

MERCY HEALTH Messenger

A newsletter for the Mercy Health community | APRIL 2017



Recognizing Mercy Health — St. Vincent Medical Center's oldest volunteer in honor of national volunteer month

Of Polish descent and born the same day as Pope John Paul II, one would think Mercy Health — St. Vincent volunteer Sophie Sitek was always destined to serve for a Catholic health care organization.

"I've always tried to help others. It was how we were raised — to help others as much as you can," Sitek shared.

As a volunteer, Sophie Sitek crochets large squares for Mercy Health — St. Vincent Medical Center. Once enough squares are created, other volunteers sew these squares into blankets for patients to use while staying in the hospital.

Sophie started crocheting 11 years ago after she became a resident at Ohio Living Swan Creek retirement home.

continued on page 3

Achieving Vision 2020

Over the last seven months we featured one principle a month and regional news connected to each principle. These seven principles make up the Vision 2020 wheel and at the core of the wheel is our Vision 2020 statement,

We change lives forever: mind, body and spirit.

Having this kind of influence on individuals is immense and at times can be overwhelming. The responsibility in serving in the health care profession is not easy and typically, when a task is constantly challenging, those on the front lines are the individuals who really want to fight the good fight...and there's a reason why.

Ask yourself, why you are here and what inspires you to do what you do. Our path to our Vision will be tested daily. You can't stay the course if you don't know yourself and your reason why.

What a difference we are making in the lives of our coworkers and patients! We cannot become numb to our day and what's expected of us. Our days and our weeks cannot become routine. To our patients, there's nothing routine about what we do.

How we will execute our day may keep changing, but our why will not. It's the core of us, the center of our personal wheel.

As we near our one year anniversary of launching our new vision for the future, Vision 2020, reflect and find the reason why you do what you do. Remind yourself of it and what needs to be done to advance and continue. Be connected so deeply to your why so others can see it in you.

You choose to be a part of a mission-oriented, faith-based organization every day and we cannot provide amazing patient care without you and your 'why'. Be that ambassador.



Vision 2020 question of the month

Every month we feature an employee question answered best by a subject matter expert. This month's question is in reference to our newly launched point of service (POS) collections process.

"If we're to focus on doing what's best for the patient, why is asking for their payment at the time of service a major concern? A patient may be stressed due to financial woe and pressing for payment will only make it worse."

Mark Thompson, Chief Financial Officer of Mercy Health — Toledo, weighs in.

Providing amazing patient care at the time it is needed is our priority. As a ministry, we must also continue to navigate the constantly changing world of healthcare and still serve as good financial stewards of our resources for our patients and communities. Not only do we want to be good financial stewards of our business so we can continue to operate, but we also want to identify individuals that qualify for our charity services and programs. This is achievable through POS conversations.

POS is a best practice used by health systems across the country to engage in conversation with patients about their financial responsibility. These conversations take place up front so patients understand their insurance coverage, what co-pays and deductibles are due at the time of or before services are rendered as well as manage their patient responsibility portion for services rendered.

In 2016 alone, Mercy Health — Toledo wrote off more than \$12 million in uncollected patient co-pays and deductibles. This represents only the personal responsibility that we were unable to collect from patients who are covered by commercial insurance or Medicare.

But because of funds collected at the time of service, we are able to provide millions of dollars back to our patients and communities through charity care. Last year alone, we provided \$107 million to our community and this service still remains a priority to the ministry. Collecting from patients for their portion of the bill is consistent with the mission and allows us to continue assisting those who qualify for our charity services as well as re-invest in our health care services to our community.

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Her friend was knitting for Mercy Health — St. Vincent and encouraged Sophie to join her.

Once Sophie began, she discovered how her new hobby can help herself and others.

“I don’t sleep much and it gave me something to do,” Sitek stated. “I was terrible at golf and bowling so crocheting keeps me going.”

Sophie will celebrate her 101 birthday next month. When asked about the root of her energy, she states, “I don’t take those kinds of pills, I’m just being my natural self. I’m retired so I have the time and it’s a wonderful passing of time.”

Support the Children’s Miracle Network’s Day of Miracles April 19

This year you can support the Children’s Miracle Network during the televised Day of Miracles on **April 19** from **5 a.m.–11:30 p.m.** in the St. Vincent auditorium.

You can donate directly to the cause through a one-time, in-person donation the day of the event, online at **www.mercydayofmiracles.com** or by calling **419-251-5540**. Stop by the auditorium any time to peruse local vendors donating a portion of the proceeds to benefit the Children’s Miracle Network.

