

# 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 the winter of 2018. We welcome your comments at [tpoland@trinitytwincity.org](mailto:tpoland@trinitytwincity.org).

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## Our Emergency Team is Here to Serve You

When you or someone you love has a sudden severe illness or injury, our Trinity Hospital Twin City (THTC) Emergency Department (ED) team is here to help you 24 hours a day, 365 days a year. With our experienced and friendly healthcare team, comfortable and modern environment, and new technology, you can trust your emergency care to us.

We average more than 10,000 emergency visits each year, and we provide care for those with minor emergencies and those with life-threatening symptoms. In fact, during the first half of 2017, we saved the lives of 16 heart attack patients and six stroke patients. When you come to our ED, you will receive compassionate care from THTC's nursing professionals and Steel Valley Emergency Physicians. Drs. Roger Anderson, Bradley Quamme, and Erin Roskos staff our ED most often.

Our emergency doctors have the knowledge and experience to handle all your healthcare needs. Drs. Anderson and Quamme have more than 30 years of experience, and Dr. Roskos has more than 20 years of experience. They all have specialty training in emergency medicine, and they work well with our hospital's team of nurses and technicians to provide high quality care.

In addition to a terrific team of professionals, our emergency department was also recently renovated to create more comfortable and private spaces for patients. We've also added a new state-of-the-art cardiac (heart) monitoring system thanks to donations from the THTC Foundation, the THTC United Volunteer Auxiliary, and local supporters.

In an emergency, the most important goal is to get to the nearest hospital for quick treatment. We are thankful to be YOUR local hospital, and it's our privilege to serve you by providing care when you or your loved ones need it most.



*Pictured above are some of our friendly emergency department team members. Left to Right: Kay Butler, Dr. Roger Anderson, Elaine Seeds, and Emily Cole with Macenzie Brown in the front.*

## What Our Patients Are Saying:

(Quotations are taken from actual anonymous patient phone surveys conducted by an independent healthcare evaluating agency.)

**"I was treated extremely well by all the staff at the hospital during my emergency room visit. They took very good care of me."**

**"Dr. Anderson was a wonderful ER doctor. He took really good care of me and explained everything well. He's a wonderful, wonderful doctor."**

**"Dr. Quamme was awesome, and I love his bedside manner. My son was very comfortable, and I highly recommend Dr. Quamme. He's awesome. Thank you."**

**"The head nurse was very good. She was very informative and took pretty good care of me and kept me informed of everything."**

**"I want to thank the people who checked me in. They were very respectful, and they listened to me and were very caring."**



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)
- Otolaryngology (ENT Surgery)
- Pediatrics
- Podiatry
- Pulmonology (Lung)

### Sleep Medicine

- Diagnosis & treatment
- Sleep lab

### Surgical Services

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

### Therapy/Rehabilitation

- Physical therapy
- Swing Bed Program
- Transition Program

### Vibrant Living

### WorkCare

- Occupational health

### Wound Management

*and More!*

## LETTER FROM THE INTERIM LEADER

# A Time of Positive Change

August 2017

Dear Friend,



I hope you and your family are enjoying the summer. We here at Trinity Hospital Twin City (THTC) have been busy. In June, we wished Joe Mitchell, President of THTC, well and Godspeed as he embarked on a new journey as CEO at Acadia General Hospital in Crowley, Louisiana. He and his family made this decision so that they could be closer to family. We are thankful for the contributions Joe made over the last 5 years to make our organization a better place for our patients, community, employees, and providers.

In July, THTC took the final step (in a process that began in May 2011 when both hospitals were part of Sylvania Franciscan Health) to fully integrate with Trinity Health System (THS) of Steubenville by consolidating THTC's governance (board) structure with THS to become a wholly owned subsidiary of THS. Being part of a larger organization gives THTC strength and adaptability.

THTC has developed a good working relationship with THS over the last six years, we have identified many ways to work together that benefit both of our organizations. We have been able to integrate operations in the areas of human resources, quality and Joint Commission accreditation, leadership, and physician, clinical, financial and support services.

We want you, our loyal supporters, to know that you and your loved ones will continue to receive personalized, high quality care, and should not notice any significant changes in the care you receive at THTC.

**“We are successful because you continue to entrust us with your healthcare needs.”**

As Interim Leader of THTC, I want to assure you of Trinity Health System's commitment to our hospital. We have a strong local senior leadership team in Robin Brown, Senior Practice Administrator of Trinity Medical Group; Tiffany Poland, Director of Marketing, Outreach & Recruitment; Halli Sell, Controller; and me. We are fully engaged in running the day-to-day operations of the hospital.

