I’m Thankful

Genesis Saved My Life.

Linda Regula, heart patient
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Art is a way of life for Linda Regula who has been painting for the past 30 years. Linda infuses her passion for life into each painting. No surprise, then, that Linda’s passion for painting – and the skill of a Genesis physician – played a part in saving her life.

Five years ago, Linda and her husband, Jim Warren, decided to leave Columbus for a slower pace. However, with Jim’s health challenges – a dozen major surgeries in the previous three years – they needed access to quality hospitals.

“We talked with his doctors in Columbus,” recalled Linda. “They told us that Zanesville had a first-rate hospital capable of handling any problem [Jim] had.”

Zanesville not only offered the quality of Genesis HealthCare System, it also had a vibrant art community – important to Linda and Jim, who is also a painter. Hospitals and art: “Those were the two things that drew us to Zanesville,” said Linda.

After the move, the couple jumped into the local art scene and became active community volunteers. But just three years later, it was Linda’s health that took a surprising turn.

A few days after returning from a writers’ workshop in Kentucky, Linda was relaxing on the sofa when she suddenly felt nauseated. “When I stood up, I felt sweaty and dizzy,” she said. Jim asked what was wrong and she brushed it off believing she was just catching a cold. Jim wasn’t convinced and rushed her to the hospital.

In the emergency room, Linda underwent several tests but none identified the problem. However, the cardiac doctor on call persevered and determined that a virus had attacked Linda’s heart and interrupted its electrical system. Within minutes, Linda was on her way to Columbus for a pacemaker/defibrillator.

Since Linda’s incident, Genesis has brought on its own electrophysiology, M. Magdy Migeed, M.D., a cardiologist who handles pacemakers, defibrillators and more. “Now I don’t have to go to Columbus anymore,” Linda said. “And I have a cardiologist here who monitors me every three months. If something happens, they can handle it here.”

When Linda returned to Zanesville, she participated in Genesis’ cardiac rehabilitation program where she learned how to live with her heart condition by exercising and losing weight, among other lifestyle changes.

“I followed what they asked me to do,” said Linda. “Today there are no limitations on my activities. I do whatever I want to do. The rehab staff gave me the motivation, emotional support and knowledge to make the quality of my life better.”

Linda’s experience gives a unique perspective and comparison between health care in Columbus and at Genesis. From Linda’s point of view, there is little to compare.

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For more information on heart services at Genesis, go to www.genesishcs.org and click on “Heart Care.”
As Good – or Better – Than Any Other Health Care System

Oct. 10, 2009 started out like any other day for Debbie Apperson. She had gone to work at the local orthopedic office just as she had for the past 11 years, but then she got the call from her husband, Ron. “He was at home,” Debbie remembered. “He called and said, ‘Come home.’ I knew something was really wrong because he couldn’t talk on the phone.”

By the time Debbie got home, Ron was on the floor. He couldn’t stand or move and just kept holding his head. “It was pretty scary,” Debbie said. Ron was transported by ambulance to Genesis-Good Samaritan where he was diagnosed as having a near 100 percent chance of having a stroke that affected his speech, motor skills and vision. “At Good Samaritan I was not functional,” Ron said. “I didn’t know what was going on. My wife took care of making the decisions with the doctors.”

Ron was transported by ambulance to Genesis-Good Samaritan where he was diagnosed as having a stroke that affected his speech, motor skills and vision. “At Good Samaritan I was not functional,” Ron said. “I didn’t know what was going on. My wife took care of making the decisions with the doctors.”

Released from the hospital in mid November, Ron has continued recovering at home. He said recovery can be slow, his vision is still somewhat impaired and he struggles to keep his balance when he walks. “As long as I’m sitting or touching something, I do pretty well,” Ron said. Ron’s recreational therapist, Libby Hardwick, RTCR, used a special piece of equipment while he was in the hospital – a three-wheeled tricycle – to help Ron in his recovery. He was so impressed with it, he purchased a similar one of his own to help him at home.

Ron’s latest experience is by no means his first encounter with medical care. “I have a lot of experience being a patient in hospitals,” Ron explained. “I’ve had knee reconstruction, back surgery, triple hemia surgery, bypass surgery, stents and I have a defibrillator.” Ron rattled off several facilities where he received care, including hospitals in Orlando, Florida, Columbus, and Zanesville.

“I’ve found the atmosphere at Genesis to be exemplary,” the former Zanesville High football coach said. “It’s as good as or better than any other hospital. As an old coach and school administrator, I look for cleanliness, orderliness and the way they run things. I couldn’t say anything except they were great at Genesis.”

Debbie’s hospital experience as Ron’s cheerleading and support team was equally positive. In fact, Debbie said the recent care at Genesis was even better than Ron’s experience just a few years ago.

