

LiveWell 2020

SUMMER ISSUE

A GENESIS HEALTHCARE SYSTEM PUBLICATION



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Genesis
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First COVID-19 Patient at Genesis Shares His Story The Virus Is Serious

Dennis Robbins thought he had the flu. Instead, the diagnosis turned out to be COVID-19. Genesis physicians James Neuenschwander, M.D., Genesis Emergency Medicine, and Van Le, M.D., Pulmonary/Critical Care Medicine, along with the healthcare teams, helped Dennis recover from the virus.

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A Lung Cancer Diagnosis Innovative Technology Available at the Genesis Cancer Care Center

Eva Sieber had cold-like symptoms that wouldn't go away. After a cancer diagnosis, from Eugene Hong, M.D., radiation oncologist, Genesis Cancer Care Center, Eva received the most up-to-date cancer treatments, including immunotherapy.

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Still Safely Caring for You

Genesis is committed to providing a safe environment and preventing the spread of COVID-19.

We've received an "A" Safety Grade from Leapfrog Hospital Safety Grade four consecutive times. It's important for you and your family's health not to delay necessary care.

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Community Comes Together to Offer Support

The community support during the COVID-19 pandemic has been truly amazing. Organizations throughout our area continue to cheer on our healthcare teams and provide support.

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Your Family, Your Friends, Our Heroes

Genesis staff was prepared and sprung into action throughout the COVID-19 pandemic.

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Pulmonary Rehab Contributes to Lung Transplant Success

Imagine having to lose 100 pounds before surgery. That's exactly the challenge, Martin Angler, of Philo, faced. Genesis Pulmonary Rehab helped him reach his weight-loss goal and continue pulmonary rehab.

On the Cover: Dennis Robbins, first COVID-19 patient, pictured at the Genesis Emergency Department.



THRIVING TOGETHER

All of our lives have changed as a result of COVID-19. However, one aspect of our lives hasn't changed at Genesis – our mission of providing the

highest quality, compassionate care to our community. Inside this edition of *LiveWell*, you'll see how we're putting our mission into action and helping you and your family adjust to a new normal while providing the care you need in a safe environment.

Dennis Robbins' life is returning to a new normal after contracting COVID-19. Dennis was the first COVID-19 patient in Muskingum County. You can read Dennis' amazing story inside this issue of *LiveWell*. You can also see videos of Dennis and his physicians James Neuenschwander, M.D., Genesis Emergency Medicine, and Van Le, M.D., Pulmonary/Critical Care Medicine, in the digital edition. They share the story of hope and healing for our first COVID-19 patient.

You can also hear Dennis share his emotional story in our first podcast, Sounds of Good Health with Genesis. You'll find the podcast at genesishcs.org or by searching Sounds of Good Health with Genesis on your podcast app on your mobile device. The podcast host said, "I've been doing radio and podcasting for 30 years and produced hundreds of podcasts. This is the only interview that ever brought me to tears."

Ensuring Safety

While ensuring your safety has always been a priority, we've taken additional steps to protect you and your family during this time. The extra safety measures include staff, patients and visitors wearing face masks; pre-screening for COVID-19 symptoms; and providing a separate designated area for those suspected of having symptoms. You can read more about the

processes in place to protect you and your family from the virus in "Still Safely Caring for You" inside this edition.

We want to assure you that it's safe to come to Genesis for care. Our physicians have said that it's safer to come to Genesis Hospital than to go shopping. It's important not to delay medical care for you and your family.

Eva Sieber didn't delay care even though she was high risk as a lung cancer patient over age 65. During the COVID-19 stay-at-home order in March, Eva barely left her Zanesville home. However, she continued her treatments at Genesis. She felt safe from the virus while undergoing biweekly infusions of immunotherapy at the Genesis Cancer Care Center. You can read about Eva's comprehensive cancer care inside this edition of *LiveWell*.

Amazing Support

Members of our community visited Genesis facilities to offer support throughout the COVID-19 pandemic. It was truly amazing to see the outpouring of community support throughout the crisis. The support for our healthcare teams included food, jet flyovers and lots more. You can read about the community rallying around our healthcare workers inside this edition.

Our community continues to come together to help each other during this time. Genesis is partnering with other organizations throughout our area to offer employers complimentary COVID-19 specific employee health services and protocols for the workplace. You can find more details about this program inside.

We understand your life has a new normal, and we're here to provide you the highest quality care. Better Begins Here.

 Matthew J. Perry
President & CEO



MEET OUR NEW PHYSICAL MEDICINE AND REHABILITATION PHYSICIAN

Benjamin Gilliotte, M.D., is glad to be returning to his roots. "I'm from this area and graduated from Muskingum College, back before it was a university," Dr. Gilliotte said. "My wife and I have family locally, and it's really nice to be closer to them."