THTC has experienced many transitions over the last several years and has emerged stronger and better with each change. Your support during these times of change has made a considerable difference. We are successful because you continue to entrust us with your healthcare needs. I want you to know that our dedication to delivering exceptional patient care to our community is not changing.

This month, the region will welcome a new Trinity Health System President & CEO in Matt Grimshaw. Matt recently served as the west region president of Catholic Health Initiative's St. Alexius Health System, Williston, ND, where he was responsible for four critical access hospitals and five clinic locations across western North Dakota. Matt has a proven record of leadership, a solid healthcare operations background and accomplishments in a variety of complex settings. I am confident that Matt's experience with critical access hospitals will be of great benefit to THTC. We are looking forward to the exciting months ahead.

Wishing you and yours a safe, happy, and fun-filled summer and start to the new school year!



**Matt Grimshaw**  
President & CEO  
of Trinity Health System

Warm Regards,

*Teresa A. Gagliardi*

Teresa Gagliardi, RN, MSN  
THTC Interim Leader & Chief Nursing Officer



## TMG Welcomes New Doctor & Nurse Practitioner

Trinity Medical Group (TMG), a physician practice that is owned and operated by THTC, recently welcomed Robin D. Kollman, MD, to its medical office in Suite 220 at 340 Oxford Street, Dover. TMG also welcomed Sarah Smith, FNP-BC, to its Newcomerstown office at 232 Cross Street and its Dennison office at 819 N. First Street.



**Robin D. Kollman, MD**

Dr. Kollman is a board certified family physician and is a Fellow of the American Academy of Family Practitioners (FAAFP). Dr. Kollman has more than thirty-three years of experience serving as a physician. He earned his medical degree at The Ohio State University College of Medicine. He completed his residency training at Aultman Hospital. Dr. Kollman resides at Macedonia with his wife. Together, they have four adult children and one grandchild.

Smith is a board certified family nurse practitioner with more than ten years of experience in the nursing field. She earned her bachelor of science in nursing from Case Western Reserve University and her master of science in nursing from Malone University. Sarah and her husband reside at Dover.

“We are happy to welcome Dr. Kollman and Sarah Smith to the Trinity Medical Group and the active medical staff at Trinity Hospital Twin City,” shared Tiffany Poland, THTC Director of Provider Recruitment. “Dr. Kollman and his family have a long history of providing care for the patients of our area, and we are pleased to welcome him back. Sarah has worked in the medical field since she was 16, and her dedication to caring for others will be an asset to our medical staff.”

Trinity Medical Group accepts most insurances. Dr. Kollman and Sarah Smith welcome new patients of all ages. To make an appointment, call 740-922-0000. For more information, visit [www.trinitytwincity.org/doctors](http://www.trinitytwincity.org/doctors).



**Sarah Smith, FNP-BC**



## Upcoming Events

### Now:

Reserve your space for our January Fit for Life health and wellness class sessions. The classes fill up very quickly. Call (740) 922-7450, ext. 2181 for more information or to reserve your spot today.

### Every Tuesday at 7 PM:

**Celebrate Recovery:** This Road to Freedom addiction support group is free to anyone struggling with an addiction and for family members and friends of those who have addictions. For more information, call (330) 275-2217. Meetings are held at THTC's second floor Trinity Medical Group reception area.

### Every Saturday at 8 PM:

**Every Saturday at 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](http://www.na.org).

### Second Friday of Every Month, from 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.

### Saturdays, October 14<sup>th</sup> and 28<sup>th</sup> from 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](http://www.trinitytwincity.org)

for a complete list of events.



**Here When You Need Us**

## **Trinity Medical Group Offers Same-Day Appointments at Dennison Office**

For your convenience, Trinity Medical Group recently began offering same-day appointments at its Dennison office, located on the second floor of THTC. If you find yourself or a loved one with a sudden illness or you just need to see a medical provider for a regular wellness visit or check-up, call (740) 922-0000 to schedule your same-day appointment.

## 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.

“Therefore humble yourselves under the mighty hand of God, that He may exalt you in due time, casting all your care upon Him, for

*He cares for you.”*

~ 1 Peter 5:6-7

Our core values...

*Reverence, Integrity,  
Compassion  
& Excellence*



## *A Summer Prayer*

by Reverend Herb Weber

O God, before we run out of summer, let me sit outside in the early morning, feeling the gentle breeze ushering in a new day.

