Recovery at Zane’s Landing Park last spring. The goal of the event was to promote community awareness of local agencies dedicated to providing mental health and addiction treatment support. Food, live music and guest speakers, including Sen. Rob Portman, were part of the event.

Pictured in the photo above, left to right, are Behavioral Health staff Linda Kirkbride, Cindy Arns, Sharon Silvius, Sen. Rob Portman, Jodi Dickson and Kathy Kehl.

Cancer Care Center Earns National Design Award

The Genesis Cancer Care Center was named a 2016 Healthcare Environment Award winner by Contract magazine and the Center for Health Design. The architectural team SmithGroupJJR and Genesis received the Honorable Mention award for the patient- and family-centered design of the center.

The chemotherapy treatment area was one of the highlights featured in Contract. With floor-to-ceiling glass that provides views of the Gorsuch Fitness Trail, the treatment area houses 20 individual pods modeled on first-class air cabins. Each pod offers patients control of lighting and entertainment, and maintains privacy while still allowing patients to be able to see and talk to their caregivers.

The Cancer Care Center was the first of the new Genesis Hospital project to open in January 2015. It was made possible through a generous donation by Dr. Nick A. and Nancy R. Sarap, whose names are on the building.

Best in Muskingum and Coshocton Counties

Genesis Hospital was voted the best in Muskingum and Coshocton counties for medical care in a readership survey by the Zanesville Times Recorder. Genesis HealthCare System was also voted the best place to work in Muskingum County. Our team of staff and volunteers was recognized for providing compassionate, quality health care in our community. Shown left to right in the photo with the awards are Daniel Scheerer, M.D., chief medical affairs officer; Terry Wilson, director, Human Resources, Chris Funk, patient access, Cancer Services; and Abby Nguyen, chief nursing officer.
ENDOWING OUR FUTURE
It’s Easier Than You Might Think

Help continue our work through a gift to our endowment. The purpose of our endowment is to financially sustain the mission and work of Genesis HealthCare System. You can make a significant contribution to endow our future ... and it’s easier than you might think.

Here are a number of charitable gift and estate planning strategies that can benefit you and build our endowment:

• Charitable Bequests
• Beneficiary Designations
• Charitable Life Estate
• Charitable Life Income Plans

To learn more about how you can make a significant gift to endow our future, please contact us.