MEMORIAL HEALTH CARE SYSTEM

TOUCH in

JULY ▪ AUGUST 2009

inTouch with Sandusky County and Neighboring Communities

Memorial Introduces the Measurements Team

We can only improve what we measure—and that includes patient satisfaction. Analyzing patient satisfaction data allows the health care system to clearly identify its strengths as well as weaknesses. By knowing what's working—as well as what's not working—the organization can take action to make improvements. And by sharing and interpreting the results of patient satisfaction surveys, the team can help hold people accountable for improvement, and recognize people for achieving their goals. The team can clearly illustrate that patient satisfaction is the responsibility and opportunity of everyone in the organization.

MEMORIAL HOSPITAL
MEMORIAL HEALTH CARE SYSTEM

715 South Taft Avenue
Fremont, Ohio 43420
Phone 419.332.7321
memorialhcs.org

In the beginning...

Memorial Hospital was once a dream which became a reality in 1918 when Mrs. Mary Miller Hayes generously donated land and $50,000. Although her generosity is commendable, we admire Mrs. Hayes for her unwavering commitment and exemplary leadership which resulted in a successful fundraising campaign during World War I and resulted in the building of Memorial Hospital.

"Only the best for Memorial Hospital," was their campaign slogan…and that's as true today as it was then. We respect and celebrate those who came before us—the employees, doctors, volunteers, and board members—in whose footsteps we follow. By overcoming the obstacles they were faced with, they set the bar for the rest of us.

On Tuesday, June 2, 2009, the Memorial Health Care System family paid tribute to those who preceded us by dedicating **The Centennial Wheel**, which depicts Memorial Hospital's original logo from 1918. The pursuit of excellence can never stop—it is an ongoing process, and so The Centennial Wheel also represents the ***Healthcare Flywheel*** which is based on the premise that the good always want to get better. And that defines our commitment to service excellence….

In less than 10 years, Memorial Hospital will celebrate its first centennial of service to the community. I invite you on our ongoing excellence journey into the next century as we strive to provide **Innovative Care** and **5-Star Service**…as we grow from good to **GREAT!**

John C. Yanes, FACHE
Chief Executive Officer

Pardon Our Progress...Again!

First the lobby, and now…the Emergency Department. This summer Memorial will begin the renovation of its Emergency Department. The project will include a 1,000 square foot expansion, and renovation of the entire exam and treatment area to enhance patient comfort and privacy, and expedite treatment. The number of exam rooms will increase to 13. The new Emergency lobby area will be filled with natural lighting from exterior windows, and be designed to maximize convenience, comfort, and visibility from the reception areas. Renovation will also include such exterior changes as improved paving, landscaping, and new signs. The project is expected to be constructed in several stages over a six to nine month period allowing the Emergency Department to remain fully functional during the entire process.

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Memorial Health Care System Welcomes Dr. Cynthia Flynn, Board Certified OB/GYN

Dr. Flynn is the newest member of the Women's Health Specialists team. She received her medical degree from Michigan State University and completed her residency at Oakwood Hospital in Dearborn, Michigan. Her professional interests include obstetrics, vaginal surgery, and menopause, among others. She may be contacted at 1922 Glen Springs Drive, Fremont, OH 43420. Phone 419.333.9026

Experience the Soothing Warmth and Buoyancy of Aquatic Therapy

Aquatic Therapy, which is provided by MHCS' Physical Medicine Department, is ideal for relieving arthritis pain and stiffness. Immersion in warm water raises the body temperature, causing blood vessels to dilate and increase circulation, and allows muscles to become relaxed to facilitate movement. Water exercise is a gentle way to exercise joints and muscles by encouraging free movement and providing mild resistance to help build muscle strength.

The pool, which is maintained at 92 to 94 degrees, brings Memorial's aquatic programs on-site and allows for easy transition between land based and water based therapy. The professional staff of our Physical Medicine Department has over 30 years of combined aquatic therapy experience.

Besides aquatic physical therapy, MHCS offers arthritis classes, open swim time, one-on-one personal aquatic instruction, and a prenatal aquatic class. A written physician's approval is required to exercise in the warm water.

For information on aquatic therapy and/or programs please contact the Physical Medicine Department at 419.334.6630.

Memorial's Ongoing Commitment to Excellence: Studer Group Coach Named

Several months ago Memorial made a significant commitment to service excellence by becoming a **Studer Partner.** The Studer Group works with organizations to create a culture of service, clinical, and operational excellence through tried-and-true techniques that move the organization from being merely "good" to achieving "greatness". Studer Group partners establish the necessary changes to create a culture of excellence. Lauren Charles, who is a Studer Group veteran with over 20 years of combined clinical and managerial experience, has been named Memorial's coach. She brings with her tactics and tools that will help make Memorial a better place for associates to work, patients to receive care, and physicians to practice medicine.

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