

The Good News

A TRINITY HOSPITAL TWIN CITY BI-ANNUAL COMMUNITY PUBLICATION

We at Trinity Hospital Twin City's Marketing & Community Outreach Department are pleased to bring this community newsletter and report to you as part of our commitment to keep you informed of activities at your local hospital. We hope you will find helpful information in this issue. Please look for another edition in your mailbox during winter. We welcome your comments at tpoland@trinitytwincity.org.

Inside this Issue

| | |
|--|---|
| Letter to the Community | 2 |
| Therapy Services Have Expanded..... | 3 |
| Lab Services Earn National Accreditation | 3 |
| Upcoming Events..... | 3 |
| Getting up on a Summer Morning..... | 4 |
| Walk Your Way to Better Health..... | 5 |
| Healthcare Reinvented Building Program | 6 |
| Serving Our Community..... | 7 |
| THTC Foundation | 7 |



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740.922.2800
www.trinitytwincity.org



We Care!

Experience the Trinity Difference



Our friendly and experienced medical providers and staff at Trinity Hospital Twin City and Trinity Medical Group want you to know just how much we care about you and your loved ones. We are committed to ensuring that you, our patients and supporters, feel valued and know that when you hurt, we help; when you speak, we listen; and when you're well, we celebrate.

At Trinity, you're not just another patient. We provide the services of a big hospital with the intimacy of a small-town clinic that knows your name. We're prepared 24 hours a day, seven days a week, to treat your every need. We help you feel part of a healthcare family – one that genuinely cares about you.

At Trinity Hospital Twin City, we listen without assuming what you need before you speak. Our friendly, personalized healthcare is tailored just for you. We make it our mission to provide compassionate, caring staff that is focused on the whole person – body, mind, and spirit.

Not all healthcare visits are due to illness. Many people use our health and wellness services to meet goals or to prevent disease. It's proven that even a few small changes toward a healthy lifestyle can add years to your life. At Trinity, we believe in the power of prevention for healthy living. From our baby and child well-visits to acclaimed health and wellness programs, like Fit for Life, right here at Trinity, we've got you covered.





Trinity Hospital Twin City is a not-for-profit 501(c)3, Catholic, hospital that offers you a trusted resource for healthcare.

Medical Campus Services:

Cardiology & Cardiopulmonary

- Heart & lung imaging & testing
- Cardiac & pulmonary rehab
- Heart disease prevention & management
- Stress tests

Emergency Care 24/7

Diabetes Wellness

Health Education & Outreach

Imaging & X-Ray

- Bone density
- CT scan
- Digital mammography
- MRI
- Nuclear medicine
- Ultrasound

Infusion Clinic

- Coumadin clinic & IV therapy

Lab & Blood Draw

Physician Specialties

- Cardiology (Heart)
- Family medicine
- General surgery
- Gynecology (Women's health)
- Pediatrics
- Podiatry
- Pulmonology (Lung)

Sleep Medicine

- Diagnosis & treatment
- Sleep lab

Surgical Services

- General surgery
- Colonoscopy screening
- Foot & ankle surgery
- Women's health surgery

Therapy/Rehabilitation

- Occupational therapy
- Physical therapy
- Swing Bed Program
- Transition Program

Vibrant Living

WorkCare

- Occupational health

Wound Management

and More!

Looking Ahead

August 2018

Dear Community Family,



By the time you read this letter, we will be well into the summer season. How quickly time goes by us. It seemed like only recently that we were shoveling snow and wishing for warmer weather.

Much like the weather, healthcare also experiences hot and cold spells. One day Congress is all set to make changes to Medicare, and the next day it's a carefully worded announcement of the plans that may occur at some time. It's times like this when healthcare administrators wish they had a crystal ball that lets them see what they should or should not be doing to provide the care their communities need.

The month of July marks a midsummer or mid-year break for some organizations. However, for us, it's a new year since our fiscal year starts on July 1 and ends on June 30. So, at THTC, we are working on a new plan with new opportunities to serve the community. As we transition from one fiscal year into another, we also reminisce about the past year.

