Now the care you need is as close as your phone.

TodayCare Telemedicine App

For all those times you just have a question, or aren't sure if you need to visit the hospital or doctor's office, or need middle-of-the-night advice, a health care specialist is always in... with WCH TodayCare. Simply download the TodayCare App and register for free. For urgent care questions, for new mothers and lactation support, for nutritional support and more, from the privacy of home or office. Save time, save money (a TodayCare visit costs less than most Emergency-Room-visit deductibles, for example) and stay healthier.

Wooster Community Hospital Health System

Community Partners 2017

At the heart of our vision for community-based care are the collaborations and partnerships that provide so many essential services even as they amplify our efforts, family by family and neighborhood by neighborhood. They include:

- The American Cancer Society
- The American Heart Association
- The Beaverson EMS Institute
- CAMO (Central America Medical Outreach Inc.)
- The Karen Wellington Foundation
- Nick Amster Inc.
- United Way of Wayne and Holmes Counties
- The Viola Startzman Free Clinic
- Wayne County Board of Developmental Disabilities
- Whit’s End

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Bill Sheron .......................................................... President/CEO

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Q: So, what’s the big news this year?

Bill: Wooster Community Hospital just won the IBM/Watson Health Top 100 Hospitals Award for 2018. That means our hospital is in the top 2% of all hospitals in its class in the United States for overall performance and continuing improvement. Regardless of size, reputation or whatever, top 2%.

Q: WCH wins lots of hospital awards. Why is this one special?

Bill: First, because it is the most prestigious of hospital awards; the one every hospital really aspires to. You can’t apply for it or buy your way into it. IBM/Watson Health isn’t a hospital ranking company. It’s a health care data analytics and consulting company. They use public data, like Medicare data, to define best practices in hospitals nationwide, to help hospitals understand how well they’re doing compared to the best-of-the-best.

Q: So it’s not just an award?

Bill: Exactly. It’s more like a dynamic balanced scorecard. They started with four metrics, now they’re up to ten. And each one is ranked two ways: you have to keep improving it year after year. It’s also a roadmap… a tool the hospital has actually used to improve the most important things we do and see what we could have done better. In the years we didn’t win, we looked at the data to see why… and put processes and people in place to improve what we did in each of those areas.

Q: What kinds of areas?

Bill: Well, things like Better Survival Rates, Fewer Complications and Infections, Shorter Length of Stay, Shorter ER Wait Times, Lower Inpatient Expenses and Higher Patient Satisfaction. By these measures WCH is right up there with the most prestigious medical centers in the country in terms of quality care.

Q: So everybody’s judged the same?

Bill: Exactly. This award kind of blows up the idea that bigger is always better. It proves objectively that a community hospital like ours can provide a level of care that is equal to or better than a big-city health system or teaching hospital. And it validates all our people. Whether you’re a physician or nurse or technician or housekeeper, it says, "Yes, I really do deliver the quality care we say I do." Right here in Wooster, close to home.

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Hey, the big-name hospitals in Cleveland and Akron didn’t win it four times in ten years. WCH did. Something to think about.
Why is Wooster’s Women’s Pavilion setting records?

More choices. More safety.

Why is Wooster’s Women’s Pavilion setting records?

More choices. More safety.

Wooster Community Hospital’s Women’s Pavilion

“Surprised. And so excited.” That’s how Tara Raudebaugh, Director of Perinatal Services at WCH, sums up how most women react when they discover what’s here... and then, when they deliver here.

Surprised, because although WCH hosted a record 1139 births in 2017, so many in the community don’t realize how many programs, choices and options Wooster offers in terms of the optimal birthing experience for each mother and newborn. And delighted, because of the privacy, comfort and family-centric care they enjoy as patients.

“We’re working hard to respect and respond to what women in our community really want,” she observes. “They have all the options here. Their choices are truly respected here. We partner with the patient, the doctor or midwife and the family, we listen so we can provide what they want from beginning to end. Whether it’s a totally natural birth experience, a difficult birth requiring medical intervention or anything in between, we can meet those needs.”