Let me not complain about the heat but be appreciative of sunshine and barefoot walks in the backyard.

Let me notice the hummingbird that visits the day lilies and the killdeer that run through the neighboring field.

Let me eat outside as many meals as possible and let me play a little more corn hole and ladder ball.

Let me slow down and enjoy the wonders of creation reflected in nature and through the people around me.

And, most of all, God, let me remember to thank you more often for the daily blessings experienced during the summer months. Amen.

[Submitted by Sister Nancy Ferguson,  
Director of Mission Integration]



## THTC Celebrates its Heritage as Hospital Marks 105 Years this August

Trinity Hospital Twin City marks its 105<sup>th</sup> year of service to the community this August, and the hospital invites the community to come view the new heritage wall which was installed this past spring. The heritage wall display depicts the rich history of both the Sylvania Franciscans (who became the hospital's sponsor in May 2011) and Trinity Hospital Twin City, which was founded as Twin City Hospital in 1912. A company in the Toledo area, 2-Scale, designed and fabricated the display, which was created to have depth and dimension and not be merely a plaque on a wall. Working with Sister Nancy Surma, Vice President of Mission Integration for Sylvania Franciscan Health; the Trinity Hospital Twin City Marketing Department; and the archives from the Sisters of St. Francis of Sylvania, Ohio; images were selected and texts written for the wall.

The left side of the display tells the story of the Sisters of St. Francis and their involvement in health care and features a picture of the foundress, Mother M. Adelaide Sandusky, who established the religious community in Toledo in 1916. The story unfolds with the entry into health care ministry in 1918 and reviews the locations in seven states where the sisters sponsored hospitals and nursing homes.

The right side of the display presents a visual history of the hospital and includes several photos of early healthcare leaders. The wall also shows the affiliation between the Sisters of St. Francis and the hospital and reflects when the hospital became a part of Catholic Health Initiatives.

Several local families are depicted on the new display, and Trinity Hospital Twin City officials are asking for help from the community to share

information about the heritage wall with relatives of those families. Specifically, the families of the women who started the hospital in 1912; the families of the women who graduated from the Twin City Hospital nursing school in 1939; the family of James Menepace (who was born at the hospital in 1942); the families of Doctors Applin, Curtiss, Greenlee, Hammersley, Hines, Miller, Pilloff, Roche, Wilson, and Wolf; and the families of Sally and Sue Kuba.

"We hope the public will come to view our new historical display, and we would especially love to see and hear from family members of those whose pictures are on the heritage wall," shared Tiffany Poland, Trinity Hospital Twin City Director of Marketing. "We are so thankful to the Sylvania Franciscans for providing a way to showcase our shared history in such a meaningful manner."



*Left to Right: Father Ty Tomson of Immaculate Conception Church, Sister Nancy Ferguson, Joe Mitchell, Sister Nancy Surma, and Sister Dorothy Jayne Krupp celebrated after the blessing ceremony of the new heritage wall in April.*



### 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](http://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](http://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.



*“I have just three things to teach: simplicity, patience, compassion. These three are your greatest treasures.”*

*—Lao Tzu*

## Outpatient Services

You can use Trinity Hospital Twin City outpatient services even if your medical provider is from out of town. We have over 400 physicians and providers listed in our database, and we can easily send your lab, imaging, stress test, lung function, and other test results quickly to your medical provider, no matter where his/her office is located. Choose Trinity Hospital Twin City for all your healthcare needs.

## 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.

## SERVING OUR COMMUNITY

# Walk-In Lab Testing Available in Dover & Newcomerstown

If you appreciate the friendliness of our staff and the low waiting times for lab testing appointments, you will be happy to hear that walk-in lab testing services are available at our Trinity Medical Group Dover and Newcomerstown offices, and the hours at our Dover location have recently been expanded. Those who live and/or work in the Dover area can now access lab testing Monday-Thursdays from 9 am to 2 pm and Fridays from 9 am to noon at Trinity Medical Group's Dover office at 320 Oxford Street, Suite 220. Those who live and/or work in the Newcomerstown area can access lab testing on Thursdays between the hours of 9 am and 2 pm at Trinity Medical Group's Newcomerstown office at 232 Cross Street.



*Bonnie Basiletti works with a patient to conduct a blood test.*

To receive a lab test, 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. Certified lab testing services are provided by our experienced Trinity Hospital Twin City laboratory services department staff. Most insurances are accepted, as well as Medicare and Medicaid.