We continue to strengthen our relationship with Catholic Health Initiatives (CHI) and Trinity Health System (THS) of Steubenville. Being part of a faith-based regional, and national health care system, strengthens our position at a time when healthcare throughout the nation is challenged by decreased reimbursement and increased costs.

Our inpatient satisfaction scores continue to be very positive and have been noted to be the highest in the Southeast Division of CHI. Our outpatient and Trinity Medical Group satisfaction scores continues to stay positive, and our Emergency Department satisfaction scores are on a positive trend.

We started new staff training programs that focus on improving the patient experience at THTC. Safety First is a program that not only puts patient safety as a priority but also gives the staff the authority to question any situation that they feel may be unsafe not only for the patient, but visitors, volunteers and staff as well. All managers and staff are tasked with the responsibility of being accountable to finding and fixing concerns.

Our second new program is Experience Distinction, a training designed to improve our employees' communication skills and delivery of exceptional patient experiences. Our hope is to foster a positive work environment and create customer loyalty through consistent delivery of exceptional patient experience. Since implementing this training, THS is the fastest improving system within CHI in regards to patient experience scores. THS has actually been invited to other CHI hospitals to share this training in the hopes of replicating this success in other hospital systems.

We are also hiring here at THTC. We are excited about increasing the number of employees as we review the needs of the hospital and work to hire people who are truly inspired by the values of a faith-based institution.

We closed the fiscal year by honoring our staff for years of service during National Hospital Week in May, and we honored our volunteers in June. The Volunteer of Year is Vickie Lehman. We truly appreciate our volunteers, not only for their donations of time and their willingness to help in the gift shop and at the front desk, but also the donations generated from the various fundraisers that they hold. This year their donation purchased five new defibrillators and helped to upgrade our lab equipment.

So, as we end our fiscal year and work to plan for continued hospital growth, I want to wish everyone a wonderful Summer! Thank you for choosing us for your healthcare needs.

Kind Regards,

Teresa A. Gagliardi

Teresa A. Gagliardi, MSN
Vice President of Hospital Operations & Site Administrator
Trinity Hospital Twin City



Pictured here are THTC United Volunteer Auxiliary President, Emillie Blackwood; and Treasurer, Carolyn McCoy; presenting a donation of \$62,255 to Teresa Gagliardi, THTC Vice President of Operations; and Erica Mesler, THTC Community Outreach & Volunteer Coordinator.

Our Therapy Services Have Expanded to Meet Your Needs

In order to accommodate patient needs and improve therapy and rehabilitative services, Trinity Hospital Twin City recently hired an occupational therapist to join the staff of the hospital's rehab center, located at 6408 McKee Road on the hospital's campus. The occupational therapist and the staff of physical therapists and physical therapy assistants work as a team to provide inpatient and outpatient physical and occupational therapy services for patients in need of treatment for injuries, back and neck pain, stroke rehab, orthopedic conditions, skilled rehabilitation and more.

Rehab Center staff members work closely with patients to ensure their recovery and return to regular daily activities as soon as possible. Their focus is providing care that maximizes the patient's level of physical function. The team understands that each patient is unique, and they individualize each patient's care plan accordingly.

Appointment times are available for those who have a doctor's order. Therapy treatments are covered by most insurances. For more information or to schedule an appointment, call 740-922-6675.

THTC Lab Services Earn National Accreditation

In June, we learned that the THTC laboratory services department has met all criteria for laboratory accreditation by COLA, a national healthcare accreditation organization. Accreditation is only granted to laboratories that apply rigid standards of quality in day-to-day operations, demonstrate continued accuracy in the performance of proficiency testing, and pass a rigorous on-site laboratory survey. Trinity Hospital Twin City has earned COLA accreditation as a result of a long-term commitment to provide quality service to patients.