Nearly 38,000 children are treated at Mercy Health Children’s Hospital each year. Annual contributions extend our mission to these patients across 30 counties in Northwest Ohio and Southeast Michigan.

Reduce risk of pneumonia through effective vaccination

Pneumonia can occur at any time of the year, but a particular type can become prevalent in the winter months.

Since pneumonia is a bacterial infection, it is easily spread to others and a person with a weaker immune system may be more susceptible to the infection.

Symptoms range from:

- Significant cough with phlegm
- Difficulty breathing and/or shortness of breath
- Fatigue
- High fever
- Chills

Help stop symptoms before they start. Ensure your immune system is healthy and strong by eating right and exercising. Washing hands often helps reduce the spread of germs and bacteria, but the easiest way to prevent is by receiving the pneumonia vaccine.

The vaccine is safe and effective. Adults age 65 or older as well as any adult with an increased risk of medical conditions are recommended to receive the vaccine. It’s 100% covered by Medicare Part B and also helps prevent meningitis or blood stream infections.

Talk to your doctor about getting this important vaccine.

Spirituality at work

Love



Father Joseph Cardone,
Vice President, Mission and Values Integration, Mercy St. Vincent Medical Center and Mercy Children's Hospital

Editor's Note: Through the 2017 Spirituality Columns, Sr. Dorothy Thum and Fr. Joseph Cardone are sharing wisdom gained through the book, Redeeming

Administration: 12 Spiritual Habits for Catholic Leaders by Ann M. Garrido.

In the English language, we use the word “love” in a variety of ways, sometimes sloppily. We use it to convey deep and intense feelings but also simply to say we like something a lot. Two people might look into one another’s eyes and declare, “I love you, and I can’t imagine my life without you.” While someone also might issue a compliment by saying “I love that sweater on you,” or state their affinity for a certain food by saying “I love pepperoni pizza.” In our ministry, the kind of love we are called to administer is “agape” love—from the Greek this means “disinterested love.” This is not to say it means you are not interested in others but rather that you put their interests above your own.

You don’t have to like everyone to love them with agape love. You won’t always feel peaceful and happy or rewarded when you administer this kind of love. Christian love is a choice. The act itself is good. It doesn’t always feel good, and that is ok. Some examples of agape love in action in our work might include caring for someone who is unconscious and cannot thank us for our help, or caring for someone who is surly or possibly even trying to refuse our help. I know that when I am not feeling well my reactions are not reflective of my best self, and we certainly encounter many patients at less than their best. When we treat patients who are uncooperative and unpleasant, they present us with a great opportunity to practice agape love.

We also have many people in our ministry who serve in back-office positions who show agape love regularly through their actions. For example, we have a lot of people who work in Finance who spend hours upon hours looking at numbers. They practice agape by remembering that those numbers represent people—our patients and those who care for them. Our CEOs and other senior leaders may not know the names of every employee and patient, yet they work tirelessly to ensure we meet quality and safety metrics and operate efficiently.

We can show agape love by embodying our mission, vision and core values without caring about what we get out of it. It’s the opposite of asking “what’s in it for me?” This is the act of love we are called to give as we carry out our mission. Our goal with this act of love is to do good for the individual people and the collective community we serve as we extend the healing ministry of Jesus.

Our ministry attracts people who enjoy helping others, and that is great. But it’s important to remember that while it’s great that we all do work that fulfills us, living our mission is not just about us feeling good about what we do. We do what we do because it is the right thing to do. It’s what we are called to do.

Doctors’ Day celebrated at Mercy Health — Toledo

Last month, Mercy Health — Toledo joined the nation in celebrating Doctors’ Day recognizing the amazing patient care provided at our facilities. Patients and employees could nominate a doctor for the Doc Hall of Fame. The nominated physicians were featured on social media and internally. Check out the Hub to see all the doctors who were recognized.



Celebrating volunteerism at Mercy Health — Toledo

At Mercy Health — Toledo, there are many opportunities to volunteer throughout the year. Here are a few upcoming events!

Every day, Mercy Health — Toledo makes a difference through volunteering and helping others. Here's a recent way our employees have extended the mission to the community in their free time.

Volunteer at the Mercy Health Glass City Marathon

You don't have break a sweat to participate in this year's Mercy Health Glass City Marathon race. From the Mercy Health Glass City Marathon Health and Wellness Expo to be held **Saturday, April 22**, as well as race day, **April 23**, there are many volunteer opportunities include expo greeters, course marshals, water stop captains and distributors, as well as, helping at the finishing line.