Dr. Gilliotte joined the Genesis Medical Group in February, specializing in physical medicine and rehabilitation. He performs electromyography (EMG) tests at the Genesis Interventional Pain Management Clinic.

As a specialist in electrodiagnostic medicine, Dr. Gilliotte assists patients with pain management primarily through diagnosis. "EMG and nerve conduction studies are useful in diagnosing various conditions like pinched nerves and carpal tunnel syndrome," he said. "After diagnosis, these conditions can be effectively treated."

Dr. Gilliotte is the only physician in the Zanesville community who regularly performs EMGs; his services are in great demand for patients of all lifestyles – both active and not so active. Dr. Gilliotte finds that many people in Southeastern Ohio work in agriculture, construction and manual labor and are susceptible to work-related pain issues. Conversely, others lead sedentary lives and suffer from entirely different, yet severe, pain. "The pain generally improves with exercise," he said.

After Dr. Gilliotte graduated from Muskingum College with degrees in chemistry and psychology, he completed his medical education at Wright State University in 1984. Dr. Gilliotte then completed his physical medicine and rehabilitation residency at the University of Rochester, Strong Memorial Hospital in New York. He brings more than 25 years of physical medicine and rehabilitation clinical, teaching and leadership experience to the Genesis Medical Group.

During the early 2000s, Dr. Gilliotte was a clinical researcher in fampridine trials, researching a drug to help multiple sclerosis patients improve mobility and to treat spasticity. He enjoys teaching and research and once considered becoming a college professor. "I found I didn't like being tied up in a laboratory all day," Dr. Gilliotte said. "I really wanted more interaction with people."

His honors and awards include Dayton's Miami Valley Physician Wall of Excellence in 2006 and 2015, Muskingum University's American Institute of Chemist's Award and an Eagle Scout Award in 1975. Dr. Gilliotte has also served as a volunteer for the Special Olympics. His hobbies and interests outside of medicine include astronomy, photography, woodworking and all sports. Dr. Gilliotte's office is in the Genesis Physical Medicine & Rehabilitation and Interventional Pain Management Clinic at 2945 Maple Ave., Suite B, Zanesville. He is accepting new patients, and the office phone number is (740) 454-4712.

PHYSICIANS JOIN GENESIS MEDICAL GROUP



Mark W. Scott, D.P.M.

Tri-County Foot & Ankle Physicians

Tri-County Foot & Ankle podiatrists Mark W. Scott, D.P.M., and Hung S. Le, D.P.M., joined the Genesis Medical Group and renamed their practice Genesis Foot & Ankle. The physicians kept their practice location of 3777 James Court, Zanesville.

The phone and fax numbers for the location remain the same. The phone is (740) 450-3294, and the fax is (740) 450-3295. Dr. Scott and Dr. Le are accepting new patients.



Hung S. Le, D.P.M.

Internal Medicine Physicians

Healthcare Associates of Zanesville joined the Genesis Medical Group and is now Genesis HealthCare Associates.

The two internal medicine physicians at the practice, Diane M. DeCenso, M.D., and William A. Shade Jr., M.D., are at 945 Bethesda Drive, Suite 300, in the Physician Pavilion. The phone and fax numbers for the location are the same: The phone is (740) 454-4530, and the fax is (740) 454-4648. They are accepting new patients.



Diane M. DeCenso, M.D.



William A. Shade Jr., M.D.



Learn More About Genesis Physicians

Find Care in Your Area

You can learn more about the care our physicians provide, their personal stories and funny videos on the Genesis YouTube channel at youtube.com. Search for "Genesis HealthCare System, Zanesville, Ohio." You'll also find healthy recipes, information on specialized care and lots more.



See the stories inside this edition of *LiveWell* come to life on video. Go to genesishcs.org to watch our patients share their stories of hope and healing.

FIRST COVID-19 PATIENT AT GENESIS

The Virus Is Serious

Dennis Robbins and his wife Patsy are pictured at the Genesis Emergency Department (ED). Patsy encouraged Dennis to go to the ED after experiencing flu-like symptoms that turned out to be COVID-19.

HEAR DENNIS TELL, IN HIS OWN WORDS,
HIS AMAZING STORY OF RECOVERY IN SOUNDS OF GOOD HEALTH WITH GENESIS ON YOUR PODCAST APP ON YOUR MOBILE DEVICE OR AT GENESISHC.S.ORG.

Dennis Robbins has a distinction he really didn't want. Dennis, age 49, was the first patient hospitalized at Genesis Hospital with COVID-19. He willingly shares his story in hopes of preventing others in the community from contracting the virus.