COLA is a non-profit, physician-directed organization promoting quality and excellence in medicine and patient care. COLA is approved by the federal government and sponsored by the American Academy of Family Physicians, the American Medical Association, and the American College of Physicians-American Society of Internal Medicine.

To receive a lab test from the experienced and friendly THTC lab professionals, those who have a doctor or medical provider's order can simply bring the order and walk-in to have their tests. No appointment is necessary. Most insurances are accepted, as well as Medicare and Medicaid. Below is a list of the locations and hours of our walk-in lab testing locations:

DENNISON

Mon-Fri | 6:30 am-7 pm
Sat-Sun | 7 am-2 pm
819 N. First St.

DOVER

Mon-Thurs | 9 am-2 pm
Fridays | 9 am to noon
340 Oxford St., Suite 220

COSHOCTON

Mon-Thurs | 8 am-1 pm
435 Walnut St., Suite 2

NEWCOMERSTOWN

Thursdays | 9 am-2 pm
232 Cross St.



Upcoming Events

Every Saturday | 8 PM

Narcotics Anonymous: This fellowship is free to anyone who thinks they may have a problem with drugs/alcohol. Anyone can attend this open meeting which is held at THTC's first floor St. Francis Conference Center. For more information, call the NA helpline at 1-888-GET-HOPE or visit www.na.org.

Second Tuesday of Every Month | 7 PM

Families Standing Strong Support Group: This group is for family members and friends who have an addicted loved one. Support and helpful tips will be shared in this faith-based group. All denominations of faith are welcome. For more information, call (330) 260-1913. Meetings are held at THTC's second floor Trinity Medical Group reception area.

Second Friday of Every Month 7:30 to 11:30 AM

Free blood pressure screening at Mako's Market & Pharmacy at Uhrichsville. Total cholesterol, lipid panel, and glucose screenings available for \$10. Hemoglobin A1C tests available for \$5. 10 to 12 hours of fasting recommended.

Monday, September 10th 1:30 to 2:30 PM

Managing Diabetes with an Insulin Pump, free diabetes wellness informational meeting at the THTC second floor St. Raphael Conference Room. Call (740) 922-7450, ext. 2177 for more information.

Save the Dates for our Fall Mini Seminar & Event Series (More details will be available closer to the event dates):

Thursday, September 13th—Alzheimer's mini seminar; Thursday, October 18th—Annual "In the Pink" breast cancer awareness event; Thursday, November 1st—Diabetes screening and awareness event

Saturdays, October 13th and 27th 5:15 AM to 10:30 AM

Dennison Rotary Club Fall Blood Profile Screenings. Visit our website in early September to register.

Visit us at
www.trinitytwincity.org
for a complete list
of events and event details.



Our Mission Statement

The Mission of Trinity Hospital Twin City and Catholic Health Initiatives is to nurture the healing ministry of the Church, supported by education and research. Fidelity to the Gospel urges us to emphasize human dignity and social justice as we create healthier communities.

“The Lord is God, and He has made His

light to shine upon us.”

~ Psalm 118:27

Getting Up on a Summer Morning

by Macrina Wiederkehr

I am never quite ready to begin the day
until I see the night angel blowing out the stars,
the angel of dawn rolling in the golden bowl,
or the cloud angel laughing down the raindrops.

Throwing on the cloak of dawn
my sleepy summer heart forgets its craving for comfort,
remembering a deeper hunger and
I am up and out to taste the weather, whatever it might be:
hot and humid,
warm and sunny,
rainy, stormy,
maybe even the gracious gift of a summer breeze.

As the day grows I, too, grow lighthearted,
attentive, free, patient, grateful, wise.
Healed of indifference, I fall in love once more.
There is something about embracing the day
with the intimacy of a loved one that makes me well again.

Only one thing is necessary, a heart with a single eye.
My desire for spiritual healing must be fierce.
I must decide to breathe myself alive in any kind of weather.

The tools are given, and I decide.