Volunteers play a large role at the Mercy Health Glass City Marathon. Those stationed near the finish line are on the lookout for runners in distress, course marshals direct and cheer on runners on the race route, and volunteers at water stops not only pass out water, they offer encouragement and support.

If you are interested in being a volunteer, go online at glasscitymarathon.org/become-glass-city-marathon-volunteer/. Earn Be Well Within points by participating (either as a runner or a volunteer).

Make strides against breast cancer at this year's event

Volunteer to support the more than 30 teams walking on **May 6 at 9:30 a.m.** raising funds to fight breast cancer at the Making Strides of Northwest Ohio event at The Town Center at Levis Commons. Contact Laurie Edwards at Laurie_Edwards@mercy.com for details to either walk or volunteer.

Rally at the American Cancer Society Relay for Life events

You can sign up to volunteer or participate in the Wood or Lucas County Relay for Life by contacting Laurie Edwards at Laurie_Edwards@mercy.com.

Helping the homeless is a sweet deal at Mercy Health — St. Charles

The Mercy Health — St. Charles Mission Services Committee satisfied visitors' sweet tooth and helped the homeless during Valentine's Day, raising money to purchase emergency Mylar blankets through a cookie sale in the cafeteria.

The team sold cookies during the lunch hours, collected financial donations and raised enough money to purchase 240 blankets! These blankets will be available to any of our homeless ED/BHI patients in need.

The committee received the blanket delivery and have already begun distributing.



Mercy Health — Toledo institutes prescription drop boxes to combat abuse

As a part of Mercy Health — Toledo's vision for the future, Mercy Health is installing medication drop boxes onsite at seven locations to serve the community and help combat the prescription abuse epidemic.

The boxes are for unused and unwanted prescription pharmaceuticals and are located at these Mercy Health facilities at these times:

- Mercy Health — St. Vincent Medical Center: 2213 Cherry St., Toledo (near registration) **Available 24/7**
- Mercy College: 2200 Jefferson Ave., Toledo (main lobby) **Available daily from 6 a.m.-10 p.m.**
- Mercy Health — St. Anne Hospital: 3404 W. Sylvania Ave., Toledo (main lobby) **Available daily 6 a.m.-9 p.m.**
- Mercy Health — St. Charles Hospital: 2600 Navarre Ave., Oregon (main lobby) **Available daily 6 a.m.-9 p.m.**
- Mercy Health — Tiffin Hospital: 45 St. Lawrence Drive (main lobby) **Available daily 7 a.m.-8 p.m.**
- Mercy Health — Willard Hospital: 1100 Neal Zick Rd, Willard (main lobby) **Available daily 6 a.m.-8 p.m.**

- Mercy Health — Defiance Clinic: 1404 E 2nd St, Defiance (west entrance) **Available 7 a.m.-6 p.m. M-F, Sat. 7 a.m.-noon**
- Mercy Health — Franklin Avenue Internal Medicine: 2213 Franklin Ave., Toledo (main lobby) **Available 7:30 a.m. to 6 p.m.**

By offering prescription drop boxes, unwanted medication can be disposed of properly to prevent illegal use or contamination to the environment. Any solid pharmaceuticals may be dropped off (e.g. pills, patches, capsules, pet medication). Aerosol cans, inhalers, syringes, ointments and liquids will not be accepted.

Anyone in the public can access the drop boxes anonymously. The boxes will be monitored only to prevent suspicious activity.

Partnering with other resources in the community, Mercy Health — Toledo will work with the Toledo Police Department, Lucas County, Tiffin and Willard local police departments and the Mercy Health Police Department to police the public use of these drop boxes.

Advancing and enhancing our Mercy Health services

With a focus on growth for 2017, Mercy Health — Toledo, has made enhancements to patient access as well as expanded one of our current services.

Our oncology promise

In connecting to the Vision 2020 principle of making access easy, our oncology program is advancing this process for our patients at our Perrysburg Cancer Center.

We've established an exclusive physician and medical office staff phone number to make it easier for physicians to schedule patients with an oncologist.

By calling this phone number, we also promise to see patients within 48 hours. Our business partners are reaching out to physician offices to provide the phone number.

This is another way patients can have access to the most advanced therapies, treatments and support services.

Mercy Health — Occupational Health services expands

Mercy Health — Occupational Health recently was awarded a two-year contract from the City of Toledo to be the healthcare provider for city employees. The relationship with the City of Toledo equates to more than 1,600 annual patient visits in Occupational Health at Mercy Health — St. Vincent Medical Center.