WCH is a “Level II” designation for both obstetrics and nursery, meaning moms can deliver here as early as 32 weeks (term is 40 weeks). So some premature babies can stay in our Special Care Nursery... not separated from mom and family.

Moms in active labor receive “1-on-1” nursing care, so they have continuous support. Hydrotherapy, positioning aids, IV medication, Nitrous Oxide, and epidurals are available options to help cope with pain during labor and delivery.

Every healthy newborn enjoys one-to-two hours of uninterrupted "skin-to-skin" bonding right on mom’s chest immediately after delivery (including C-sections). This snuggling together is proven to provide enormous benefits, including the best start for breastfeeding.

Babies and moms stay together in modern, comfortable private rooms with room for family. Support for exclusive breastfeeding, and a comprehensive Lactation Program including:

- 3 nurses with IBCLC certification.
- Available to all moms, regardless of baby’s age or where they delivered.
- TeleHealth for lactation... moms can access a lactation consultant on a smartphone for assessment and help with lactation issues.
- Nurses available for consultation at the hospital including evenings and weekends.

Lay midwife outreach and home birth support: WCH is partnering with midwives to coordinate care if safety concerns arise during a home birth or hospitalization is needed.

Focus on reducing cesarean births, including Vaginal Birth After C-section (VBAC), for mothers who have had C-section but want to try vaginal delivery safely.

Mothers choosing the birth experience they really want. Newborns getting the care they really need. No wonder deliveries at Wooster are on track to set another record in 2018.
Morgan Stryker delivered her firstborn, son Ryland, at Wooster Community Hospital’s Women’s Pavilion. Where her mom, Denise Brown RN, happens to work as an OB nurse.

And where Jennifer Brown delivered her firstborn, daughter Olivia. While Denise stayed with her the entire time.

Now it just so happens that both Morgan and Jennifer were patients of Dr. Sharon Marcanthony. And they both had very specific ideas about how they wanted to approach their deliveries.

“We intended to go as natural as possible. That’s what I wanted but wanted to keep my options open,” recalls Jennifer. “Dr. Marcanthony asked about our preferences beforehand. Things happened fast but they let us do exactly what we wanted.”

“We wanted a place that would meet my needs,” said Morgan. “We had prepared a birth plan, and knew it might change. I wanted to labor in the tub, but labor progressed too fast and the baby’s position was causing a lot of pain. We talked about NO2 but opted for an epidural when it became difficult. The nurses definitely respected our birth plan items... they made it a wonderful experience.”

And it also happens that they both came away happy new moms.

According to Jennifer, “I couldn’t be happier. The nurses were tremendous. The lactation specialists were really great.”

I have a lot of confidence in them. Our room was private, very comfortable. My stepdaughter, a freshman in college, wanted to stay over for bonding time and there was plenty of room for the three of us. We wanted for nothing.”

And Morgan? “All the staff was kind and friendly and accommodating. The shift changes were so smooth; it’s great when each nurse knows about all the changes and things you’re going to go through. Just the best staff ever. We’ll be delivering there again.”

Oh, one more thing. Morgan Stryker is related to Jennifer Brown’s husband. Which makes new son Ryland and new daughter Olivia cousins.
A legacy isn’t simply what you leave to the world.

A legacy is also what one gives to the world. A gift, through a will or living trust, creates something powerful; a legacy that can heal the ill, relieve suffering, create opportunities and improve our community.

The Sapphire Legacy Society recognizes and celebrates those foresighted individuals and families who make endowed, estate or other planned gifts to The Wooster Community Hospital Foundation. Among those the Society honors for 2017 are these founding members:

Flo Gault
Stan Gault
Justine Geiser
Maxine Loehr
Lula Mann
Dorothy Marshall
Nancy McKee
Lawrence Reed
Glenn Sell
Frances Shoolroy
Esther Wolbaugh

Enabling continuing education for nurses... and better care for patients.