Submitted by Sister Nancy Ferguson,
Director of Mission Integration



Our core values...

Reverence, Integrity,
Compassion
& Excellence



Join Us Online

Have you “liked” us on Facebook yet? Our friends can view regular postings of health tips, upcoming hospital events, hospital news and more. Visit our hospital website at www.trinitytwincity.org and click on the Facebook icon on the lower left corner to find our page.

Your Comments Are Important To Us

If you had an excellent experience or you have a concern about the care you received at Trinity Hospital Twin City, we want to know. It is important to us to recognize our employees who are doing a good job. It is equally important that we have the chance to address your concerns. To share information about your visit, please call us at (740) 922-2800 or visit our hospital website at www.trinitytwincity.org and choose “Contact Us” on the home page. All comments are reviewed and addressed in a timely manner. We appreciate the opportunity to take care of you, our valued patients and supporters.

Walk Your Way to Better Health

If there’s one recommendation that most health and fitness experts, from fitness instructors to physicians, can agree upon it’s that walking is one of the best strategies for improving health. Walking helps your body operate in good condition and reduces the risk of chronic illness. And the best news is that walking is one of the easiest methods of exercise. It’s safe, doesn’t require special equipment or skills, and is low cost since comfortable clothes and supportive shoes are the only requirements for a quality walk.

According to the American Heart Association (AHA), for every hour of brisk walking, life expectancy for some people may increase by two hours. Additionally, the AHA lists the following health benefits from walking at least 150 minutes a week (30 minutes a day for 5 days a week, or taking 10 minute walks three times daily):

- Reduced risk of serious diseases like heart disease, diabetes, stroke, and cancer,
- Improved blood sugar, blood pressure, and cholesterol levels,
- Improved mental and emotional well-being,
- Reduced risk of osteoporosis,
- And prevention of weight gain.

According to the National Institutes of Health, walking is one of the best modes of fitness for reducing feelings of anxiety. Scientists believe exercise acts as a natural mood-booster because the increased blood circulation that results from exercise can improve the brain’s reaction to stress.

With so many benefits from walking, why not start now? It’s OK if you haven’t been active in a while. All you have to do, literally, is take the first step. Even if you cannot walk for 30 minutes a day, start with 10 or 15 minutes and gradually increase your time as your body adjusts to being

active. Also, look for easy ways to include walking in your everyday activities such as parking your car a little farther away from a business entrance, taking the stairs, walking to a nearby park or store rather than driving, finding a friend to talk with while walking, or taking your favorite pet out for a stroll.

Please be sure to check with your medical provider before starting a new fitness routine, and always, always listen to your body. If you experience pain while walking, stop and check with your medical provider to find out the cause and get treatment if necessary. You may need more supportive shoes or a different activity like swimming or biking.

Whatever you do, don’t give up. Keep moving, and remember that it’s never too late to take steps in a healthier direction.

THTC purchased and helped to install signage for the Panhandle Passage trail.





TRINITY ANNOUNCES HEALTHCARE REINVENTED BUILDING PROGRAM



Pre-Registration Available!

We have a patient appointment phone line set up for your convenience. To schedule all outpatient services for lab tests, cardiopulmonary and imaging, just call 740-922-7405 between the hours of 8 am and 4:30 pm, Monday-Friday. Thank you for choosing Trinity Hospital Twin City.



“From the rising of the sun to its setting, the name of the Lord is to be praised!”

~ Psalm 113:3

Congratulations to Trinity Health System, our parent organization, on the announcement of a \$75 million expansion of Trinity West in Steubenville. The construction project will add 183,400 square feet to the West campus and dramatically improve patient experiences. When finished, the newly constructed, five-story building will wrap around the existing main entrance of Trinity West and house a new main lobby, private patient care rooms and additional public space that will include food services and an atrium. The construction is slated to begin in June, 2018, with a completion date in 2021. All Trinity services will remain open and available to patients during construction.