In addition to adding clients, the teams at Mercy Health — St. Vincent and Mercy Health — St. Charles Occupational Health/Employee Health have continued to provide care to thousands of workers in the region. Included in that are the more than 6,000 influenza vaccinations given to Mercy Health employees, physicians, students, contractors and volunteers.

Occupational Health is also growing its team. In July, we will be welcoming a new physician Mohamad Farris, MD.

Partnering with the Traumatic Brain Injury Resource Center will provide local brain injury survivors with support

Mercy Health is proud to announce a partnership with the Traumatic Brain Injury Resource Center (TBIRC). This is the first of its kind in Ohio to offer traumatic brain injury survivors, their caregivers and families much needed support.

TBIRC was founded in August 2014 to fill a need in support services that would otherwise not exist in this community. Mercy Health is proud to align with such a dedicated organization and look forward to helping the TBIRC raise awareness and improve the lives of those affected by traumatic brain injuries.

Services provided by TBIRC include:

- Recovery and rehabilitation—locating TBI physicians and other specialists covering the broad spectrum of needs including medical, physical, occupational and speech therapists, optometrists, and nutritionists. Identifying and assisting clients with registration in clinical trials. Tracking regional vocational rehabilitation facilities and programs. Identifying sources for home healthcare services if needed.
- Education—informing the greater community about traumatic brain injuries, maintaining a reference library for clients and caregivers and providing a forum for speakers. Helping clients identify appropriate tools to help manage their deficits due to brain injury and providing resources for learning with electronic devices such as tablets, computers and smart phones.
- Financial and professional assistance—maintaining an emergency food bank for clients and their families. Locating legal, accounting or any other professional service that may be needed and assisting clients with paperwork.
- Support — providing a safe area for clients, their caregivers and families to interact. Offering a location for support group meetings.

St. Vincent Medical Center residency program spaces filled

Mercy Health — St. Vincent Medical Center residency programs have successfully filled all first-year residency slots in the recent matching.

Mercy Health has provided Graduate Medical Education since 1896 and was the first medical education provider in Northwest Ohio. Mercy Health operates 12 independent GME (residency and fellowship) programs accredited by Accreditation Council for Graduate Medical Education (ACGME), American Osteopathic Association (AOA) and Council on Podiatric Medical Education (CPME).

These programs include:

- Emergency Medicine
 - Family Medicine
 - Internal Medicine
 - General Surgery
 - Obstetrics/Gynecology
 - Orthopedics
 - Pediatrics
 - Podiatry
 - Transitional Year
 - Cardiovascular Disease Fellowship
 - Neuroendovascular fellowship
 - Hospice-Palliative Care Medicine Fellowship
- All of our programs, including the newly developed pediatrics program, will be fully staffed with highly qualified doctors in training.

Mercy Health — St. Vincent Medical Center recertified at the highest level of trauma care

Mercy Health — St. Vincent Mercy Medical Center recently was re-verified as a level I trauma center and Mercy Health — Children's Hospital received level II status by the Committee of Trauma (COT) of the American College of Surgeons (ACS).

The verification indicates Mercy Health — St. Vincent Medical Center, in concert with Mercy Health Children's Hospital, has yet again met the stringent criteria of the COT in providing quality trauma care.

"To serve both adults and children in their trauma care at one facility is a valuable resource for the community," said Dr. John Leskovan, Mercy Health — St. Vincent trauma surgeon and St. Vincent trauma medical director. "To provide this type of service as an extension of the Mercy Health mission is not only why we exist, but is our privilege."

This verification by the ACS involves extensive documentation on multiple aspects of trauma care and includes an on-site survey by physician members of the committee.

According to the ACS, to receive this rating, a verified level I trauma center must be able to provide total care for every aspect of injury, from prevention through rehabilitation.

Key elements of a level I trauma center include 24-hour in-house coverage by general surgeons and prompt availability of care in specialties (e.g. orthopedic surgery, neurosurgery, anesthesiology, emergency medicine, radiology, internal medicine, pediatric and critical care). In addition, level I trauma centers provide leadership in prevention, research, medical education and continuing education opportunities for trauma team members.

Recently, the ACS updated their criteria to further refine the standards ensuring centers function in a way to advance trauma center based standardization and integration by providing meaningful involvement in state and regional trauma system planning as well as meet concurrent performance improvements and patient safety criteria.