His journey with COVID-19 began in mid-March. Dennis had flu-like symptoms, did a telehealth call with his family doctor, completed a prescription medication, and had a chest X-ray that was clear. Dennis, who is a truck driver, began feeling better within the week and decided to travel to Michigan.

When he got home, he began feeling worse. His wife Patsy took Dennis' temperature. "It was 106 degrees. I thought my thermometer wasn't working," Patsy recalled.

A High Fever

Patsy's thermometer was working. She convinced Dennis to go to the Genesis Emergency Department (ED). When the nurse in the ED took Dennis' temperature, it registered 105.5 degrees Fahrenheit. Along with a high fever, Dennis had flu-like symptoms including body aches, muscle aches and a cough. "I coughed for about 12 hours straight," Dennis said. Patsy, a social worker, had an inclination that her husband's illness might be COVID-19, but she didn't want to alarm him.

While Dennis was in the ED, the physicians and nurses called Patsy on her cellphone frequently to update her on Dennis' condition. "Dr. Neuenschwander called, and said, 'Your husband is very sick,'" Patsy said. In the ED, James Neuenschwander, M.D., Genesis Emergency Medicine, also had the same concern that Dennis might have COVID-19. "Dennis had the classic symptoms of COVID-19 – fever, cough and shortness of breath," Dr. Neuenschwander said.

COVID-19 Confirmed

Dennis was admitted to Genesis Hospital on the respiratory unit. Other illnesses were ruled out, and a COVID-19 test confirmed the virus. The medical staff used recommended treatments, but Dennis' condition continued to worsen. He was unable to breathe, was put on a ventilator, and was in critical condition. "Dr. Le told me Dennis only had a 10 to 15% chance of survival," Patsy recalled.

COVID-19 was relatively new to Ohio. Dennis came to the ED on March 23. "Even as doctors, we had not directly experienced COVID-19," said Van Le, M.D., Pulmonary/Critical Care Medicine. "Mr. Robbins was a healthy man, only about 12 years older than me, and he was dying. What we've learned is that the virus doesn't just hit older, sick people, and it can kill."

Changing Positions

In the Genesis Critical Care Unit (CCU), Dennis was put on a ventilator and a medically induced coma to keep him from removing the ventilator. Dennis was in critical condition and his blood pressure was falling dangerously low. Dr. Le recommended Dennis be moved on his stomach, and Dennis' condition started to improve. "This evidence-based practice from the National Institute of Health helps patients get more oxygen into the lungs," Dr. Le said about the supine position he had used before.

Dr. Neuenschwander credits Dr. Le with Dennis' recovery. "He and Dr. Modi (Jignesh J. Modi, M.D., Genesis Infection Diseases Specialists), saved Dennis' life. They were heroic."

Dr. Le is glad he was able to save Dennis' life and is quick to credit the nursing staff. "Genesis has an excellent team of nurses and technicians who were beside me the first few days Dennis was in the hospital," he said.

Healthcare Team Fills in for Family

While Dennis was in the hospital, Patsy remained at home to prevent spreading the virus. The nurses kept in constant contact with Patsy through cellphone and FaceTime. "I was freaking out because I couldn't be beside him. One of the nurses asked, 'What would you do if you were here?'" Patsy told the nurse she would rub her husband's head and squeeze his hand. The nurses connected to FaceTime, and Patsy saw the nurses carrying out her wishes. When Patsy was asked what helped the Robbinses get through the COVID-19 illness, Patsy immediately answered, "The Genesis staff. They took time with him and truly cared about him. I would not have sent him anywhere else. The staff on CCU was amazing – Dr. Le, Dr. Modi and the nurses." Patsy said. "I want every nurse to get an award," she said excitedly.

Dennis quickly added, "There wasn't anyone who didn't do an outstanding job. They each gave 110%. I can't say enough good things about this staff."

Dennis went home after 13 days in the hospital. He is working on regaining his strength and getting back to work. The long-haul truck driver suspects he contracted COVID-19 while traveling to New York City the weeks before. Prior to mid-March, he didn't have any symptoms and didn't know he had contracted the virus when he was around his 5-month-old grandchild. The grandchild had a fever, tested positive for COVID-19, was in observation for two days and recovered quickly.

The Robbinses' advice to the community is to take the virus seriously. "This virus is scary. We don't want anyone else to suffer and go through what we went through," Patsy said. Dennis didn't have any preexisting health conditions, was not a tobacco user, and followed the treatment recommended by his family doctor. "If this can happen to us, it can happen to anybody," Patsy said.

Van Le, M.D.
Pulmonary/Critical
Care Medicine

Jignesh J. Modi, M.D.
Genesis Infectious Diseases
Specialists

**James
Neuenschwander, M.D.**
Genesis Emergency Medicine



A LUNG CANCER DIAGNOSIS

Innovative Technology Available at the Genesis Cancer Care Center



Eva Sieber enjoys scrapbooking again after being diagnosed with Stage III non-small cell lung cancer. She received state-of-the-art care at the Genesis Cancer Care Center, including innovative immunotherapy.