Benefits of the new tower include the following:

- Private patient rooms with natural lighting from a large window and ample room for visiting family members and friends
- 88 new private universal rooms
- All inpatient services consolidated into one building
- New main lobby and public waiting spaces for visitors and guests
- Warm and welcoming point of entry that is open concept and bright with natural lighting
- Two-story indoor/outdoor atrium
- New dining experience with space for a national food vendor
- Improved patient flow throughout the building



Matt Grimshaw
President & CEO, Trinity Health System

“With this announcement of our master facility project, we are solidifying Trinity Health System’s position as THE healthcare leader in Jefferson and surrounding counties for delivering top-notch quality care,” explained Grimshaw. “We will not stand still in this ever-changing healthcare environment; we will continue to forge new paths, and create new care delivery systems to meet the needs of our community because we believe the good people of this region deserve the very best. This project is more than just a building. In this building we will care for our friends, family, neighbors, and community. Our work is our ministry, and we look forward to serving you for many years to come.”

Trinity Health System (which includes Trinity Hospital Twin City of Dennison) is part of Catholic Health Initiatives, one of the nation’s largest Catholic not-for-profit healthcare systems. To learn more about this expansion project and to view artist renderings of the new facility, please visit www.trinityhealth.com.

Good Works

At Trinity Hospital Twin City, we are committed to not only provide high quality healthcare for our community, but to also provide services that strengthen our community through our numerous outreach events. Thank you for the opportunity to serve you!

During the July 1, 2017 to June 30, 2018 Fiscal Year, we were able to provide the following community services and more:

- provided over \$15 million in care to our underserved population,
- helped educate 302 adults through 6 on-site educational mini seminars and events,
- provided reduced-cost health screenings at Mako's Market & Pharmacy and area senior centers,
- provided Fit for Life training for more than 120 adults,
- served as a major sponsor of "Mustang," the service dog for Claymont High School,
- served as a major sponsor of the Panhandle Passage Trail Project,
- served as a major sponsor of Tuscarawas County's Community Health Needs Assessment through Healthy Tusc,
- and provided many small sponsorships and/or door prizes to local teams, service clubs, and benefits.



THTC Community Outreach Coordinator, Erica Mesler, provided health screens at the Love Your Heart event in February 2018.

You Can Make a Difference

Dear Hospital Supporter,

I am writing to you on behalf of Trinity Hospital Twin City and the Trinity Hospital Twin City Foundation. Thanks to you, we have raised thousands of dollars to support our local hospital.

In the past year, we experienced some success. We raised money to purchase a new cardiac/heart monitoring system that is currently being used in several hospital departments. We also raised over \$60,000 toward the hospital's future purchase of a 3D digital mammography unit. These funds are currently being held in a restricted account until enough funding is received to complete the purchase.

A few weeks ago, the Foundation gratefully received \$10,000 from the estate of Charlotte Stilgenbauer of Dover. Ms. Stilgenbauer grew up in Uhrichsville and retired from Superior Clay. She was very active in our community. Our Foundation greatly appreciated this generous gift from Charlotte.

As you can see, the Foundation has been able to deliver on our promise of supporting our Hospital thanks to the generosity of community members like you. It is my hope that you will consider a tax-deductible gift, in any amount, to the Foundation. Your gift can be completed with the form below.

Thank you for your consideration of this request. May you and your family enjoy a blessed summer!

Sincerely,

Blair Hillyer
President, Trinity Hospital Twin City Foundation

PLEASE PRINT



Name: _____ Phone: _____

Address: _____ City: _____ State: _____ Zip: _____

Email: _____

Enclosed is a gift of \$ _____ Please designate my gift: _____

I pledge \$ _____ to be made in payments of \$ _____ over 12 months.