## WorkCare Occupational Health Services

## WorkCare Adds New Service for Local Employers

THTC's WorkCare Program now offers Certified Department of Transportation (DOT) Physicals. For more information about DOT physicals or our other comprehensive occupational health services, call (740) 922-7401. Our WorkCare offices are open Monday-Friday from 7 am to 3:30 pm.



## Great Shopping

## Available at THTC

Did you know that THTC's United Volunteer Auxiliary's gift shop offers an incredible selection of affordable gift items? Stop by to browse our selection of inspirational wall plaques, beautiful jewelry sets, decorative scarves, designer purses and handbags, candles, insulated drink tumblers and much more. All proceeds from coffee bar and gift shop purchases directly benefit the hospital, so you can find great gifts and help the hospital at the same time. For more information or to learn about how you can become a THTC volunteer, call (740) 922-7450, ext. 2181.

# Tips for Helping People with Chronic Conditions

By Lisa Swaney, RN,  
Patient Navigator



*Above: Sandy Walters, LPN, Patient Navigator, explains our chronic care management program to a patient.*



Do you or a loved one suffer from 2 or more chronic conditions such as cancer, diabetes, high blood pressure, high cholesterol, arthritis, heart disease, breathing disorders, and or chronic pain? If so, you are not alone. One in four Americans have two or more chronic conditions, which can make day-to-day living challenging at best and nearly impossible at worst. If you have a loved one with chronic conditions, there are ways to help.

- Provide them with love and understanding. While you can't take away their pain, just interacting with your loved one and letting them know you care can sometimes be just the "medicine" they need.
- Take time to learn about their chronic conditions. Learn the basics such as the symptoms and treatments and also read about the experiences of people who have similar conditions. Talk to your loved one to ask them about their experience in order to better understand what they are going through.
- Spend time with them, but give them space when they need it. Having chronic conditions can be incredibly lonely since activities are often limited by the symptoms of the conditions. Making sure our loved ones are not alone during their times of pain can be incredibly comforting. However, if they don't have energy to spend time with you, allow them to rest as well.
- Listen and accept them. Be available for your loved one to confide in about their feelings and worries. Just knowing someone cares enough to listen can be a big help.
- Be patient. When your loved one is in pain, they will be at the mercy of forces outside of their control and they may be emotionally needy, distant, angry, or sad. During these times, try to stay calm and keep a cool head, the tension will pass. It can be challenging to support your loved one in this way, but it's worth the effort.

In addition to the tips listed in this article, you can contact our Trinity Hospital Twin City Patient Navigator Team at (740) 922-0000 to learn how our healthcare professionals can help you and your loved ones navigate the healthcare system. We will help support you by offering educational tips, providing personalized care, assisting with medication management and much more.

With the goal of helping patients manage their illnesses and need less emergency care, our navigators help motivate patients toward goals to help them experience a better quality of life. Some of the specific ways we help our patients include the following:

- Serve as patient advocates (our primary job is to remove any barriers that patients encounter),
- Educate the patient and their family about their disease and treatment options,
- Offer emotional support,
- Link patients with community resources that may help them stay on track with treatment or improve their quality of life,
- Assist in communication with the doctors and act as a liaison,
- Offer aid in setting up appointments, getting rides to treatment, etc.,
- And explain insurance issues and help with paperwork.

This level of care coordination and support is especially useful to patients who face long-term illnesses or complicated treatment plans that include strict guidelines for managing their health. Patient navigators give the patients under their care a consistent point of connection (almost like a one-stop helper in managing their health) in a sometimes confusing healthcare environment.

# Do you need an experienced, caring physician?

Trinity Medical Group welcomes new patients and offers same-day appointments at the Dennison office!



Amy Bardall, CNP  
Family Medicine



Dr. Stuart Brown  
Family Medicine



Holly Gibbs, CNP  
Adult Medicine



Dr. Vimal Jayswal  
Pediatric Medicine



Dr. Robin Kollman  
Family Medicine



Dr. Jose Martinez  
General Medicine  
\* Limited Availability



Dr. Tim McKnight  
Family Medicine  
\* Limited Availability



Katelyn Obermiller, CNP  
Family Medicine



Dr. Wendy Redmond  
Family Medicine



Deborah Scott, CNP  
Family Medicine



Sarah Smith, CNP  
Family Medicine



Kaitlyn Gray, PA-C  
Family Medicine



Dr. Maurice Stutzman  
Family Medicine



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