As a separate entity, Mercy Health — Children's Hospital received a level II verification for pediatrics. Because a center would need to annually admit at least 200 trauma pediatric patients (under the age of 15), and because this is an uncommon accessible volume for this area, Mercy Health received the highest potential rating for a pediatric trauma center with this verification.

Mercy Health — St. Vincent Medical Center and Mercy Health — Children's Hospital first received this verification in 1992 and has maintained it consecutively since. The State of Ohio will also designate Mercy Health — St. Vincent Medical Center as a level I adult facility and as a level II pediatric facility for Children's Hospital based on the ACS verification.

"Achieving these verifications re-affirms Mercy Health — St. Vincent Medical Center and Children's Hospital commitment to offering the highest level of trauma care," stated Tom Arquilla, interim president, Mercy Health — St. Vincent Medical Center, and chief strategy officer, Mercy Health — Toledo. "We are proud the ACS verified us and look forward to continue to serve the northwest Ohio and southeast Michigan communities with the highest level of trauma care that has become synonymous with Mercy Health."

Mercy Health and Columbus Radiology enter phase two of partnership

Over the past year, in collaboration with Mercy Health Radiology Group, Mercy Health — Toledo has been discussing how better to streamline the radiology service, enhance turnaround times and provide a better experience for both patients and physicians. As we shared in October, those discussions brought us to partner with Columbus Radiology (CR), now a member of Radiology Partners.

CR began assisting us in early October 2016 with night-time radiology reads from the emergency departments and other routine reads as needed during 3rd shift hours. Additionally in October, Mercy Health transitioned to CR's Radiology Results Communication Center (RCC), a nationally recognized best practice, where referring physicians, physician office staff, facility clinical staff, and others can call to directly interface and connect with the radiologist. The center is fully operational 24 hours a day, 7 days a week.

Now, we have entered into phase two of our partnership with CR via the employment transition of our Mercy Health radiologists to CR directly.

The same radiologists who currently provide service to Mercy Health onsite continue to do so. CR has shown its commitment to Toledo by successfully recruiting five additional radiologists to Toledo starting this spring to augment our current staff and will continue to recruit to meet our needs for neuroradiology, pediatric imaging and breast imaging service lines with onsite radiologists. We are excited to complete our staffing goals in 2017 and have a full complement of board certified radiologists onsite.

Since 2008, our RAD1 Results Communications Center has provided referring physicians, technologists and support staff with seamless access to our radiologists. A radiologist is available 24/7/365 to discuss ordering procedures, terminology or interpretations. And with RCC, wet reads, critical results and unexpected findings are turned around fast and reported directly to physicians.

Take some “me” time

Are you looking for a little time out to re-energize and push your potential? Time Out For Me (TOFM) is a one day program designed to provide participants with an environment that nurtures mind, body and spirit and to provide support to the healthcare provider as he/she begins to identify ways to create this environment at work and home.

Time Out for Me will take place from **8 a.m.–4:30 p.m. May 24 and August 3** at the Sullivan Center, Gesu Parish.

For more information or to register contact:

- Metro Toledo locations contact Judy East **(419) 251-4379** or **Judy_East@mercy.com**
- Rural locations contact Julie Landol at **(419) 964-5303** or **(419) 455-7059**
- Mercy College, St. Charles and St. Anne contact Jennifer Discher at **Jennifer_Discher@mercy.com**

All Programs are open to all Mercy Health associates but requires manager approval.

Mercy Health — Toledo is an approved provider of continuing nursing education by the Ohio Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. (OBN-001-91) (OH-043, 06-01-19). Questions about nursing contact hours should be directed to Michelle Pollauf at **(419) 251-4753**.

Mercy Health — Tiffin Hospital among top rural hospitals

A recent ranking placed Mercy Health — Tiffin Hospital among the top three rural and community hospitals in Ohio and among the top 100 nationwide.

Mercy Health — Tiffin is listed on the 2017 Top 100 Rural & Community Hospitals in the U.S., according to the National Rural Health Association's Rural Health Policy Institute, iVantage Health Analytics and the Chartis Center for Rural Health.

"The release of the top 100 rural and community hospitals this year expands on research presented as a part of the 2017 Top 100 Rural Relevance Study: Vulnerability to Value

from The Chartis Group," states a report on the list published by Becker's Hospital Review.

"The hospitals that are named to this list are top performers in managing risk, achieving higher quality, securing better outcomes, increasing patient satisfaction and operating at a lower cost than their peers," the report states.

The top 100 list is provided alphabetically by state and by facility. The other two Ohio facilities on the list are Knox Community Hospital in Mount Vernon and Mercer County Joint Township Community Hospital in Coldwater.