The Flo K. Gault Nursing Scholarship Endowment

Just as a rare coin dropped in a fountain creates ripples even as it endows value, so the new Flo K. Gault Nursing Scholarship Endowment will create benefits that expand far beyond the walls of Wooster Community Hospital.

"My folks didn't use the hospital until later in life," according to Jennifer Marsh, Mrs. Gault's daughter. "That's when they discovered what a gem it is for the community. My mom believed so strongly in education, especially continuing education. So this fund, like the original Scholarship Fund, just felt like a great partnership."

Stanley Gault created the endowment with four $25,000 gifts beginning in 2013, after his wife Flo passed away. The estate added $118,000 in 2017 to help offset the costs of continuing education as well as certification and recertification. So more RNs throughout WCHHS can pursue Bachelors and/or Masters Degrees in Nursing while continuing to practice. To date, 21 employees have received scholarship funds.

"An advanced degree will improve circumstances for individual nurses and their families, of course. But it also has a ripple effect," Mrs. Marsh continued. "At WCH, patients will benefit, and when patients get better, the community gets better. More opportunities mean better health outcomes... that's proven. Our family is just helping to create new opportunities for nurses. And we're so happy to support such a well-established commitment to excellence."

Gifts to Wooster Community Hospital help to ensure a healthy future for our entire community... closer to home. If you would like more information or to discuss such a gift, please contact Angela Rincon at arincon@wchosp.org or call 330.263.8701.
It hardly seems fair that while advances in cancer treatment are prolonging millions of lives, some patients also develop cardiovascular problems as a result of those treatments (or simply because they’re living longer).

At WCH, a new multidisciplinary Cardio-Oncology Program is leading the way in addressing this interconnection between cancer care and heart disease. And helping patients like lifelong Wooster resident Kim Ramsier manage it more successfully with far less stress.

“In 2014, I was diagnosed with breast cancer. Of course I had options, but my brother-in-law told me about the relationship between Wooster Community Hospital and The James Cancer Center at OSU. I’d just spent a year-and-a-half helping a dear friend through her cancer journey at the Cleveland Clinic, and decided to take a different path.”

That included a bilateral mastectomy followed by chemotherapy at WCH. “The chemo worked for my cancer, but it can weaken the heart muscle. So I was monitored constantly with ‘heart echos’ (echocardiograms). When my ejection fraction went low, we stopped chemo until it got better. I had radiation therapy at the Stephanie Spielman, which is part of The James, in 2015.... everything else has been here at Wooster.”

Kim’s cardio-oncology Team includes cardiologist Dr Cyril Ofori and oncologist Dr Joseph Prah. “They’ve done a phenomenal job,” said Kim. “Everybody at Wooster, from greeters to technicians to surgeons, working together, they all have played an equal part.”

And the advantage of “close to home” when it really, really counts?

“I was born at WCH, and lived in Wooster all my life. Having everything I need so close meant I always had my network of support. It’s so important. I never went alone to chemo. I’m so thankful I didn’t have to deal with the stress.”

“We’re working to ensure that our entire community has access to prevention, early and accurate diagnosis and lifesaving interventional cardiology treatment close to home... including emerging disciplines like cardio-oncology.”

— Cyril Ofori, M.D.
Introduction
2017 was a year of change for Wooster Community Hospital. Certainly, a year of improvement and growth. 2017 saw the completion of major projects that position our hospital and health system to better serve our communities in the years ahead. And through it all, the system remained extremely sound financially.

New Outpatient Pavilion
Our $35 million expansion opened in December 2017, on budget, bringing together all the elements of Comprehensive Cancer Care, and more, under one roof. That includes an entirely new Radiation Oncology Department to join our Medical Oncology team; a comfortable new infusion center for chemotherapy treatment plus pharmacy to serve it, and new physician offices. It is also the new home for comprehensive Women’s Health Services.

The new VitalBeam Radiation Therapy System alone represents an investment of over $3 million to provide far greater convenience and better outcomes for patients who choose WCH for state-of-the-art cancer treatment.

