

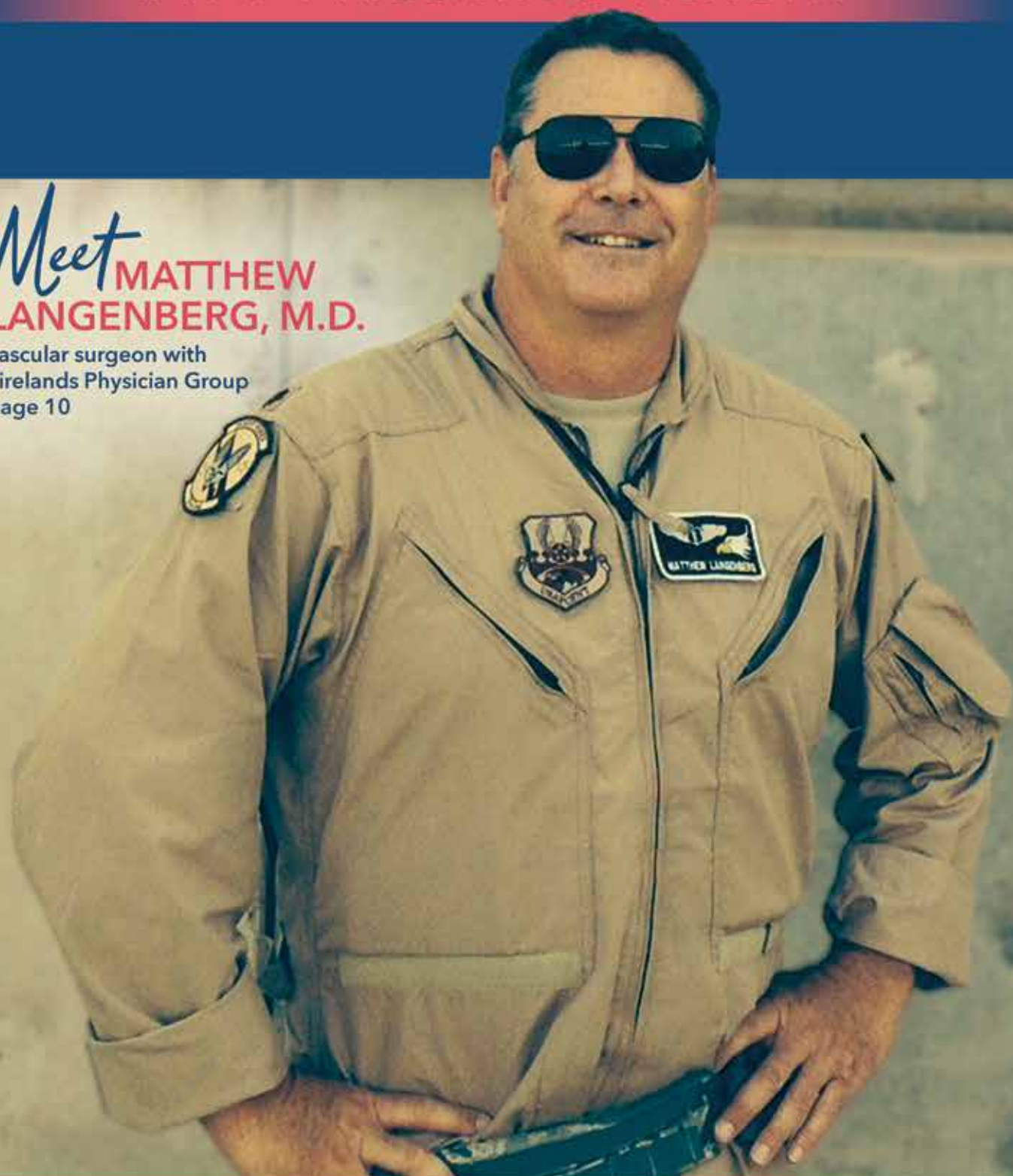
SUMMER
2023

Feel Better

WITH FIRELANDS HEALTH

Meet **MATTHEW
LANGENBERG, M.D.**

vascular surgeon with
Firelands Physician Group
page 10



A COMMUNITY Win

If you're like me, you're enjoying the warm weather and all the fun that's to be had during summer. I hope you've been able to make time and space for the things and people you enjoy.

When you walk through our doors, you can rest assured our focus is to make and keep you well. Firelands Regional Medical Center received a 2023 Outstanding Patient Experience Award from Healthgrades, placing us in the top 15% of hospitals nationwide for patient experience. I want to share a letter from a patient that attests to this worthy recognition.

Thank you for the wonderful treatment I received from everyone during my pre-surgical appointments and subsequent surgery today. All interactions were both professional and courteous.

Unfortunately, during my 69 years I've required previous surgeries and procedures at nine other institutions (including facilities in Cleveland), and without a doubt my experiences at Firelands were second to none. Every single person I came in contact with at Firelands was friendly, caring and willing to smile while performing their duties, which was most comforting to me.

Although, as I review this note, it reminds me of paid testimonials seen on social media sites, please know it is heartfelt, because you guys were all great.

May God bless you.

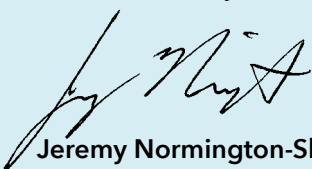
I receive more letters like this here at Firelands than at any other healthcare facility I've worked. Some of the articles in this edition of Feel Better explain why.

You'll meet Miranda, who has met the challenge and succeeded at getting her life back with the help of Donald Cundiff, M.D., and his team at the Center for Coordinated Care's Weight Management and Nutrition Clinic.

We share the extraordinary path to becoming a vascular surgeon taken by Matthew Langenberg, M.D., and his dedicated service to our country.

We've also recruited exceptional new specialists, including a neurosurgeon, a gastroenterologist and hepatologist, an internal medicine and a family medicine physician. You can learn more about them in this issue.

Firelands is the area's largest and most comprehensive resource for quality medical care, and we care about you, our community. As we round the celebrations of the Fourth of July, I wish you and your loved ones health and happiness.



Jeremy Normington-Slay
President and CEO
Firelands Health





Patient feedback is invaluable

When it comes to healthcare, we know people have choices as to where they receive care. The mission of Firelands Health is to provide patients with excellent healthcare during an inpatient hospital stay, a visit to Firelands Physician Group offices, or during service at outpatient locations. Patients and families know quality care when they experience it. A nurse's response time, a doctor's bedside manner, the knowledge and expertise of caregivers and support staff—all of these affect how people feel about the quality of their healthcare.

Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) and Press Ganey are leaders in offering surveys and helping healthcare organizations improve quality, safety, and patient care experience. HCAHPS surveys are the standard for inpatient satisfaction measurement for the Centers for Medicare & Medicaid Services, and are how we measure our success at Firelands Regional Medical Center. "We work with Press Ganey and the Centers for Medicare & Medicaid Services to compare how we've performed against our own benchmarks from past years and organizations that are close to our size," explained Amanda Cloud, patient experience lead at Firelands Health. "These benchmarks help to identify ways we can improve and measure ourselves against any changes we make to our processes to improve quality of care."

Patients are randomly selected

to take part in the survey process. If a patient is selected, they will receive a survey by text message, email, or regular mail shortly after their visit or hospital stay. Surveys are tailored to the patient's visit. For example, there is a section for surgery within the inpatient survey that is offered for individuals who had surgery during their inpatient stay. Survey vendors only receive information about how to contact patients and which service areas were accessed. No other personal information is shared; nor is any information related to the outcomes of a visit made known to the survey vendor.

Feedback collected from surveys allows healthcare organizations, like Firelands, to see what areas they are excelling in, while also exposing issues that need to be addressed. "Many patients tell us that they are offering the information so that other patients will have a better experience. It gives the patients a welcoming platform to offer observations and know they are contributing to the overall health of the community," stated Cloud.

Healthcare surveys are effective tools for improving care, but the tool is most effective when feedback addressing personal observations is received from as many patients and families as possible. If you receive a survey, consider taking a few minutes to fill it out. Patient feedback is invaluable to the improvement of processes and procedures in healthcare organizations.

Firelands Health receives suggestions and makes changes on an ongoing basis.

Two initiatives that have been implemented based on feedback received from surveys include:



Enactment of Quiet Hours

Research proves rest contributes to faster recovery and healing. One of the questions on the survey asks about the quietness of the hospital environment. When scores were continually low in this survey area, changes and modifications were made. A hospital-wide announcement is now made nightly to alert people that quiet hours have been initiated, patients' doors are closed at night upon request, ear plugs are made available to patients, and cabinets were updated with quieter closing mechanisms.



No-Pass Zone

The need for clinical staff to juggle multiple priorities often leads to delays in responses to patient call lights. To help alleviate this issue, Firelands implemented the "No-Pass Zone," a multidisciplinary team approach to responding to call lights. Staff is educated about the importance of responding to patient call lights, even if the patient is not assigned to them.

Community happenings



Night to Shine

Children's S.P.O.T. team members volunteered at the Tim Tebow Foundation's Night to Shine event at The Chapel.



Project Noelle

Nurses at Firelands Health helped create Easter baskets for area children in support of Project Noelle's Easter basket drive.



School Spirit

Our local sports teams did very well this past spring. Firelands hosted a spirit day where team members were encouraged to wear their school colors.



Healthcare award nominee

Kim Thomas, R.N. was nominated to Ohio Hospital Association's (OHA) Health Care Worker of the Year Award. Her nomination read, "Kim never hesitates to work in any area of the hospital that she is needed."

IMAD ASAAD, MD



Imad Asaad, M.D., recently joined the Firelands Physician Group gastroenterology practice. Dr. Asaad's medical interests include the evaluation and management of patients with chronic liver diseases including viral hepatitis, fatty liver disease, autoimmune hepatitis and metabolic liver diseases. Dr. Asaad earned his doctor of medicine at Aleppo University School of Medicine in Aleppo, Syria. He completed his internal medicine residency at Icahn School of Medicine at Mount Sinai Morningside and Mount Sinai West, New York, New York. He went on to complete his transplant hepatology fellowship at Rutgers New Jersey Medical School in Newark, New Jersey, and his gastroenterology fellowship at Case Western Reserve University, MetroHealth Medical Center in Cleveland, Ohio.

Dr. Asaad's office is located at 703 Tyler St., Ste. 151, Sandusky. To schedule an appointment with Dr. Asaad, call 419-627-0207.

BENJAMIN BALL, DO



Benjamin Ball, D.O., recently joined Firelands Physician Group. Dr. Ball earned his doctor of osteopathic medicine at Chicago College of Osteopathic Medicine in Chicago, Illinois. He completed his internal medicine residency at St. Vincent Hospital in Indianapolis, Indiana.

Dr. Ball is married to his high school sweetheart and has two adult children. He enjoys spending time with them and playing golf.

Dr. Ball sees patients at Ball Medical Clinic, 1255 W. Main St., Ste. A, in Bellevue. To schedule an appointment with Dr. Ball, call 419-483-7240.

DEBORAH BLADES, MD



Deborah Blades, M.D., recently joined the Firelands Physician Group neurosurgery practice. Dr. Blades' medical interests include treating disorders of the spine, including tumor, degenerative and traumatic injuries, as well as other disorders of the nervous system. Dr. Blades earned her doctor of medicine at Case Western Reserve University School of Medicine in Cleveland, Ohio. She completed her residency at University Hospitals in Cleveland, Ohio, and completed her spine fellowship at New York University School of Medicine in New York, New York.

Dr. Blades is passionate about music and enjoys spending time with her family outside of work.

Dr. Blades' office is located in Professional Center II at Firelands Regional Medical Center, 703 Tyler St., Ste. 350, Sandusky. Appointments are by referral only.

MARCIA BRAUN, MD



Marcia Braun, M.D., recently joined Firelands Physician Group. Dr. Braun earned her doctor of medicine at Wright State University School of Medicine in Dayton, Ohio. She completed her family medicine residency at the Toledo Hospital.

Dr. Braun's medical interests include preventative medicine and helping patients achieve their health goals.

Dr. Braun is involved with the music program at her church. She stays active with running and weightlifting.

Dr. Braun sees patients at Ball Medical Clinic, 1255 W. Main St., Ste. A, in Bellevue. To schedule an appointment with Dr. Braun, call 419-483-7240.

JESSICA SPRINGER, FNP-BC



Jessica Springer, FNP-BC, joined Firelands Physician Group as a nurse practitioner in neurosurgery. Jessica's medical interests include neurology, emergency, critical care and cardiothoracic. Jessica received her Bachelor of Science in nursing from Marian University in Indianapolis, Indiana. She completed her Master of Science in nursing at Maryville University in St. Louis, Missouri.

Jessica is active in sports, and enjoys boating, running and spending time with family.

Jessica sees patients at the Firelands Physician Group neurosurgery office, located at 703 Tyler St., Ste. 350, Sandusky. Appointments are by referral only.

Losing weight together



Miranda had always been overweight but never to the point where it affected her life. However, after being diagnosed with breast cancer in 2016 and gaining a lot of weight during her treatment, she realized that she needed to make a change. Her weight gain led to severe back pain that interfered with her daily life and work. Worried about the potential recurrence of cancer and wanting to be healthy for her three children and her demanding job, Miranda sought help from her oncologist, who recommended weight loss surgery.