“You could tell the whole atmosphere of the hospital had really changed,” said Debbie. “It’s just a total 180-degree turnaround in the attitude of all the people who walked in the room: the housekeeper, the transporter, the nurse – everyone. Whatever that atmosphere – however they changed it – it permeated every person we came in contact with.”

“There’s no question in my mind we have the greatest facility,” Debbie added. “You don’t have to go outside this community to get a quality facility with caring physicians and staff – because we have it right here.”

As Good – or Better – Than Any Other Health Care System

Genesis is committed to providing high quality health care to the community, which is why we continually introduce new technology, services and specialties to our hospitals and facilities. But equally important is the way we deliver care – the “customer service” side of health care. And that focus is getting some attention. For the last four consecutive quarters, Genesis has scored in the top 10 percent of health care systems in the country in overall patient satisfaction in the Press Ganey inpatient satisfaction surveys.

Sounds good, but what does it all mean? First you need to know who Press Ganey is: a consulting firm that gathers patient feedback for more than 7,000 health care organizations, including nearly 40 percent of U.S. hospitals, to measure and improve their quality of care. When Press Ganey reports that Genesis’ customer satisfaction scores are in the top 10 percent of health care systems in the country, you can be certain that number carries some serious weight.

How are we attaining such a high level of customer satisfaction? We started with some basics, such as asking employees to recommit to the Genesis mission of providing compassionate, quality health care, and providing education and support to employees to help them with that recommitment.

A communication tool developed by the Studer Group – AIDET – was introduced to employees to help them improve customer service. AIDET stands for Acknowledge, Introduce, Duration, Explanation and Thank You – and it represents how hospital staff can gain trust and communicate with people who are nervous, anxious and feeling vulnerable.

The Genesis scorecard was developed to track every aspect of the organization, allowing leadership and front-line employees to know where improvements need to be made. Other efforts have included Lean Six Sigma, a tool that focuses on streamlining processes in an organization down to just those tasks that add value as well as achieving and maintaining a near-zero error rate.

Many other efforts are underway as we continue to strive to make the Genesis experience as positive as possible for our patients and their families – so they can focus on getting healthy and staying healthy.
Imagine this scenario.

John collapses at work and is rushed to the local hospital emergency room. His co-workers are unaware of any medical conditions, but emergency room staff immediately pull up John’s medical record on the computer. A report from John’s recent visit to his regular physician gives the medical team enough information to pinpoint the problem. They successfully treat John’s condition without delay.

What may sound like something from the future is actually in the works at Genesis today. Following months of preliminary research and planning, we are ready to begin installing Epic, a high-tech clinical information system that will change the way everything about health care is done. The key component of this system is the use of electronic medical records, or EMRs.

EMRs will give three main audiences secure access to patient medical records: medical staff within the hospital; medical providers outside of the hospital (e.g., in a physician office or a clinic); and patients. Understandably, EMRs provide real advantages to each group.

“In the hospital, the EMR will replace the paper chart,” explained Dan Scheerer, M.D., Vice President of Medical Affairs for Genesis. “All documentation of patients’ care and conditions will be entered into EMRs rather than putting it into a paper chart. This enables clinicians, nurses and others to have information at their fingertips.”

Added safety is an important benefit of the new EMRs. Orders will be typed into the patient record eliminating potential problems deciphering handwriting. Also, medications delivered at the patient bedside will be scanned and checked against the EMR to ensure their accuracy.

The system will also include order sets for care delivery – established procedures for patient care based on scientifically proven techniques. The order sets provide physicians with bedside access to guidelines for care they can implement as appropriate.

Outside of the hospital, electronic medical records will provide advantages to physician offices as well. “The nice thing is that physicians who use this in the office will have a seamless interface with the hospital,” said Dr. Scheerer. “When physicians see patients in the office, they’ll see the patients’ records just as if they were in the hospital.”

And patients, too, will be able to access their records through MyChart. Using this system, patients could access lab reports, request prescription refills and potentially e-mail their physician’s office as well as schedule certain kinds of appointments online.

“The Epic project supports the goal of having a single community medical record for each patient. This one-patient, one-record concept will minimize delays in accessing information regardless of where the patient enters the health care system,” said Ed Romito, Vice President and Chief Information Officer. “This sets us up to be among the leading health care delivery systems in the country. A year from now we’ll be among a small percentage of hospitals in the country that have a fully functional electronic medical record system. This will set us apart.”
In 2009, 30 new physicians have joined the medical staff and we are actively recruiting more. Genesis is making progress in its Urgent Care Medicine with Menna Berhane, M.D.

Menna Berhane, M.D., is an urgent care physician. Dr. Berhane completed her medical degree at Temple University School of Medicine in Philadelphia, Pa. She completed her pediatrics residency at Howard University Hospital in Washington, D.C. Dr. Berhane then completed a family medicine residency at Grant Medical Center in Columbus.

Glen E. Cooke, M.D.

