

Orleans Community Health Vital Signs

Orleans Community Health has a helipad!



As reported by Tom Rivers of the Orleans Hub, OCH has added a helipad to facilitate the transport of patients requiring Mercy Flight. The helipad allows the ambulance to meet the helicopter. Previously, firefighters often carried stretchers through snow and the muddy field. The project was made possible by financial donations secured by the Medina Fire Department and the Orleans Community Health Foundation. Additionally Art Hill Excavation, Shelby Stone and Keeler Construction helped complete the project.

Photo by Tom Rivers, Orleans Hub. Pictured from left to right: Randy Neiswonger, COO/CNO, Dolores Horvath, Interim CEO, Ruth Bane, OCH Foundation, board member, Jill Bakeman, Foundation Executive Director, Jonathan Higgins, Medina Firefighter, Jennifer and Art Hill, Art Hill Excavation

Dates to remember:

28
~Thanksgiving

30 ~ WOW nominees due

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Treasure Island

Jill Bakeman, Executive Director of the Foundation reports that Treasure Island, held on November 2, 2013 was the most successful to date. 285 people attended and raised a total of \$54,000.00 which is \$3500.00 more than the previous year. These funds are used for hospital projects which include the upcoming Emergency Department waiting area renovation.

Regulatory Compliance at OCH

The Joint Commission— What’s next?

As many of you know, The Joint Commission was here in August. During their survey, the hospital, the division of home care and the nursing home received 42 findings requiring correction. Many corrections were plant corrections, changes required on medication policies, forms and medical staff bylaws. The corrections have been submitted to the Joint Commission. The surveyors will return in February 2014 to review the work we have done to correct the findings noted during the August survey. Thank you to all staff for your diligence!

Patient Satisfaction



Words with a positive Impact: “I can certainly help you”, I will gladly arrange that”, “Absolutely”, “I’m very sorry”, “How may I help you”, “Thank you for choosing our hospital”....

Communication is key to improving patient satisfaction. Please take a few moments to think about a recent conversation you had with one of our patients. Whether it was to answer a question, provide directions, or calm fears, the way we communicate to our patients has a huge impact on our patients’ perception of the hospital.

Welcome to our OCH Family!

Please welcome the following new additions to

OCH: Melanie Kozma, Pharmacy, Deb Thompkins, Pt/OT, Gail Andrews, LPN, RHCF, Shannon Brown, Nutrition Services, Trudy Decker, Community Partners, Paula Campanella RN, ER, Bill Bontempi,

LTHHCP, Tom Fanning, Security, Doreen Pilarski, Receiving, Tammy Bentley, LTHHCP, Cindy Newlands, Albion Clinic, Puaa Campanella, RN ED, Amanda Hyback, RN, PCU II, Heather FeFever, RHCF, Jen Burdick, Nutrition Services, John Rowland, Respiratory Therapy,

Tom Malachowski, LTHHCP, Karen Mikits RN Supervisor

Celebrations and Transitions

The following employees share anniversary dates of employment at OCH in the month of November:

Jennifer Belcher, RHCF, Tammy Bentley, LTHHCP, Ken Bixel, CIO, Krisitin Bloom, Purchasing, Dr. Boehlert, Albion Clinic, Jennifer Burdick, Aide Porter, Brenda Conrad, PTA, Sandy Cortwright, Environmental Tech, Laura Dellinger, CMR, Mary Dunham, Clinical Documentation, Karen Fosse, RN, PCU II, Amanda Hyback, RN, PCU II, Champagne Jackson CMR, Marty Jackson, LTHHCP Administrator, Wendy Jacobson, Risk Management and PI, Dr. Jamal Janania, Albion Clinic, Heather FeFever, RHCF, Amanda Luckman, Admissions, Jim Luckman, Facilities, Tom Malachowski, LTHHCP, Sue McQueen, Dialysis, Sheila McWethy, Dialysis, Elsie Myers, Environmental Services, Cindy Newlands, Albion Clinic, Anna Pittler, Environmental Services, Colleen Pitts, RHCF, David Rhim, Facilities, Linda Rogers RN, HR, John Rouland, Respiratory Therapy, Diane Seaman, RN, ICU, Amy Seefeldt, IT, Erin Sidari, Admissions/ Marketing, Samantha Skryp, PCU II, Jessica Tydelski, RN BHU, Erin Upton, BHU, George Way, LTHHCP, Brianna Wheeler, Aide Porter, Rhona Woody, Medical Imaging

Wowees included Paula Dresser in September for coming in to the OR on a busy night, & Minnie Clark in October for drawing blood on a RHCF resident.

Sadly, we said goodbye to Trish Martin, Nursing Educator and Katie Whipple, Director of CMR/Therapy Dept., but wish them well in their new endeavors!

WOW!!!!

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Very Good Care is.....

Providing our patients with the best possible experience here at Orleans Community Health. We do this by:

Providing timely treatment

Maintaining patient comfort

Ensuring we keep patients informed

Treating patients with courtesy and respect

**[http://
medinamemorial
.org](http://medinamemorial.org)**



Join us.....

Do you have an hour or so to donate your time to help another?

We are looking for a group of hospital employees to work together to offer our services to residents and organizations here in Orleans County. Examples are collecting toys for Toys for Tots, working in a Soup Kitchen, helping build a Habitat for Humanity House, participating in a Bottle Drive, scheduling a Community Clean up day, volunteering in a Literacy Program helping at a food pantry, or volunteering at an animal shelter. If you have other ideas or are interested, please contact Wendy Jacobson at x 8127.