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our patients and HealthGrades have rated us  
among the best in the country for patient experience."*

**- Michael K. Winthrop**

## ***The Bellevue Hospital is Recognized with***

## ***"Outstanding Patient Experience Award"***

The Bellevue Hospital (TBH) – for the second consecutive year – has been rated in the top 5% in the nation for patient satisfaction.

The hospital Board of Trustees accepted the Outstanding Patient Experience Award from HealthGrades, the nation's leading independent healthcare ratings organization, on behalf of our employees, physicians, volunteers, auxiliary, and foundation and board members.

This distinctive award places TBH as one of only 170 hospitals in the nation and one of only three hospitals in the state of Ohio to be ranked in the Top 5% for exemplary service to patients.

A total of 3,711 of the nation's hospitals participated in this ongoing study.

"This is our second year in a row to receive the award. It is also our second year to be ranked in the Top 5% of hospitals in the nation and the only Ohio Hospital to be in the Top 5% each of the last two years," said Michael K. Winthrop, President and CEO of TBH.

"We are both honored and proud that our patients and HealthGrades have rated us among the best in the country for patient experience. Every member of our hospital's family works hard every day so our patients will have outstanding care during their stay. We are particularly grateful for their efforts to treat each patient as a member of our family; it's our mission as well as our tradition."

Winthrop noted that the award is particularly relevant during these difficult times, when healthcare – and The Bellevue Hospital – are facing ongoing economic obstacles such as lower reimbursement rates, more patients with no health insurance, and rising costs. "It is also important because we are also seeing an increase in competition for patients.

"This award recognizes the hard work of our employees in understanding that a patient's experience is an important factor when selecting a hospital. Our patients come back to us because they know we treat them to the best of our abilities and care for them as one of our own," added Winthrop.



## Occupational Therapy Services

Occupational Therapy is skilled treatment that helps individuals achieve independence in all facets of their lives. Ryan Alley has been the occupational therapist at TBH for eight years. You can reach Ryan by emailing him at [ralley@bellevuehospital.com](mailto:ralley@bellevuehospital.com) or by calling him at 419.483.4040, Ext. 4279. He provides a variety of therapy services including:

- Treatment of Hand Injuries and Conditions
- Fabrication of Customized Splints
- Customized treatment programs to improve one's ability to perform daily activities
- Comprehensive home and job site evaluations with adaptation recommendations
- Adaptive equipment recommendations and usage training guidance to family members and caregivers
- Functional Capacity Exams
- Standard and Power Wheelchair Evaluation
- Low Vision Education for Independent Living Skills Training
- Inpatient and Home Health Care

*Ryan Alley, OTR-L*



## Rehab Department

The Rehabilitation Department at The Bellevue Hospital provides a variety of services for inpatients, outpatients, and home health patients. Our services include:

- Aquatic Therapy
- Ergonomics/Body Mechanics
- Functional Capacity Evaluations
- Gait Training
- Golf Specific Exercises
- Home Exercise Programs
- Home Health PT/OT
- Intermittent Pneumatic Compression
- Joint Mobilization
- Kinesio Taping
- Mechanical Diagnosis/Treatment of the Spine
- Muscle Re-education
- Occupational Therapy
- Pediatric PT/OT
- Physical Therapy
- Post-Op Rehabilitation
- Posture Education
- Sports Medicine/Athletic Training
- Vestibular Rehabilitation
- Work Conditioning
- Wound Care/Debridement



*Tony Lombardi, PT, Certified Mdt*

**Contact us:**

**Rehabilitation Services**

**419.483.4040**

**Ext. 4279**

**Fax: 419.483.1342**

## Pool Therapy

Aquatic therapy provides an opportunity for patients to exercise without fear of falling and with decreased weight bearing due to the buoyancy provided by the water. The underwater treadmill can help improve gait mechanics, while therapy jets provide resistance to help increase strength and range of motion. Walking, running, or swimming against resistance jets can also help build strength and stamina.

The therapy pool is also equipped with massage jets which can be adjusted to provide a deep penetrating massage or a light gentle massage, depending on each patient's individual needs. Aquatic therapy can also help decrease swelling, improve proprioception, decrease muscle spasms, and



*Beth Weber, LPTA, adjusts the lift chair used to lower and raise patients into The Bellevue Hospital's hydrotherapy pool*

increase blood flow. There are some contraindications to aquatic therapy including fever, rash, incontinence, open wounds, incisions, communicable disease, and others.

The Rehabilitation Department is equipped with a Hydroworx Therapy Pool that is 3 to 4.5 feet deep and maintained at a therapeutic 93 degrees. Pool is also equipped with a lift chair for easy pool access. In-pool assistance is available for patients if necessary.