Upgraded Electronic Health Records System (EHR)
Managing the incredible complexity of a modern health care system, sharing critical patient records among multi-disciplinary teams while protecting patient safety and privacy, enabling high-tech and high-touch medicine to co-exist, all depend on WCHHS's EHR system. In 2017, we rolled out a major upgrade to include physician's offices and certain outpatient services in a single, integrated EHR platform.
Expanding Physician Practices and Services
2017 saw record volumes in both inpatient admissions and OB services. In fact, our Women’s Pavilion recorded 1139 births... another new record.

Three specialty physicians elected to remain in Wooster to care for their patients locally, keeping 100% of their practices and patient care at the Hospital in 2017. With a new OB practice, it capped a two-year span that added 22 new providers to our community.

Community Service and Charity Care
Obviously, bringing new facilities and technologies on line, as well as welcoming new physicians and staff, involved very substantial "start-up" costs such as licensure, training, equipment certifications, etc. Nevertheless, WCHHS continued to fulfill the mission of "providing accessible, quality healthcare services to all people..." delivering $45,000 to $75,000 in unreimbursed care per month, $300,000 in free transportation to and from medical appointments, and more in 2017. And, absorbing a Medicare and Medicaid payment "shortfall" of $18.7 Million (up from $17 million in 2016)

Transportation $300,000
WCH Health System has offered free transportation to those in need of hospital or physician services for close to 20 years.

Perspective:
Wooster Community Hospital Health System billed over $270 million... that's over ¼ billion dollars... in 2017. We spend $337,000 per day, 365 days per year, to keep our system open and serving the community.

WCH Health System is the place for award-winning quality health care close to home. But did you know WCH Health System...

• Is the largest non-profit service provider in our area.
• Receives NO TAX SUPPORT.
• Has absorbed $73 million of charity care and unpaid medical bills in the last 10 years.
• Has no debt.
• Delivers care to all people regardless of ability to pay.
• Has reinvested almost $181 million for direct patient care...
  $70 million in the last five years alone.

"I don't hear folks at church complain about all the helicopters anymore. Which means, of course, that we're not transporting many patients out for advanced treatment, we're doing more here, for better outcomes closer to home."

— Scott Boyes, Vice President/CFO
If you could create the best possible way to deliver cancer care closer to home, based on decades of proven experience and best practices... a way to make each patient’s long journey from diagnosis and testing, through treatment to the best possible outcome... what would it look like?

Very possibly, much like Wooster Community Hospital’s remarkable new Outpatient Pavilion that opened last December.

Designed after five years’ consultation with The Ohio State University James Cancer Hospital (OSUCCC), the new Pavillion is totally focused on Comprehensive Cancer Care by multidisciplinary teams. Which means, dedicated to making cancer care in all its complexity easier for patients and families.

It’s all under one roof, immediately adjacent to the Hospital’s Surgical Suite:

- Medical Oncology.
- New, state-of-the-art Radiation Oncology services.
- Specialist physicians’ and surgeons’ offices.
- Chemotherapy infusion suites and specialized pharmacy.
- Team Rooms where each patient’s team of caregivers – physicians, technicians, nurses, nutritionists, pharmacists, social workers and patient navigator – can gather to consult together and coordinate the best course of individualized care.

And most recently, the new Women’s Health Program; bringing together all the elements of care from WCHHS facilities throughout the community in a single convenient location. So women’s diagnostic services including mammography and bone densitometry, stereotactic...
biopsy and more, now co-exist in the same team-based, Comprehensive Cancer Care setting. And the time from diagnosis to testing to treatment can be greatly reduced.

Rather than the extra hours, stress and expense of travel and multiple appointments, patients beginning their cancer treatment journey can arrange appointments, testing or therapy for the same day. Patients needing daily radiation therapy over several weeks can spend much more time at home with family.

Instead of navigating parking garages and endless hallways, patients simply park out front and stroll in for their appointments and treatment. Glass-fronted, 1st floor Wellness Suites mean infusion patients can enjoy views of the healing garden. (And enjoy a free hot meal from the cafeteria during long chemotherapy sessions.)