Eva Sieber could feel it in her gut – this was no ordinary cold. Her congested cough lingered for months, she lost her appetite, and she felt short of breath.

“It was different than a regular chest cold, and it just wouldn’t clear up,” Eva said.

From June to early September 2019, Eva pushed through the symptoms while traveling with her husband Tom. Eventually she received treatment for pneumonia, but when that didn’t clear up the mysterious illness, her primary care physician referred her to Van Le, M.D., Genesis Pulmonary/Critical Care Medicine.

“Once we met with Dr. Le, things went really quickly,” Eva remembered. “He looked at my images and began the evaluation. He then referred me to Dr. Wegner, (Scott Wegner, M.D., hematologist/oncologist at the Genesis Cancer Care Center). That’s how I learned I had lung cancer.”

Eva held her breath when she heard the diagnosis of Stage III non-small cell lung cancer. While 90% of lung cancers correlate with tobacco use, Eva had victoriously quit smoking nearly 35 years ago. The American Cancer Society reports that it’s never too late to quit using tobacco. And the sooner you quit, the more you can reduce your chances of getting cancer and other diseases.

Shocking Diagnosis

“I’m now a non-smoker,” Eva said. “I’m healthy, I’m active and I’ve always been athletic. It never occurred to me that I could be a victim of cancer.”

After absorbing the initial shock of her diagnosis, Eva was optimistic and began a personalized cancer treatment plan developed by expert oncologists at the Genesis Cancer Care Center.

The bulk of Eva’s treatment occurred during six weeks of simultaneous chemotherapy and radiation. Following that, she embarked on a one-year immunotherapy treatment regimen. Thankfully, Eva’s body tolerated the chemo well, experiencing only minimal side effects. While chemotherapy occurred weekly, her radiation therapy was daily, and it generated uncomfortable side effects.

“Because of where the radiation was, it irritated my esophagus, and I couldn’t eat or drink well. It took about two months before I could swallow normally,” Eva said. “Yet, I was blessed. It could have been much worse.”

Eugene Hong, M.D., radiation oncologist at the Genesis Cancer Care Center, knows that cutting-edge technology is essential for precise and accurate radiation. This is true especially with moving targets and the need to spare patients’ vital organs and nerves from potentially permanent damage.



Eugene Hong, M.D.
radiation oncologist
Genesis Cancer Care Center

Precise Care

“Eva had cancerous lymph nodes all the way above her collar bone, so her esophagus was affected from top to bottom. In that space there are many critical nerves to the arm. It’s tricky to radiate those areas because you could potentially cause permanent nerve damage, impacting the arm’s function. Plus, lung cancer is always near the spinal cord and heart, and it moves up and down with each breath. That’s why our technology is so important – it provides accurate, precise care,” Dr. Hong explained.

The Genesis Cancer Care Center uses top-of-the-line, innovative technology to optimize radiation treatment on moving targets like lung cancer. For example:

- **Image Fusion:** By digitally fusing current diagnostic imaging (including CT scans, PET scans and MRIs), physicians see extremely detailed views of the tumors. “The more images infused, the more information we get, and the more accurately we can map out radiation treatment,” Dr. Hong said.
- **4D CT scans:** Take a 3D image and add one more dimension – time – to obtain an even more realistic and exact image of tumors. “With this we see a 3D movie of how lungs move as they’re breathing over a period of time. This allows us to track the tumor, so we can hit our moving target,” Dr. Hong explained.

With its state-of-the-art technology, the Genesis Cancer Care Center offers patients the best of both worlds – close-to-home cancer diagnosis and treatment, and the best care available.

“Most cancer centers will have some of these technological advances, but very few community cancer centers will have all of them available. At the Genesis Cancer Care Center, we use all the bells and whistles that come with our innovative technology to deliver the most accurate and precise treatment possible. Plus, we have it right here, locally,” Dr. Hong said.

Hometown Care

Eva was grateful and relieved for the benefits that came from enduring cancer in her hometown.

“My blessing is that I don’t have to travel to get quality cancer treatment. I’m comfortable and thankful that I can get in the car and drive 10 minutes to be here,” Eva said. “Also, in a smaller community, there’s an intimacy that you can’t replace. The people here become family.”

For Eva, the Genesis Cancer Care Center really does resemble a family tree, as she and her husband have deep roots within the community. In addition to Eva’s generous community service and involvement, her husband, Tom, previously served as CEO of Bethesda Care System (prior to its joining with Good Samaritan Hospital to create Genesis HealthCare System). He also served as CEO of Genesis for several years.