## Electronic Medical Records

The Bellevue Hospital (TBH) is moving to an Electronic Medical Record (EMR), according to Marianne Schoen, Health Information Management director.

“Not only is this an opportunity for us to continue our ‘Go Green,’ initiative by helping to eliminate paper records, but the EMR is one of the campaign issues that President Obama has pledged to pursue with the nation’s healthcare providers,” said Schoen.

The EMR is the central repository of all patient information health care providers can quickly and easily access with a comprehensive view of demographic, historical and clinical patient information from all care settings within the hospital. The EMR helps to assure treatment decisions are based on the most up-to-date information and care is properly coordinated between multiple departments and providers.

For the past two years, nurses have used electronic order entry, entering data into the patient’s electronic record such as physician orders for lab, radiology, dietary, rehab, cardiopulmonary, and pharmacy.

The next step, currently underway by TBH education director Kim Stults, is clinical documentation. Nurses now have a single, convenient location in each private patient room to document patient care such as vital signs, intake/output values, progress notes, and nursing tasks.

“We have the ability to secure people’s access to EMR’s,” added Schoen. “We allow minimal access to caregivers who need to know information in order to do their job. In fact, physicians can only see records for their own patients, and not the patients of any other physician. And, we can perform an audit trail on each EMR to determine what is being done and who is accessing the information.

Schoen noted that passwords and encryption also aid in the security of each patient’s EMR.



## Congratulations!

## TBH’s Home Health

*TBH’s Home Health has been named to the 2009 HomeCare Elite, a compilation of the top-performing home health agencies in the United States. This annual review identifies the Top 25 percent of agencies. Winners are ranked by an analysis of performance measures in quality outcomes, quality improvement, and financial performance.*

## The Green Initiative



## Sharps Management

The Bellevue Hospital (TBH) is continuing to support the “Green Revolution.” We have made significant reductions to our carbon footprint by using Stericycle Sharps Management Service. Estimating the carbon footprint is a way of gauging the impact of TBH’s activities on the environment. The smaller the footprint, the less carbon dioxide is being generated, which helps slow climate change.

In 2008, TBH had 6,925 pounds of CO2 emissions prevented; 11,826 pounds of plastic kept out of landfills; and 69 pounds of cardboard kept out of landfills. Through the first three quarters of 2009, the numbers were 4,512 pounds, 7,712 pounds, and 385 pounds.

Stericycle, a medical waste disposal and sharps disposal

management company, also recently presented TBH a plaque for helping to divert 19,538 pounds of plastic out of landfills by utilizing reusable sharps containers during 2008-09.

This past year, TBH’s Green Team implemented a project on the medical/surgical floor to change room linens every other day in an effort to conserve water. Mick Dwyer, director of TBH’s Environmental Services Department, said “We estimate that just by this one simple change, we can help save over 50,370 gallons of water a year and save 52 gallons of chemicals from entering our ecosystem.”



# Health-E-NEWS

*For 92 years,  
The Bellevue  
Hospital has been  
here for you.*

*We are your  
nationally awarded,  
recognized,  
certified and  
accredited hospital.*

**Keep your  
healthcare  
services with us -  
so we may  
continue to serve  
you in the future.**

## H1N1 & You Update

**Visitor Information:** If you are sick, we request that you remain at home and do not visit patients at the hospital.

Anyone, especially infants and school-age children, who may be coughing, hacking, sneezing, or have a fever, or stomach problems including diarrhea, can help protect our patients and employees by not visiting until your symptoms are gone.

Any visitors exhibiting obvious signs of illness will be requested to leave immediately.

**H1N1 Information:** Go to [www.bellevuehospital.com](http://www.bellevuehospital.com) and link off the upper right hand corner, "Flu Information" and get information directly from the Center for Disease Control.



**County Health Departments:  
Check for upcoming vaccination clinics.**

**Erie County**  
419.626.5623, Ext. 205

**Huron County**  
419.668.1652

**Sandusky County**  
419.334.6377

**Seneca County**  
419.447.3691

## Information You Can Find On The Bellevue Hospital's Website

- **Planning to come in for surgery?**  
*We have helpful information and answers to your questions.*
- **Main Station Café -**  
*What's being served today and throughout the month*
- **How to obtain a birth certificate**  
*From the Health Department or the State of Ohio*
- **Calendar of Events**  
*Health Screenings and Educational Programs*



*The Bellevue Hospital Newsletter is published by the Marketing Department of The Bellevue Hospital.*