Access to vitally important clinical trials, in partnership with The James, will be another major benefit. While Phase I clinical trials will continue to require travel to Columbus, Phase II and Phase III trials at WCH are the long-term goal.

**Bottom line? Here in Wooster, more hope and better outcomes are more accessible than ever.**
Rethinking Intensive Care: WCH leads the way in a nationwide initiative.

Focus on family is revolutionizing quality of care in Wooster’s ICU.

Visit the Intensive Care Unit (ICU) at Wooster Community Hospital any morning at 9AM – including Christmas morning – and you’ll see something unprecedented: patient families “making the rounds” with the ICU physician, nurses and an entire team of caregivers. Asking questions. Gaining insights. Supporting their loved ones.

It’s just one innovation in ICU practice that began over three years ago, when a WCH nurse noticed an article in a critical care medical journal announcing the “ICU Liberation Collaborative.” She shared it with Dr. Bruce Arthur, the newly arrived ICU director, and WCH applied for the program.

“ICU Liberation” involves six critical changes in the way ICU’s are typically managed, focusing on:

- More carefully controlling pain.
- Helping patients awaken and breath on their own as soon as possible.
- Doing everything possible to prevent or minimize delirium.
- Having patients move, sit at bedside, stand up and/or walk while still on a ventilator. (At the time, standing and walking patients while still on a breathing machine was considered rather radical.)
- Involving the family more completely in patient care.
- The idea is that every patient receives exactly the same quality of care, according to a careful schedule, so they recover faster, spend less time on a ventilator and ultimately, less time in Intensive Care.

“Everything I had wanted to do to improve care in the ICU was part of the Collaborative,” Dr. Arthur recalls. “That’s the advantage of a smaller, independent hospital like Wooster. When things need to be done, you can just do them. We were walking patients here before the big medical centers. And it’s the culture here now; very self-sufficient, multi-disciplinary collaborative teams, working closely with the families.”

WCH was chosen among 77 hospitals to take part, alongside major institutions like Johns Hopkins, the Cleveland Clinic, Mass General, and Ohio State. Impressive company.

More impressive is the fact that 18 months later, Wooster Community Hospital was recognized as #1 of the 77 for implementation of the protocols. Patients’ average time on ventilator has dropped from 74 to 48 hours, with far less variation in the quality of care each patient receives.

Equally as dramatic have been the improvements in the collaborative team approach to care in the ICU. The morning rounds always include the physician/ intensivist, nurses, pharmacist, physical and occupational therapists, dietitian and social worker... and the all-important presence of the family.
As one of the nation's premier community hospitals (ranking in the top 2% of ALL hospitals by IBM/Watson Health), our system includes a wide range of community-based facilities, services, practitioners and initiatives that span the entire "continuum of care." While centered on the Hospital, we focus on better patient care before and after hospital visits, as well as better health and wellness throughout the communities we serve.
Every birth brings with it so many precious moments and feelings we want to cherish and preserve.

Now, Wooster Community Hospital Health System has another way to help families and friends do just that, with our newly installed "Imprints of Joy" display near the Women’s Pavilion.

Imprints of Joy offers parents, grandparents, aunts, uncles and friends the opportunity to honor a birth in a unique and personalized way. For a contribution of $500, the newborn’s actual footprint will be recreated on an acrylic medallion along with name and birthdate, and mounted on the permanent display for all to see. Duplicate keepsake medallions are also available.

Medallions can also be created for any child born at any time in the past at Wooster Community Hospital.

Each contribution will be designated to the Hospital’s maternity programs, to help WCHHS continue to put the health of our communities and families first. For more information, please call Angela Rincon at 330.263.8701.
“In many ways, philanthropic gifts are investments in the future of a community. And Wooster Community Hospital is a worthy investment. Because a given gift here simply leaves a bigger footprint. Our philosophy of spending the money where the patients are, and our history of sound financial stewardship, mean each dollar simply has a greater direct impact on patient care and the people we care for.”

— Bill Sheron, President/CEO