“This is where our roots are. I remember being at the open house for the Genesis Cancer Care Center. It’s been heartwarming to see the benefits and progress we’ve made. Now, there are very few reasons people need to travel outside of Zanesville to get quality care. We feel very blessed with the healthcare system we have,” Eva said.

STILL SAFELY CARING FOR YOU

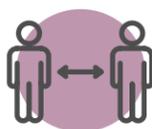


It's important for you to seek the care you need, when you need it. "We are completely committed to giving you high-quality, safe, compassionate and respectful care," said **Scott Wegner, M.D.**, chief clinical officer, Genesis HealthCare System. We've taken additional precautions to keep you and your family safe and protect you against the COVID-19 virus. Learn more about the ways we're keeping you safe at [genesishealthcare.org](https://www.genesishealthcare.org).

Here are some of the ways we're protecting you and our staff.



Requiring employees, patients and visitors to wear face masks



Maintaining social distancing of 6 feet, based on the CDC guidelines



Utilizing Xenex LightStrike™ Robot to disinfect patient and procedure rooms



Implementing additional cleaning practices



Special care is taken to ensure staff use appropriate personal protective equipment, follow strict hand-sanitizing procedures, perform additional cleaning of surfaces and take extra precautions with uniforms and scrubs.



Taking temperatures of employees, patients and visitors before entering Genesis facilities



Visitor restrictions are in place. Family and friends have an important role in the healing and recovery of our patients.



Healthcare needs continue, and some care shouldn't wait. Kim Browning, R.N., Heart & Vascular Diagnostics, helps patients who come to Genesis for cardiac stress tests.

VIEW KIM'S VIDEO AT [GENESISHCS.ORG/HEROES](https://www.genesishealthcare.org/heroes)



When an X-ray needs to be taken in the patient's room, staff from Imaging Services, left to right, Kelsey Nichols and Whitney Langsdorf, take a mobile X-ray machine to a patient room.

VIEW KELSEY AND WHITNEY'S VIDEO AT [GENESISHCS.ORG/HEROES](https://www.genesishealthcare.org/heroes)



Courtney Hodge, R.N., Medical/Surgical Respiratory unit, wears a CAPR, a type of protective mask that has a filter and battery-operated motor for air flow.

VIEW COURTNEY'S VIDEO AT [GENESISHCS.ORG/HEROES](https://www.genesishealthcare.org/heroes)

A New Kind of House Call

Video Visits Are Convenient and Secure

There's a new kind of house call that enables you to see and talk with your doctor from the comfort of your home or wherever you might be. Video visits with Genesis family doctors and specialists can now be done through MyChart, which is also your electronic health record. It's easy and convenient, and because MyChart is secure, you can be assured your information is private and confidential.

Sign Up for MyChart

If you haven't signed up for MyChart, now is the time. It's easy to do. From your computer or mobile device, go to [MyChart.genesishealthcare.org](https://www.genesishealthcare.org/mychart). Click on the appropriate button below "New User?" and follow the simple instructions to get started. You can also download the mobile MyChart app from the app store on your mobile device.

We're working on more ways to make it easier for you to have a video visit with doctors. Stay tuned for more information to come.

Other Ways to Get the Care You Need Your Family Doctor

If you're not sure what kind of visit you need with your doctor, it's best to give the doctor's office a call. The staff can help you decide if you need a video or phone call visit, or if you need to come into the office to see the doctor.

OneCall

If you don't have a family doctor, we can help. Call OneCall at (740) 455-7500, and we'll work with you to connect you with a family doctor.

Emergencies Shouldn't Wait

If you're experiencing chest pain, trouble breathing, bleeding or other severe symptoms, call 911 immediately. Doctors and staff at the Emergency Department (ED) at Genesis Hospital and Genesis Perry County Medical Center follow rigorous safety procedures to ensure your safety. All patients are screened for COVID-19 as they enter the ED. Anyone with symptoms are cared for in dedicated rooms away from non-COVID-19 patients.

For more information on ways to get care, go to [genesishealthcare.org](https://www.genesishealthcare.org) or call the Genesis NurseLine at (740) 455-4949.

Virtual Visit FAQs

Everything You Need to Know About Virtual Visits

Prefer to have your doctor's appointment from your couch? Check. Want to have a doctor's visit from your office during lunch? No problem. Virtual visits are convenient and save you time. Have questions? We have answers.



Q: What is a virtual visit?

A: A virtual visit is a doctor's appointment over your phone, tablet or computer. It can be a voice or video call.

Q: What are the benefits?

A: Virtual visits save you time and are convenient. You don't have to get children into the car to drive across town when one of them has a fever. You don't have to leave work when you want to discuss something with your doctor. Virtual visits allow you to receive treatment from your home, office or just about anywhere.