Initially, Miranda was hesitant to consider gastric sleeve surgery. She was concerned about the potential risks and adverse side-effects her family member experienced after undergoing a similar procedure. Instead, Miranda's family doctor, Seth Ruggles, D.O., suggested she see Donald Cundiff, M.D., at the Weight Management and Nutrition Clinic at Firelands Center for Coordinated Care to help her lose weight without surgery.

Firelands Center for Coordinated Care's outpatient weight management clinic offers personalized nutrition and exercise plans, behavioral counseling and medical supervision. The medically-managed weight loss program is designed to guide individuals through the phases of weight loss while equipping them with the tools to maintain their healthiest weight. The program is comprehensive and individualized, understanding that each patient's goals differ.

Miranda started the program in February 2021 and works with Dr. Cundiff and registered dietitian, Andrea Traut, both board certified in weight management. Her regimen is a combination of healthy eating, exercise and medication. Initially, she was



nervous about giving herself shots, but with support from the weight management and nutrition clinic team, she quickly overcame her fear. Throughout her time in the program, Miranda faced different challenges, but she found comfort in the fact that the team was always there to help her find ways to work through them.

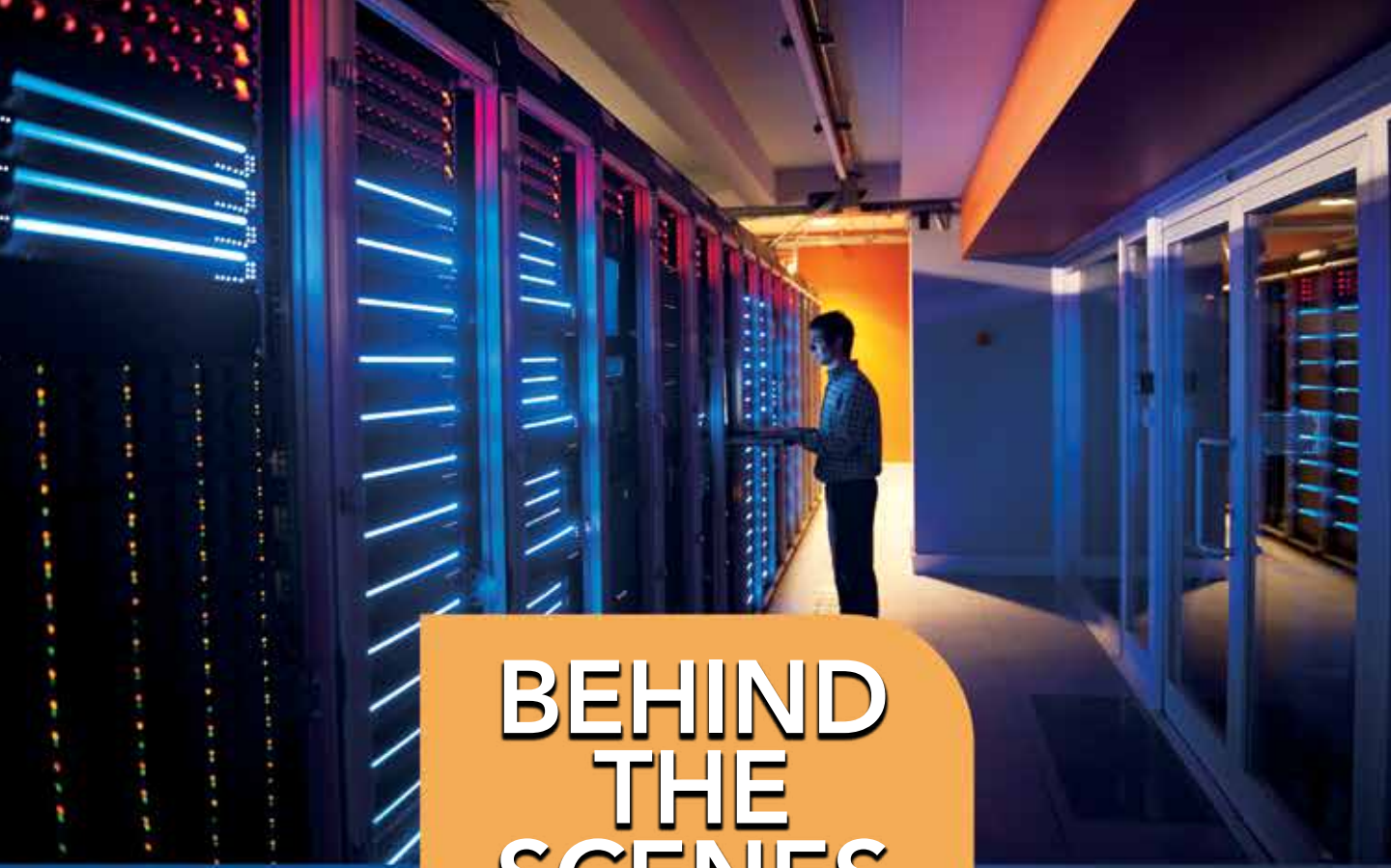
The program works for Miranda because it treats her weight as a medical issue rather than just a lack of willpower. The team understands that she is human and not perfect. They taught her how food works in her body, suggested how to pair foods by the nutrient group to stabilize blood sugar, and gradually eased her into the food part of the program. It isn't a restrictive diet but a sustainable way of life for her.

Miranda's success in the program is evident by her home scale, which is consistent with the one in Dr. Cundiff's office. She has lost 70 pounds. Miranda is still a patient in the program and continues to lose weight, just a

little slower than in the beginning. When asked what she loves about this journey, Miranda stated, "I love that they connected me with the exercise group at the hospital. Madison Rospert, M.Ed., clinical exercise physiologist, set up a specific plan for me. I did it at my local gym for a while, giving me the confidence and strength to try new things. Now I do cardio drumming classes twice a week. I could never have done this before losing weight. While I still have a ways to go, my quality of life has increased immensely. My back pain is gone. I can get up and down without pain and walk and stand for long periods, which I could not do before losing weight."

Obesity is a severe and chronic disease that affects a large percentage of the population in the United States. With rates continuing to climb, clinics like the weight management and nutrition clinic at Firelands offer essential resources for individuals seeking to improve their health and well-being. Miranda's story is a testament to the program's success and the team's dedication at Firelands Health to help individuals achieve their health and wellness goals.

For more information about the weight management and nutrition clinic at Firelands, visit firelands.com/weightmanagement or call 419-557-6550.