Glen E. Cooke, M.D., is board-certified in cardiovascular disease and has joined Cardiology Associates of Southeastern Ohio and the Genesis medical staff as an invasive cardiologist. He earned his doctor of medicine at Ohio University College of Medicine and completed his residency at the Medical College of Ohio in Toledo. Dr. Cooke completed his residency at the Medical College of Ohio in Toledo and completed his fellowship at The Ohio State University in Columbus. He joins the CASIO group after being at The Ohio State University for the last 15 years. His office is located at 731 Forest Ave., Suite 301, Zanesville, and his phone number is 740-500-2500.

Lisa Knight Flarey, D.O.

Lisa Knight Flarey, D.O., is a board-certified family practitioner. Dr. Flarey is a graduate of Ohio University College of Osteopathic Medicine in Athens and completed her family medicine residency at Doctors Hospital in Columbus. She has received several honors and awards such as the Charles J. Cannon Evidential Genius Award.

Thomas Keane, M.D.

Thomas Keane, M.D., has joined Radiology Associates, Inc., and the Genesis medical staff. Dr. Keane is a Chicago native who graduated from the University of Illinois with degrees in mechanical engineering and English literature. After working as a business consultant for Ernst & Young, he completed his medical degree at Albany Medical College, a surgery internship at Johns Hopkins, a radiology residency at New York Presbyterian Cornell, and an interventional radiology fellowship at Johns Hopkins, where he was chief fellow. A board certified interventional radiologist, Dr. Keane is a voting member of the US Council for Graduate Medical Education (www.acyme.gov), sits on the board of the RJW Foundation for Graduate Medical Education (www.rjwfd.org), and served as the 2008-2009 senior medical advisor to the Deputy Secretary of Health & Human Services in Washington, D.C.

Joyce M. Mitchell, M.D.

Joyce M. Mitchell, M.D., is an urgent care physician who is board-certified in both emergency medicine and internal medicine. Dr. Mitchell received her medical degree from Georgetown University School of Medicine in Washington. Registration for programs and support groups is not necessary unless otherwise indicated.
Young Women Living With Cancer Network
This group is open to women with cancer who are age 49 or younger.

Morgan County Support Group
4th Thursday every month • 4 to 5:30 p.m.
Kate Linn Simpson Library, Main Street, McConnelsville

Perry County Support Group
4th Tuesday every month • 5:30 to 7 p.m.
First United Methodist Church, High Street, New Lexington

Social Gatherings
Men – 2nd Wednesday every month • 9 a.m.
Genesis-Bethesda Cafeteria
Women – 1st Tuesday every month • 11 a.m.
Golden Coral, Zanesville

Living Through Loss
5-week series held three times a year at various times

Individual Counseling
Meetings with a grief facilitator are available to examine the feelings and emotions of grief.

Childbirth & Parenting Programs

Breastfeeding Classes
Wednesdays, Feb. 10, March 10 or April 14 7 to 9 p.m.

Breastfeeding Support for Success
Mondays, Feb. 1–22, March 1–29, and April 5–26 • 10 a.m. to noon

Breastfeeding for Working Moms
Wednesdays, Feb. 3, March 3 or April 7 1 to 3 p.m.

Support Groups

Better Breathing Club
– Genesis Black Lung & Respiratory Health Clinic
Fridays, March 5 & April 9 • 1:30 to 3 p.m.
Genesis HealthPlex Rooms A & B
Call the Genesis Black Lung & Respiratory Health Clinic at (740) 454-4128 for more information.

Man to Man Prostate Cancer Support Group

Support Buddies
– Breast Cancer Survivors

Support Groups

Rehabilitation Support Groups
Family members, caregivers and friends are encouraged to attend meetings. Learn meeting locations by calling (740) 454-4324 or 1-800-225-7907, ext. 4124.

Autism
Thursdays, Feb. 25, March 25 & April 29 6 to 8 p.m.
Genesis HealthPlex Conference Rooms A & B

CPR Classes

Cardiopulmonary resuscitation (CPR) classes are held at Genesis HealthPlex. Call the Genesis NurseLine at (740) 455-4949 or 800-948-4949 or to ask about the 2010 class schedule. You may also register online at www.genesishcs.org, click on “Events & Classes.”

CPR HealthCare Provider
Mondays, Feb. 22, March 22 or April 26 3 to 7 p.m. • $40 per person.

For those with a current American Heart Association HealthCare Provider CPR card, there is an e-learning option to renew. For information on using this option including online and manikin skills check-off requirements, call Greg Heclis at (740) 586-6541.

Registration for programs and support groups is not necessary unless otherwise indicated.

For more details about these programs, check out www.genesishcs.org and click on “Events & Classes” or call the Genesis NurseLine at (740) 455-4949 or 800-948-4949.

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At Genesis, we’re dedicated to promoting good health and wellness for our patients, our employees and our communities. That’s why Genesis has joined with more than 85 percent of Ohio hospitals to be completely tobacco-free at all of our properties.

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