Q: What should you expect?

A: You should expect the same high level of care that you always receive from Genesis HealthCare System. You may be asked to provide your temperature, weight, heart rate, pictures or more. Before the visit, please make sure your connection is good, and the location is quiet and well-lit if you have a video visit.

Q: How do you schedule?

A: Download the MyChart app and click on virtual visit. Virtual visits are a great way to receive healthcare, and once you try them, you may always want to have them.

Q: Are virtual visits new?

A: Virtual visits have been in use for years and are a common solution for treating patients in areas without easy access to healthcare.

Q: Does insurance cover virtual visits?

A: Many insurance plans have expanded to cover virtual visits. Before having an appointment, please check with your insurance company.

Genesis Receives "A" Safety Grade

Genesis has repeatedly been recognized for its patient safety – receiving an "A" Safety Grade for spring 2020. This was the fourth consecutive "A" Safety Grade from Leapfrog Hospital Safety Grade, a national, independent, nonprofit organization committed to driving quality, safety and transparency in the U.S. healthcare system.

Genesis was graded on 28 hospital safety measures that focus exclusively on how hospitals work to keep their patients safe. This safety grade represents how well the hospital protects patients from errors, injuries and infections. You can find more information about The Leapfrog Group® at [hospitalafety.org](https://www.hospitalafety.org).



COMMUNITY COMES TOGETHER TO OFFER SUPPORT

Our community immediately rallied around healthcare workers when COVID-19 hit. The support ranged from having food delivered to the hospital staff to making personal protective equipment (PPE).

Here are just a few of the many ways our friends and families offered encouragement and support. Go to genesishcs.org/heroes to find a complete list of donors.



Ryan Lepi, director of systems, assembles face shields at Dresden & Company. The company donated about 2,000 face shields. SUBMITTED PHOTO

Business Makes Face Shields

When Jim Lepi first heard about the spread of COVID-19 on March 15, and the need for personal protective equipment (PPE), he knew he wanted to act quickly. Jim is the founder of Dresden & Company. The company sells handcrafted baskets and home accessories through independent proprietors.

“There is a certain feeling of helplessness when you know there are others struggling to be ready for whatever might happen, and you are on the sidelines watching,” Jim said.

Jim didn’t stay on the sidelines long. On Monday, March 23, Governor Mike DeWine issued the stay-at-home order. “After reading about how quickly the coronavirus was spreading and knowing that this would result in tremendous pressure on the hospital, I sent Greg Matonak at Genesis an email offering to help Genesis in any way that we could,” Jim said.

The help came in the form of face shields. “Greg and I had been texting back and forth about the possibility of Dresden & Company designing and forming face shields with a thermoplastic machine that we use to manufacture basket protectors,” Jim said.

Matonak, director of facility/planning support services at Genesis, collaborated with Jim to test face shields with the nursing staff, and on March 30, 1,000 face shields were delivered to Genesis. In total, Genesis received about 2,000 donated face shields.

“We’re glad we were able to collaborate with businesses in the community to help provide personal protective equipment,” Matonak said. “It was a win-win for all – we obtained necessary PPE and the local businesses were able to get employees back to work.”

Free COVID-19 Assistance to Employers

Keeping track of employees’ health can be a challenge – especially during a pandemic. Genesis offers COVID-19, specific employee health services and protocols for the workplace.

Genesis monitors its own 3,700 employees to keep patients, visitors and employees safe. These same practices are being applied to other local employers to manage the health of their employees in the work setting and ensure a safe environment for customers or clients.

“The COVID-19, specific health services gives us comfort knowing that our employees or department heads can call a clinical expert. The program has assisted us with taking the guesswork out of when or if an employee can safely return to work without potentially exposing others,” said Pam Davis, human resources generalist, Muskingum County Commissioner’s Office.

The program includes:

- An established employee symptom screening protocol before each shift
- A clear path to care for employees with COVID-19 symptoms through a telemedicine screening
- A tracking service for positive and symptomatic employees
- A return-to-work assessment and release

The complimentary Genesis program partners include the Zanesville-Muskingum County Health Department, the Zanesville-Muskingum County Chamber of Commerce and Northside Pharmacies.

For information about enrolling in the Genesis COVID-19 Employer Assistance Program, call Josh Jones, director, Genesis Employer Solutions, at (740) 454-4057, or go to genesishcs.org/COVID-19.



Sewing Machines Put into Use for Face Masks

Making medical masks for healthcare workers brought tears to Terrie Diehl’s eyes. “We were excited to put the sewing machines to good use to help the community,” said Terrie, a supervisor, who began sewing for 5B’s Embroidery & Screen Print and B-Wear Sportswear in 1991.