BEHIND THE SCENES

in healthcare

When you think of a hospital, the staff that comes to mind are those we see. Our interaction is with doctors, nurses, technicians, and persons who check us in for appointments and deliver meals to patient rooms. We don't see the 44 Information Technology (IT) department members working round-the-clock at Firelands Regional Medical Center.

Computers in hospitals are like any other industry - a must-have. Firelands has 1,600 desktop and laptop computers and an additional 900 computers in nursing areas and patient rooms. Delivering the computer technology services needed by over 2,000 Firelands employees daily requires organization and discipline. The IT team provides 24/7 year-round assistance over three daily shifts to troubleshoot computer issues and maintain the technology for the main hospital and all satellite locations. On average, the IT service desk takes 507 calls a week. There's much more to IT than updating software and taking calls from employees who can't sign on to their computers.

Each patient has an electronic medical record, accessible by providers, with their medical history at their fingertips. "We protect the health and information of every patient, every procedure, every test and treatment," said Sean Steffanni, senior director of Information Technology, Firelands Regional Medical Center. "We always remember that behind that information are people who trust Firelands with their healthcare

and privacy, and that is what makes us passionate about our jobs."

Firelands Regional Medical Center prioritizes firewalls against cyberattacks and data breaches. Some IT team members work security detail, constantly monitoring for attempts to break into the system. They continuously update and carry out best practices to ensure our data and computer systems are secure, reliable and highly available.

There are multiple areas of focus within the IT department. Staff members concentrate on assigned roles such as service delivery, data management, data storage, data analysis, telecommunication, data networking, report writing, virtualization, security, cloud computing and project management. Although technology is the main tool of IT, the primary focus is on delivering services to end-users or customers.

Not all areas of the hospital use the same software. For example, a software system is used specifically to follow the many facets of cancer care. The electronic medical records that follow each patient uses a different type of software, as does the system used for viewing and managing images like mammograms or MRIs. It's the role of the IT team to deliver and maintain the computer technology for these types of services. Firelands is constantly adapting to the changes in healthcare and technology.

Ah, the dog days of SUMMER



We pack a lot into the few months we have to soak in the warm weather and outdoor activities. Pool parties, campouts and picnics put us in kickback mode. Before you rest your eyes in the hammock, see how prepared you are for summer experiences.

1. Sunglasses are only for sunny days.

True
False

False. Ultraviolet (UV) rays can harm your eyes, as well as your skin, because they penetrate clouds. Wearing sunglasses that block 99 - 100% of UV rays can protect your eyes and lower the risk of cataracts.

2. Water-resistant sunscreen is a one-and-done daily application.

True
False

False. Sunscreen should be applied every two hours, especially after swimming or sweating. And no sunscreen is perfect, so wear sunglasses, wide-brimmed hats, or other protective clothing and seek shade whenever possible.

3. Sunscreen needs only to be applied after noon.

True
False

False. The sun's rays are strongest between 10 a.m. and 4 p.m. If your shadow is shorter than you are, seek shade.

4. It's best to wear white or neon-colored swimsuits.

True
False

So true. Vivid and contrasting colors instead of the color of the water are the best options for increasing the visibility of the swimmer.

5. Potato salad and coleslaw are ideal picnic food choices.

True
False

True, if they are kept cold. Warm outside temperatures can affect the safety of the foods you eat. Keep cold foods cold or iced, and keep hot foods hot.

6. Dehydration happens when you lose or use more fluid than you take in.

True
False

True, and it seems obvious, but hot summer days cause fluid loss through perspiration, while alcohol causes fluid loss through increased urination. If you're sweating a lot, staying hydrated is one of the best ways to support your body and help it cool off. Alcoholic, caffeinated and sugary drinks can further dehydrate your body.

7. You can use insect repellent with sunscreen.

True
False

True, but there is an order for application. Put sunscreen on first. Apply repellents on your clothes, not under them. To cover your face, spray the bug spray on your hands and rub it on, then wash your hands.

8. Even if you don't touch the animals, you should wash your hands when visiting petting zoos, fairs and festivals.

True
False

True. Touching pens, cages or where animals are housed is reason alone to wash your hands or those of the children with you. If the animal being admired eats out of the cup you're holding, you still need to wash your hands.



IS IT

URGENT?

"You see a little bit of everything in urgent care,"

notes Thomas Foraker, a nurse practitioner with family and emergency medicine certifications. He cares for patients at Firelands Urgent Care, and shares, "As a travel destination, our region is unique. When visitors need health care, they often end up in urgent care. It is interesting to meet and treat diverse people from all over the country, with a range of unusual injuries and circumstances."

Drawn to urgent care because of the variety of medicine, Tom says, "I get to practice a mix of procedures, which is often acute care of every age, from infants to folks in their 90s. It is why I completed additional training in emergency medicine, to be comfortable taking on more complex medical issues." Tom completed a two-year fellowship in emergency medicine at Mayo Clinic in Rochester, Minnesota. He trained alongside physicians in emergency medicine, which prepared him well for the unpredictable urgent care setting.

Tom wants people to know some basics about urgent care. He states, "We are happy to help anyone. Yet, it is a walk-in clinic, and sometimes there may be a wait. We may be caring for someone with higher medical complexities, which takes longer. Our team moves as safely and efficiently as possible." He also stresses the importance of carrying an up-to-date medication list.

The urgent care is well equipped, although with limitations. There are differences between an emergency room and an urgent care clinic. The clinic has X-ray technology, helping reveal things like broken bones or pneumonia. But if circumstances call for a CT or MRI, patients will need to go to an emergency room. The clinic can do some rapid testing for conditions like strep throat, flu, or urinary tract infections, but does not have a full lab and cannot do blood work.

People seek urgent care clinics for reasons like convenient hours; cost; or the inability to get an

immediate appointment with their primary care provider. Urgent care is for non-emergent illnesses and injuries and is often the middle ground between a primary care provider and the emergency room. It can be confusing whether to go to an emergency room or urgent care. Tom notes, "We want everyone to feel welcome to come to the clinic. But when you're not sure what to do, if you're experiencing symptoms such as chest pain, take the safe approach and go to the emergency room." Sometimes life happens fast. People can face a potential healthcare crisis, are scared and want to get to the nearest place for help. If a patient's condition is critical, the urgent care staff works to stabilize and transfer the patient to an emergency room.

Typically, a laceration can be stitched, a fish hook can be removed, an ear or respiratory infection can be treated, enabling people to return to their lives quickly. Patients should inform their primary care provider (PCP) of an urgent care visit and, if needed, follow up with their PCP.

Trends show urgent cares are increasingly owned by corporate entities and owned less by hospitals. At Firelands urgent care clinics, patients benefit from having the entire Firelands Health system behind them. Also, Firelands electronic medical records (EMR) are integrated throughout the organization, including urgent care, providing more continuity of care.