I would like my gift to be publicly recognized and listed as (EXAMPLE: Mr. & Mrs. _____ or In Memory of _____)

Mr. & Mrs. _____ In Memory of _____

Through a check made payable to **Trinity Hospital Twin City Foundation**



Please mail this completed form with your donation to:

**TRINITY HOSPITAL
TWIN CITY FOUNDATION**
P.O. Box 7
Dennison, OH 44621

Thank You! 7

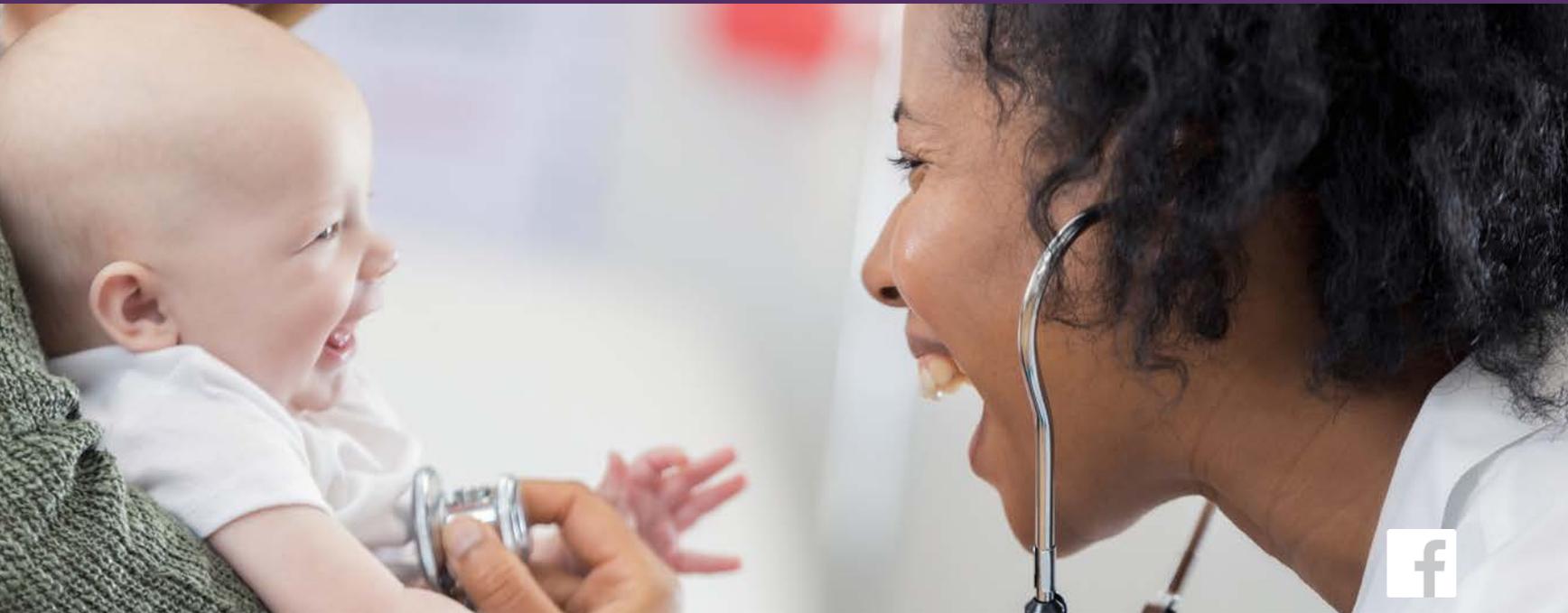


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Non-Profit Org
US POSTAGE
PAID
Mailer's Choice



Check out our website at
[www.trinitytwincity.org!](http://www.trinitytwincity.org)



When you're well, we celebrate!

Our goal is to focus on you - without exception. But, not all healthcare visits are because someone is sick or having problems. Many people utilize our health and wellness services as prevention and to meet milestones. So, when we see you looking healthy, happy and hearty...well, **that's something we get really excited about.**

Learn more about Trinity Hospital Twin City's full range of services now.
VISIT www.trinitytwincity.org CALL 740.922.2800

A Nationally Accredited Catholic Health Initiatives Hospital