Mask Production

The idea of 5B’s making medical masks originated with Bryan Krieg, Lean Six Sigma, process improvement, at Genesis. Krieg worked with Terrie to develop a prototype, and within a couple of days the mask production was in place. Dozens of 5B’s 300 employees were able to be brought back to work after the state’s stay-at-home order. And by the end of March, 5B’s was making 500 masks a day. Genesis supplied the medical grade material, and 5B’s donated the labor to produce about 23,000 masks.

Making a Difference

“The production process all happened very quickly,” Terrie said. “The employees were excited to be able to help and glad we could make a difference in the community. At times we get so busy with our lives, we forget what’s most important.”

Many other community members also focused on what was important and donated masks that they had made. The hospital staff was very appreciative and touched by the gesture.

Terrie Diehl, supervisor at 5B’s, sews medical masks. 5B’s donated the labor to produce about 23,000 masks. SUBMITTED PHOTO



Genesis Becomes Hub for Disinfecting Masks

As COVID-19 began to escalate and quantities of personal protective equipment (PPE) became a concern, the Ohio Department of Health (ODH) provided Genesis a means to disinfect N95 masks to conserve supplies. The ODH recognizes Genesis as a regional center of care and supplied a Bioquell machine. The machine is CDC-approved and uses hydrogen peroxide vapor technology to disinfect N95 masks.

Masks for Front Line Staff

Genesis made the service available to clean N95 masks for front line caregivers. Once a week, staff from nursing homes, dental offices, a juvenile detention center and first responders, from Muskingum and surrounding counties, bring their masks to be disinfected.

The service was made available to the six counties Genesis serves – Coshocton, Guernsey, Noble, Morgan, Muskingum, and Perry.

Certified to Clean

To facilitate the process, Genesis staff in Support Services built two airtight areas to disinfect masks, and a staff member received training and certification to use the Bioquell machine. As a result, 300 masks can be disinfected in one building during the 45-minute cleaning process.

YOUR FAMILY, YOUR FRIENDS, OUR HEROES

Genesis began preparing for COVID-19 patients well before the virus was confirmed in Ohio. A top priority in preparation was having proper personal protective equipment (PPE) for front line staff to protect staff and patients against the virus.

When COVID-19 was confirmed in our region, staff donned a protective gown, gloves, masks and shield or goggles before caring for patients.

Genesis takes every precaution to ensure the safety of our patients. Every staff member in every department, like those shown here, has your safety in mind. Our healthcare workers are your family, your friends, and our heroes.

- 1 A screening tent outside the entrances to the Emergency Department in Zanesville and in Perry County, and in front of the Genesis FirstCares, minimized possible COVID-19 exposure to patients in waiting areas inside the facilities. Pictured left to right is Jessica Arnold, R.N., Ryan Foor, D.O., and Georgia Lee, R.N. Patients were screened before entering facilities. If patients showed symptoms of COVID-19, further assessment was conducted.
- 2 Front line staff James Neuenschwander, M.D., emergency medicine physician, and Aimee Fenton, R.N., direct patients with COVID-19 symptoms to a section of the Emergency Department with negative air-flow rooms. The rooms keep airborne contaminants within the room to prevent the spread of COVID-19.
- 3 Abby Gray, registered respiratory therapist, wears personal protective equipment (PPE) while providing breathing treatments, airway clearance and care of ventilators.
- 4 Madison Leach, environmental services technician, thoroughly cleans patient rooms. Environmental Services teams work around the clock to ensure all areas of the hospital are sanitized. A special machine that uses UV light to quickly destroy bacteria, viruses, molds and other pathogens disinfects each patient room or procedure room.
- 5 Thomas Beachem, Materials Distribution, monitors supply inventory and ensures supplies are delivered to every department throughout Genesis HealthCare System. Genesis maintains a supply of PPE for our patients and staff, many of which were generously donated by community members and businesses.
- 6 Shelly Winkle, R.N., Genesis Hospice, cares for patients anywhere the patient calls home – a nursing facility, assisted living residence, their home or Morrison House.
- 7 With best practices in place to keep everyone safe, Ashley Smith, Genesis Cancer Care Center, helps fit wigs for cancer patients.
- 8 Genesis serves more than 200,000 meals to patients every year. Deborah Denman, server, Food & Nutrition Services, delivers meals to patient rooms.
- 9 Rev. Lynne Hottle, a chaplain in the Genesis Spiritual Care department, visits patients in their room. Patients who have COVID-19 or are suspected to have the virus, receive an inspiring hand-written note from Lynne.



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PULMONARY REHAB CONTRIBUTES TO LUNG TRANSPLANT SUCCESS

100-pound Weight Loss Achieved



Martin Angler, of Philo, enjoys gardening again, an activity he wasn't able to do before receiving care from the Genesis Pulmonary Rehab staff.