Tom considers it a privilege to have a job where he can make a positive difference in others' lives. He shares, "It is a great feeling knowing I can help someone having a really bad day feel a lot better quickly."

Firelands operates two urgent care clinics, both open seven days a week. The Sandusky location is at 5420 Milan Road, in front of Walmart. The Clyde location is at 1470 W. McPherson Highway, and is a joint venture with The Bellevue Hospital. In 2022, these two clinics handled 16,600 patient visits.

Visit firelands.com/urgentcare for further information.

SERVING FAMILY, PATIENTS AND COUNTRY

A glimpse into the patriotic life of service with Matthew Langenberg, M.D.

"Life, liberty and the pursuit of happiness," is the essence of the American dream. One can see echoes of that dream by looking into the life experience of Matthew Langenberg, M.D., vascular surgeon. As we near the celebration of our country's Independence Day, we spoke with Dr. Langenberg about his journey of becoming a physician, Air Force Chief of Aerospace Medicine (Flight Surgeon), and family man.

Reflecting on his time as a young Boy Scout, he recalls one formative moment that propelled him toward a path to become a vascular surgeon. "We were headed to James Bay in Canada," explains Dr. Langenberg. "At one point there were no roads, and we were on a train to the middle of nowhere. We even saw teepees along the way."

Dr. Langenberg recalls meeting a native who got his finger stuck in a door, making for a graphic scene. "We used our Boy Scout first aid materials and training to wrap his finger." In a remote environment, Dr. Langenberg and his fellow Boy Scouts applied direct pressure, elevated it and controlled the bleeding, possibly saving a life. "Seeing his reaction after we helped him really resonated with me." That was the first time he realized that this could be a career path.

Amid his interests, Dr. Langenberg enjoyed science and math growing up. "My dad was an industrial engineer at General Motors Company." At first, engineering seemed like a natural path to follow, but he quickly realized that being an engineer wasn't for him. "When I was at Michigan State University, focusing on physiology, I realized I enjoyed helping people." Dr. Langenberg got the best of both worlds as physiology and engineering have similarities in that they both aim to solve technical problems. "I use engineering problem-solving methods in my work with my patients every day. The human body



is complex, and understanding how it works lets me apply my problem-solving skills to help my patients."

Dr. Langenberg had a vibrant academic career. As an undergrad at Michigan State, he studied abroad at the University of Seville, Spain. While there, Dr. Langenberg had the opportunity to work at the World's Fair in Seville and the Summer Olympic Games in Barcelona, two world renowned events that exposed him to culture outside of the United States. "This was such a memorable time in my life," explained Dr. Langenberg.

After his time in Spain, Dr. Langenberg studied at the University of Paris - the Sorbonne. He recounts one of his favorite anecdotes when interviewing for the program. "The program instructor didn't speak English and I didn't speak French, so we had a problem. Fortunately, we both spoke Spanish, so we conducted the interview in our second language." As if Spain and France weren't enough, Dr. Langenberg also spent his third year of medical school in London, England. "Being overseas and becoming a minority in another culture really helps round your perspective, and appreciate your own situation," explains



Dr. Langenberg. "I truly loved it." He graduated undergrad with a double major in human physiology and in Spanish.

Following undergrad, Dr. Langenberg earned his Master of Science and a doctor of medicine from the American University of the Caribbean School of Medicine in St. Maarten, Dutch West Indies. He went on to complete his general surgery internship and residency at Northside Medical Center in Youngstown, Ohio. While in surgical residency, he joined the Air Force Reserves. "It's basically a ticket to everywhere. I am trained as an Air Force occupational medicine specialist for aviators, so I went through all the necessary training to fly." Dr. Langenberg earned his wings while an attending vascular surgeon, and since then, has been deployed to Afghanistan and Iraq, and has 82 recorded Combat Hours between his time in the Air Force and Air National Guard. "I've been in the Air Force for 22 years now. My dad was in the Air Force. My grandfather was Army Air Corps and flew fighter planes (P-40) during World War II in the Pacific. I'm very proud of my country." Dr. Langenberg is a member of the 180th Fighter Wing.

He went on to complete his vascular surgery fellowship at the University of Kentucky (Chandler Medical Center) in Lexington, Kentucky. It wasn't until his first job in practice as a vascular surgeon,

living in Youngstown, that he met his wife, Stefanie. Dr. Langenberg and his wife have four children, two boys and two girls. They enjoy downhill skiing, fishing, motocross, ice hockey, camping, and if you haven't picked up on this already, they love to travel. "I give a lot of credit to my wife. Being a surgeon comes with its expectations. The balance is key in all parts of life. You've got to have personal time, family time, God time, friend time, and you've got to have work time. It's a big juggling act, no doubt, but I am so thankful for my wife's support." As a nurse anesthetist, she inherently understands the job requirements of being a vascular surgeon.

A vascular surgeon has to have a full understanding of the human body and how it works, especially blood flow. "My job is simple. If you have a wound on your foot due to lack of blood supply, my job is to get more blood down there. If I don't, someone may lose a leg." In his practice with Jeffrey Buehrer, M.D., vascular surgeon, they treat peripheral arterial disease (PAD), leg pain or swelling caused by poor circulation, varicose veins, chronic venous insufficiencies, deep vein thrombosis, carotid artery disease and aneurysms.

Learn more about Dr. Langenberg and the Firelands Physician Group vascular office at firelands.com/vascular.





HIRING NOW

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- **LPNs**
- **Patient care technicians**
- **Medical technologist**
- **General accountant**
- **Security officers**
- **Environmental services attendants (*housekeeping*)**
- **Counselor/therapist/social workers**
- **Dietary - cook, server, food service aides**

As a member of our team, you'll enjoy a competitive pay and benefits package, a healthy work-life balance, amazing co-workers, retention bonus for certain positions and the opportunity to further your education with our loan/tuition reduction program.

Visit firelands.com/careers to apply or for more information.



Jane E. Arnold



Patricia S. Martin



Robert M. Moore

LONG-STANDING FIRELANDS EXECUTIVES RETIRE

Three long-standing executives, who have significantly impacted Firelands Health, recently retired from the health system. "These individuals have poured themselves into their work," said Chairman of Firelands Board of Directors Roger Gundlach. "Firelands as we know it today would not be the same place without the influence of these great people. Our community is stronger because of them." Jane E. Arnold, Patricia S. Martin and Robert M. Moore retired from Firelands Health with over 90 years of accumulated years of service, having served in finance, nursing, quality and patient satisfaction, and legal services, respectively.