Mercy Health — Toledo locations get a makeover

Rebranding is still underway in the Mercy Health — Toledo region. In the first quarter of 2017, employees at all the area hospitals received their newly rebranded employee ID badge. Replacement of the monument signage occurred at Mercy Health — St. Anne and the Perrysburg Cancer Center and Medical Center. Work is underway at Mercy Health — St. Vincent Medical Center to replace these monument signs.



Employees benefit by participating in the Be Well Within program

We counted steps, we avoided carbs and drank endless cups of water all while recording the journey in Be Well Within program. With the close of 2016, 78 Toledo employees were inducted into the Be Well Within Winners' Circle winning an array of prizes ranging from a Vitamix blender, stability ball chair, a spa gift card and even an iPad Air!

Congratulations to Toledo region's winners who are one of the 20 system-wide recipients of the Recharge Retreat:

- Stephanie Bohland from St. Vincent
- Renee Erskine from St. Vincent (her husband Chris was the winner)
- Julie Bellestri from St. Charles
- Tina Fitzwater from Defiance

You can win big too in 2018 with Mercy Health's Be Well Within program. Get your jump start by participating in an upcoming health screening scheduled over the next two months: **April 5–April 12, May 12–May 31**

Log on to **MercyBeWellWithin.com** today to schedule your appointment or, download a Health Provider Screening Form and submit results from a qualified provider visit by **June 30, 2017**.

After your health screening, view your results on the Be Well Within site and complete any additional requirements that appear in the "My Plan" section to earn \$500 for your 2018 Health Reimbursement Account and Sweepstakes entries.



Upcoming events

The Toledo Opera Gala: April in Paris

Saturday, April 29, 7 p.m. | The Secor building

Join Mercy Health and Owens Corning as the presenting co-sponsors of the Toledo Opera's April in Paris gala. Guests can take part in a French classic, black tie event including cocktails, dinner and a performance. Tickets begin at \$150 and can be purchased at www.toledoopera.org/gala.

Children's Miracle Network Dance marathon

Give to the Children's Miracle Network through either of the upcoming dance marathon events this month!

April 8-9, 5 a.m.-5 p.m.

Bowling Green State University, Perry Field House

Donate through the dance marathon or stop by on April 9 at the event's close to help send off bikers on their Bikes for Tikes three-day journey from Bowling Green to Cincinnati. All proceeds benefit the Children's Miracle Network. For more information, visit foundation.mercy.com/toledo/fundraisers/2017-bgsu-ziggython.

April 8, 10 a.m.-11 p.m.

The University of Toledo, Savage Arena

For your opportunity to donate to this event with proceeds to benefit the Children's Miracle Network, visit the foundation site at foundation.mercy.com/toledo/events/ut-rockethon.

Better Living Speaker Series dates

Join Mercy Health experts share tips to help you achieve and maintain good physical health.

Wednesday, April 12, 7 p.m. | Way Library

Join Mercy Health for an informative discussion focused on sleep and sleep disorders featuring Dr. Michael Neeb. Free blood pressure screenings offered from 6-8 p.m.

Wednesday, April 19, 10 a.m. | St. Charles

Mercy Health Podiatrist Khase Wilkinson, DPM, will speak on common foot problems, treatment options and proper footwear.

Thursday, April 20, 10 a.m. | St. Anne

Learn about prescription medicine and potential side effects of interactions with common over-the-counter medicines, the benefits of choosing generic over brand name drugs and how to safely dispose of unused prescription pills. Free blood pressure screenings offered from 6-8 p.m.

Monday, May 15, 10 a.m. | St. Anne

Join Mercy Health Registered Dietitian, Nicole Cousino to learn about how to choose the best foods, solutions to eating healthy with a busy lifestyle and support resources available through Mercy Health — Weight Management Solutions.

Save the date

Celebrate National Hospital Week

May 7-13

Our Mission

We extend the healing ministry of Jesus by improving the health of our communities with emphasis on people who are poor and under-served.

Our Values

Compassion, Excellence, Human Dignity, Justice, Sacredness of Life and Service.

Our Promise

To make lives better—mind, body and spirit.
To genuinely enjoy being of service.
To make healthcare easier.

Find electronic versions of the *Mercy Health Messenger* on the [Mercy Health Hub Toledo Region page](#) > [Region Resources](#) > [Region Newsletter](#)

Also join us on Facebook, Twitter, YouTube, Instagram, and at mercy.com.