It was 2014, and Martin Angler, a truck driver from Philo, was unloading boxes from the back of his truck. "It was just a normal day, and the work wasn't that hard," Martin said. "But when I got back in the cab, I felt like I was having a heart attack."

He soon found out he was developing chronic obstructive pulmonary disease (COPD). Martin began treatment to help with his breathing, but the problem worsened. And not long after, he realized he needed to quit work.

It's Time to Take Action

Several years passed, and Martin's health continued to decline. His doctor told him a lung transplant could help him – but to be accepted into the lung transplant program at The Ohio State University Wexner Medical Center (OSU), he would need to lose 100 pounds. That meant there was hope. Even so, he felt discouraged knowing how much weight he had to lose.

"Then one day I woke up and decided I needed to do this," Martin said. "So, I went on a strict diet and spent over a year working to lose the weight."

Early in 2018, he reached his weight loss goal and called his doctor at Genesis, Emily Brawner, D.O., FCCP, Genesis Pulmonary/Critical Care Medicine, to share the good news and find out the next steps.

"It's critical for patients to be as healthy as possible before they undergo transplant surgery," explained Dr. Brawner. "Martin took this seriously and did the hard work of losing the weight. The next step was for him to undergo additional testing with his surgeon, as well as participate in the pulmonary rehabilitation program we offer at Genesis. We've developed a close relationship with the lung transplant and rehab team at OSU, which helps ensure the best outcomes for our patients."

The testing for the transplant needed to be completed at OSU, which was over an hour away from Martin's home. Fortunately, the pulmonary rehabilitation program at Genesis was just a short 15-minute drive away.

Preparing for the Transplant

The Genesis Pulmonary Rehab program includes a team of experienced physicians, respiratory therapists, exercise physiologists, a registered dietitian and a licensed social worker who coordinate care for those with lung disease. Tisha Babcock, R.N., MSN, CCRN, CNL, director, Genesis Pulmonary and Critical Care Services, explained the process patients go through when they come to the pulmonary rehab program.

"Patients first meet with the team to discuss their lung disease and challenges they're facing. We also do testing to get a baseline of a patient's exercise tolerance, which allows us to set exercise goals," explained Babcock. "We offer group education classes and support, weight training, balance training, stretching and flexibility, and more, all designed to improve their lung health and overall health."



Emily Brawner, D.O., FCCP
Genesis Pulmonary/Critical Care Medicine



For information about the Genesis Pulmonary Rehab Program, call (740) 454-4718.

Ashlee Noyes, RCP, RRT, CTTS, is a rehab specialist who has worked closely with Martin since August 2019, when he first came to pulmonary rehab. She understands not only the physical and mental challenges patients with lung and breathing problems face, but also how hard it can be mentally, too.

"When Martin came to pulmonary rehab, he was on oxygen," Noyes said. "Imagine being on oxygen, then someone tells you you're going to start exercising. That can be a very scary thing when you feel like you can't even breathe. So, part of what we do is help patients understand that we're here to help them exercise safely."

Martin completed the first part of the pulmonary rehab program by early 2019, attending two hours twice a week for 10 weeks. Much of his time was spent on the treadmill, a recumbent bike and a NuStep exercise machine. Martin also met with the team's registered dietitian for tips and nutrition information specific to his needs to help make sure he kept the weight off.

After these programs were completed, Martin was placed on the transplant waiting list. Fortunately, he didn't have to wait long; just a few days later, a set of lungs became available. He went in for the surgery at OSU, and the procedure was a success.

"I stayed in the hospital for 13 days. Then on Dec. 13, which is also my birthday, I was released," Martin said.

Excellent Results

After surgery, he continued to work with his OSU surgeon to meet specific goals and milestones. He also continued his pulmonary rehabilitation program at Genesis.

"He's doing phenomenally," explained Noyes. "He is hardly winded when he exercises." Noyes credits Martin's determination with his excellent results.

Martin finished the first part of pulmonary rehab and is now undergoing the maintenance program that gives patients the opportunity to maintain their health and continue exercising in a supervised environment at the Genesis Pulmonary Rehab Gym. One of the side benefits of the maintenance program is the opportunity to meet other lung disease patients going through similar challenges. The patients get to know each other, share ideas and offer support.

"Going to the pulmonary rehab program helps keep me motivated. It not only helps your strength, but your mental status, too, by talking to other people there," Martin said.

Martin now lives his life without using supplemental oxygen. He also enjoys gardening and fishing – activities that he hasn't been able to do for years. And one of the biggest rewards is knowing he'll be able to play with his grandchildren, including a new granddaughter, who was born in June 2020.

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LiveWell

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