Jane E. Arnold. Jane joined Firelands in 2005 as the assistant vice president of revenue cycle. In 2015, she was promoted to vice president of revenue cycle, which was the position she held until her retirement. Jane has a wealth of knowledge and understanding of the healthcare environment and is well-versed in many regulations affecting Firelands. She can communicate how the revenue cycle impacts all levels of the hospital operations, devoting time to listening, mentoring and building a unified revenue cycle culture across the health system.

Patricia "Patty" S. Martin. Patty was hired as an RN at Memorial Hospital in 1978. Over the years, she held multiple positions, including coordinator of special projects, director of physician network development and area director of quality and patient satisfaction. In 2008, Patty

was promoted to vice president of quality and patient satisfaction, which she held until her retirement. Patty is highly respected for her ability to actively listen and understand all perspectives while offering ideas and solutions considering all standpoints. She has earned the respect of her colleagues and the medical staff for her knowledge and experience in quality and patient satisfaction.

Robert "Rob" M. Moore. Rob has been associated with Firelands for more than 30 years. Prior to his employment with Firelands, he served as outside counsel and was hired as the vice president of legal services in 2005. He continued in that role until 2019 when he was promoted to executive vice president and general counsel. Rob is known as a leader, mentor and friend. His calm and professional demeanor led to his accomplishments, including facilitating local hospital mergers, multiple surgery center transitions, development of the Firelands Physician Group and serving as the vice president of Firelands Physician Group.

"Some folks thrive in the spotlight. I can say after working with these three for a few years, each of them preferred to humbly serve behind the scenes," said Firelands' CEO Jeremy Normington-Slay. "They came to Firelands every day with one mission: to serve our patients and community. They were leading examples of hard work and dedication."



THE FOUNDATION FOR
FIRELANDS

will host the **13th annual**

Sunday, August 20



Back in 2016, the Caddyshack Open golf outing evolved into a two-day event with the addition of Comedy Night, which is now **The Best Summer Bash**, held the night before the golf tournament.

Laughter is great medicine and also great fun. Join us for the event that puts the FUN in fundraiser. The Foundation for Firelands Best Summer Bash is Sunday, Aug. 20, at 5 p.m. at Kalahari Resort. 2023 Mainstage Sponsors for this event include Janotta & Herner, Dan and Laura Keller, Mathews Ford, and Tusing Builders & Roofing Services.

This casual, hilarious evening with community donors brings hope and healing to Firelands Health patients. You can support the life-altering diagnoses when patients need help most, proving that laughter is the BEST medicine and the BEST way to make a difference in the lives of your family and friends.

Nationally renowned comedian and sports broadcaster Jason Lawhead is the master of ceremonies and auctioneer. Heading up the comedy show are comedians Ryan Dalton and Zoltan Kaszas. Dance the night away to a live DJ, enjoy the food stations, and support patient care at Firelands through the silent and live auctions. Visit foundationforfirelands.com/foundation/events to purchase tickets online.

NEW



"Caddyshack" Open fundraising events

Monday, August 21



On Monday, Aug. 21, the "Caddyshack" Open will tee off its 13th annual golf event with a full field of golfers wearing their zaniest golf attire. 2023 Bushwood Champ Sponsors include Janotta & Herner, Dan and Laura Keller, KeyBank, Mathews Ford, Amy Reese, M.D. and Norleena Poynter, M.D., and Tusing Builders & Roofing Services. Throughout the past 12 years, this event has raised more than \$1.6 million to benefit patients battling cancer through The Foundation for Firelands Cancer Program Fund. This fund provides services including, but not limited to, transportation assistance, medication assistance, home oxygen, the post-mastectomy camisole program, complimentary therapies including stress-relieving massage therapy, Reiki therapy and acupuncture, grocery gift cards, help with utilities and housing assistance.

"So many corporations and individuals have gotten behind these events to make them successful," states Jody Mast, development officer for The Foundation for Firelands. "The list of contributors is long and includes the sponsors who underwrite the events, donors of auction items, those who bid on items or purchase raffle tickets and the donors who attend the Best Summer Bash and the "Caddyshack" Open. Equally important are the planning committee members and volunteers who donate their time to help. It is the culmination of everyone together, which significantly enhances our community's health beyond calculation."

Janotta & Herner

New this year is a street-legal 2023 LSV Tomberlin golf cart raffle. Thanks to a gift from Janotta & Herner, The Foundation for Firelands is raffling a one-in-500 chance to win this four-seater, street-legal golf cart equipped with the following:

- Four passenger capacity
- 48-volt power system (six 8-volt batteries)
- Backup camera
- Glove boxes, rear locking storage trunk
- 3-point seat belts
- 4-wheel hydraulic brakes with front disk and rear drum
- Smart park electric parking brake
- High/low beam LED headlights
- Turn signals with horn
- DOT-approved AS1 glass windshield
- Backlit side mirrors with indicators, rear view mirror, interior dome light
- Digital speedometer with odometer
- LED tail/brake lights, emergency flashers, roof-mounted brake light
- Unique key set
- E-coated and painted tubular steel frame
- Frame-mounted tubular steel canopy supports
- Injection-molded high impact ABS body and roof
- 10" radial tires/wheels
- Sound and light bar
- Optional golf bag holder to use on golf course

Tickets are \$100 each and may be purchased online at foundationforfirelands.com/foundation/events or by calling 419-557-7153.

WOMEN & CHILDREN

BABYSITTING COURSE

Children 11 years of age and older will learn important safety information and responsibility guidelines when caring for younger children.

Firelands South Campus

1912 Hayes Avenue, Sandusky

Cost: \$75

8:30 a.m. - 4 p.m.

• **Saturday, November 11**

Visit firelands.com/classes-events or call 419-557-7292 to register.



BREASTFEEDING BASICS

Teaches new parents the benefits of breastfeeding and how to successfully breastfeed their baby.

University Hospitals Seidman Cancer Center at Firelands

701 Tyler Street, Sandusky

Cost: \$10

9:30 - 11:30 a.m.

• **Saturday, July 15**

• **Saturday, September 16**

• **Saturday, October 7**

• **Saturday, November 18**

Visit firelands.com/classes-events or call 419-557-7292 to register.

BREASTFEEDING MOM-BABY GROUP

Drop in to our free, weekly mom-baby group. This is a time to talk and relax with other moms. It also provides an opportunity to talk with one of our lactation consultants, who will be available to help with any questions you may have and weigh your baby.

Firelands Main Campus

1111 Hayes Avenue, Sandusky

Cost: FREE

11:30 a.m. - 12:30 p.m.

• **Every Thursday**

Visit firelands.com or call 419-557-7596 for more information.

CHILDBIRTH EDUCATION

Prepares new parents for childbirth and caring for their new baby.

Firelands South Campus

1912 Hayes Avenue, Sandusky

Cost: \$35

6 - 8:30 p.m.

• **Wednesdays**

August 2, 9, 16, 23

• **Wednesdays**

September 6, 13, 20, 27

• **Wednesdays**

October 4, 11, 18, 25

• **Tuesdays**

November 7, 14, 21, 28

6 - 9 p.m. and 9 a.m. - 4 p.m.

• **Friday and Saturday**

July 21 - 22

• **Friday and Saturday**

December 1 - 2

Visit firelands.com/classes-events or call 419-557-7292 to register.

CHILDBIRTH REFRESHER

Anyone who has previously taken a full childbirth education course may repeat the course for \$10. Although welcome to attend an entire course, parents can limit their attendance to select classes of the course, which will provide information the parents may wish to review.

Cost: \$10

Friday and Saturday Course: Attend Saturday only, 9 a.m. - 3 p.m.

Weekday Course:

Attend 2nd and 3rd night of the 4-class course

Visit firelands.com/classes-events or call 419-557-7292 to register.

HAPPIEST BABY ON THE BLOCK

Parents will learn a step-by-step approach to soothe the fussiest baby. Based on the techniques of world-renowned pediatrician Dr. Harvey Karp.

Firelands South Campus

1912 Hayes Avenue, Sandusky

Cost: FREE

12:30 - 2:30 p.m.

- **Tuesday, September 12**
- **Wednesday, October 11**
- **Wednesday, December 6**

6 - 8 p.m.

- **Tuesday, August 1**
- **Wednesday, November 8**

Visit firelands.com/classes-events or call 419-557-7292 to register.

SIBLING COURSE

This course prepares children for the upcoming birth of their sibling by helping them feel comfortable with the hospital setting and the visiting routine after birth.

Firelands Main Campus

1111 Hayes Avenue, Sandusky

Cost: \$10 per family

10 - 11:30 a.m.

- **Saturday, October 21**

Visit firelands.com/classes-events or call 419-557-7292 to register.

STORK EXPRESS

Program designed to give pregnant women the opportunity to start on paperwork that is required during their hospital stay. For any mom-to-be that is at least 34 weeks into her pregnancy.

Firelands Main Campus

1111 Hayes Avenue, Sandusky

Cost: FREE

9 - 11 a.m.

- **Saturday, July 8**
- **Saturday, August 12**
- **Saturday, September 9**
- **Saturday, October 14**
- **Saturday, November 11**
- **Saturday, December 9**

Visit firelands.com/classes-events or call 419-557-6515 to register.



PEDIATRIC SPECIALTY CLINICS

Monthly specialty clinics for children, staffed by board-certified pediatric specialists.

Firelands Main Campus

1111 Hayes Avenue, Sandusky

Pediatric Cardiology Clinic

Claudine Whitfield, MD

Toledo ProMedica Hospital

Pediatric Cardiology Specialist

Call 419-557-7840 for an appointment.

Firelands Sandusky Healthcare Center

2520 Columbus Avenue, Sandusky

Pediatric Gastroenterology Clinic

Denise Young, MD

Sharon Perry, NP

Rainbow Babies & Children's Hospital

Pediatric Gastroenterology Specialist

Call 1-800-377-3117 for an appointment.

Pediatric Neurology Clinic

Max Wiznitzer, MD

Kathy Maxwell, NP

Jennifer Waldron, MD

Rainbow Babies & Children's Hospital

Pediatric Neurology Specialist

Call 1-800-377-3117 for an appointment.

Pediatric Orthopedic Clinic

Christine Hardesty, MD

Michael Glotzbecker, MD

Rainbow Babies & Children's Hospital

Pediatric Orthopedic Specialist

Call 1-800-377-3117 for an appointment.

Pediatric Pulmonology Clinic

Amy DiMarino, DO

Rainbow Babies & Children's Hospital

Pediatric Pulmonology Specialist

Call 1-800-377-3117 for an appointment.

For general information, contact Cortney Isbell at 419-557-6767.



SCREENINGS

FREE BREAST HEALTH SCREENING

For the uninsured or underinsured. Screening will include a clinical breast exam, education on prevention and early detection, and screening mammogram if indicated.

Firelands Center for Breast Care

703 Tyler Street, Suite 152, Sandusky

9 a.m. - noon

• **Saturday, October 14**

Call 419-557-5205 to register.

HEALTH AND WELLNESS LAB SCREENINGS

Various screenings offered to community members for a low-cost fee. Cash, check or credit card accepted.

Costs:

Complete Blood Count with Metabolic and Lipid Panel - \$45

(No eating or drinking for 12 hours - water allowed)

Hemoglobin A1C - \$25

PSA - \$30

Vitamin D - \$35

TSH - \$25

Firelands Sandusky Healthcare Center

2520 Columbus Avenue, Sandusky

7 - 9:30 a.m., appointments required

• **Saturday, August 19**

• **Saturday, September 16**

• **Saturday, October 7**

• **Saturday, November 4**

• **Saturday, December 2**

Must pre-register for all lab work.

Call 419-557-7840 to register.

COMMUNITY EVENTS & PRESENTATIONS

LUNCHEON CLUB

Sandusky Yacht Club

529 E. Water Street, Sandusky

Buffet Lunch:

Cost: \$18/person

11 a.m. - 12:30 p.m.

Presentation: 12:30 p.m.

(Includes tax/tip, cash or check only)

Wednesday, July 26

Food Myths or Facts

Speaker: Amanda Garman, MS, RDN, LD, Registered Dietitian at Firelands Health
There are a lot of food fads and old wives' tales that misconstrue facts with myths. Like, does grapefruit or vinegar burn fat; or is margarine really one molecule away from being plastic? Find out the real answers in a fun discussion on the truths and myths about food.

Wednesday, August 23

Emergency Department... To Go, or Not to Go

Speaker: Scott Campbell, MD, Firelands Health Chief Medical Officer

Nearly one in four Americans will visit an emergency room this year. Sometimes it's obvious that a situation is an emergency, other times it's not. Will it pass, or should you call your physician, visit an urgent care, or go directly to an emergency room? In the

heat of the moment, how do you know what to do? Scott Campbell, M.D., who has had a long career on the front lines of the emergency department, will provide guidance to help make these unforeseen decisions.

Wednesday, September 27

De"liver"ance

Speaker: Cameron Ditty, MD, Gastroenterologist

Did you know one in three adults has fatty liver disease, known as silent liver disease? Initially, the disease often has no symptoms, but left untreated it can cause cirrhosis or increase the risk for other health problems. Most diagnoses are non-alcohol related, but it is a lifestyle-driven disease you can control. Dr. Ditty will explain how the liver is crucial to the digestive system, and how damage to the liver can affect overall digestive health.

Early reservations are recommended and can be made by calling 419-557-7840 or visiting firelands.com/luncheonclub

SAVE YOUR PUMPKINS 5K RUN/WALK

Saturday, October 7

Hosted by the North Coast Healthcare Collaborative (The Bellevue Hospital, Firelands Health, Fisher-Titus Medical Center, Magruder Hospital)

All proceeds will benefit foundations at each of the North Coast Healthcare Collaborative health systems. Funds will be used for patient support, equipment, and research to prevent, diagnose and cure breast cancer. Donations are also encouraged from friends and family who will not be participating in the race.

Race Details

When: Saturday, October 7, race begins at 9 a.m.

Where: Battery Park, 701 E. Water Street, Sandusky

Cost: Pre-registration: \$20 (register by September 15 to receive a free t-shirt);

Day-of-registration: \$25

To register: visit firelands.com/saveyourpumpkins

For more information on upcoming events, go to firelands.com/classes-events. To subscribe to the 55+ Club e-newsletter, visit firelands.com/55club or call 419-557-7722.

EDUCATION



BASIC LIFE SUPPORT (BLS)

This course provides information for healthcare providers who currently do not have certification.

Firelands South Campus
1912 Hayes Avenue, Sandusky
Cost: \$55, includes textbook
8 - 11 a.m.

- Tuesday, July 11
- Wednesday, July 19
- Thursday, July 27
- Tuesday, August 1
- Tuesday, August 22
- Thursday, August 31
- Wednesday, September 6
- Wednesday, September 27
- Tuesday, October 10
- Thursday, October 19
- Wednesday, November 1
- Thursday, November 30
- Tuesday, December 5
- Wednesday, December 20

1 - 4 p.m.

- Monday, August 14
- Tuesday, September 5
- Thursday, September 21
- Tuesday, October 10
- Tuesday, October 24
- Monday, November 13
- Monday, December 18

Visit firelands.com/classes-events or call 419-557-6740 to register.

CPR FOR FAMILY & FRIENDS

Designed to prepare people to provide CPR in a safe, timely and effective manner to adults, children and infants. This program is intended for people with no medical training who want to learn more about CPR, AED use and obstructed airway.

Firelands South Campus
1912 Hayes Avenue, Sandusky
Cost: \$10

9 a.m. - noon

- Saturday, August 19
- Saturday, November 4

Visit firelands.com/classes-events or call 419-557-6740 to register.

HEARTSAVER CPR/AED WITH FIRST AID

This full provider course covers adult, child and infant CPR, plus AED usage, and also obstructed airway.

Firelands South Campus
1912 Hayes Avenue, Sandusky
Cost: May take each class separately for \$55, or as a combo for \$100; price includes textbook.

8 a.m. - noon

- Wednesday, July 12
- Wednesday, August 16
- Wednesday, September 13
- Wednesday, October 11
- Wednesday, November 15
- Wednesday, December 13

Visit firelands.com/classes-events or call 419-557-6740 to register.

MEDICAL TERMINOLOGY

This course discusses the basic knowledge of the language of medicine and explains how complex medical terms are formed. No previous knowledge of medical terminology is required.

Firelands South Campus
1912 Hayes Avenue, Sandusky
Cost: \$150, includes materials
5 - 7 p.m.

- Mondays and Wednesdays, October 23-November 20

Visit firelands.com/classes-events or call 419-557-6740 to register.

STOP THE BLEED

Designed to teach bystanders the importance of quickly stopping blood loss in the event of an emergency.

Firelands South Campus
1912 Hayes Avenue, Sandusky
Cost: \$15, optional supplies will be offered for purchase during class.

1 - 2 p.m.

- Wednesday, July 12
- Wednesday, October 11

Call 419-557-7523 to register.

AMERICAN RED CROSS BLOOD DRIVES

Appointments are required. Schedule online at redcrossblood.org, or call 1-800-RED-CROSS

Firelands South Campus
1912 Hayes Avenue, Sandusky
11 a.m. - 5 p.m.

- Friday, July 14
- Friday, July 28
- Friday, August 11
- Friday, August 25
- Friday, September 8
- Friday, September 29
- Friday, October 13
- Friday, October 27
- Friday, November 10
- Friday, November 24
- Friday, December 8
- Friday, December 29



AUXILIARY/GIFT SHOP SALES and EVENTS

Watch for more information regarding upcoming sales and events.



Apricot glazed chicken with potatoes and asparagus

PREP TIME: 15 MIN
TOTAL TIME: 45 MIN
SERVINGS: 4
SERVING SIZE: 3 OZ OF CHICKEN WITH ¼ CUP VEGETABLES

Ingredients:

- 1 ¾ pounds bone-in chicken thighs, skin removed, fat trimmed
- ¾ teaspoon salt, divided
- ¼ teaspoon ground pepper
- 12 ounces baby potatoes, halved
- 4 teaspoons extra virgin olive oil, divided
- ¼ cup apricot jam
- 2 teaspoons mustard seeds, toasted
- 1 teaspoon minced, peeled, fresh ginger
- 1 teaspoon curry powder
- 1 pound asparagus, trimmed
- ½ cup chopped, fresh cilantro, if desired
- lime wedges for serving, if desired

Directions:

1. Preheat oven to 450°F. Arrange chicken on a large-rimmed baking sheet. Sprinkle with ¼ teaspoon salt and pepper. Toss potatoes with 2 teaspoons of olive oil and ¼ teaspoon salt in a medium bowl. Spread potatoes on baking sheet around the chicken. Roast for 15 minutes.
2. In a medium bowl, toss asparagus with the remaining 2 teaspoons of olive oil and ¼ teaspoon salt. Set aside.
3. Meanwhile, combine apricot jam, mustard seeds, ginger and curry powder in a small bowl.
4. After the first 15 minutes of roasting, stir the potatoes and add the asparagus to the baking sheet in a single layer. Top the chicken with the jam mixture. Continue roasting, approximately 15 to 18 minutes more or until the vegetables are tender and a thermometer inserted into the thickest part of the chicken, without touching bone, registers 165°F.
5. Serve immediately. If desired, sprinkle the chicken and vegetables with cilantro and serve with a lime wedge.



NUTRITION INFORMATION PER SERVING

Calories	330 calories
Protein	25 grams
Total fat	14 grams
Saturated fat	3 grams
Monounsaturated fat	7 grams
Cholesterol	110 milligrams
Carbohydrate	29 grams
Fiber	4 grams
Sodium	750 milligrams
Potassium	920 milligrams
Phosphorus	280 milligrams

Nutrition Information compiled from the USDA's Food Data Central for standard reference, accessed 2/1/23.