healthcare

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FOSTERING HEALTHY COMMUNITIES





2017 Healthcare Heroes recognized

The healthcare profession is one where acts of heroism often go unnoticed, because they happen every day. Healthcare Heroes do not act for praise, recognition, or job advancement. Indeed, their stories are not always picked up by the local media or communicated outside of their organizations. Rather, Healthcare Heroes are motivated by a desire to make a difference in the lives they touch.

Healthcare Heroes was launched in 2008 to recognize the extraordinary impact that exceptional healthcare professionals have on the healthcare industry and on the quality of life in their communities.

The Eighth Healthcare Heroes Recognition Ceremony, held on June 27, 2017 at the Toledo Museum of Art Glass Pavilion, recognizes the extraordinary contributions healthcare makes to the quality of life in northwest Ohio and southeast Michigan. Each honoree has received an award for the honor.

Healthcare Heroes has honored five recipients this year, including a Lifetime Achievement Award. To qualify for the Lifetime Achievement Award, healthcare leader must have left a mark on healthcare through a



Amanda Fay, WTOL11/FOX36

career (of at least 25 years) of heroic acts, compassion, honor, and integrity that have helped to put our region at the forefront of healthcare. In addition, a collaboration award has been presented to an area healthcare organization.

> The Healthcare Heroes exemplify the contributions healthcare makes to the region.

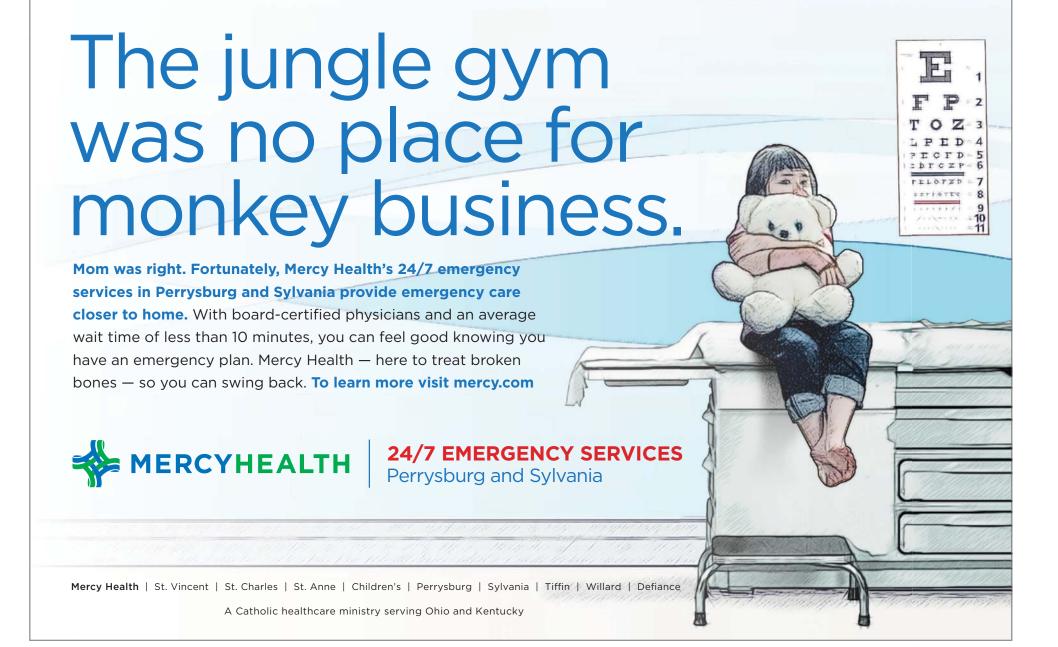
A hero is usually an ordinary person doing extraordinary things, distinguished for his or her courage or ability.

They may also be someone who is a model for others that has performed a heroic deed and/ or tirelessly given of his/her time, talent, and expertise to improve health.

A Healthcare Hero could be a physician, nurse, allied health professional, researcher, administrator, educator, or caregiver that has gone above and beyond the call of duty. Healthcare Heroes should demonstrate honesty, integrity, humility, courage, and commitment.

For example, a Healthcare Hero may be a healthcare professional who exemplifies extraordinary quality and compassionate patient care; is breaking new ground in the healthcare arena through a new advancement,

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Heroes

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improvement of efficiencies, or through a new initiative; is providing research and is on the cutting edge of clinical research to ultimately improve patient care; is an accomplished healthcare educator that is inspiring the next generation of healthcare providers; is a healthcare leader who exceeds all expectations when it comes to influencing growth and development of healthcare to meet the needs of the community; or is a healthcare provider making a meaningful contribution to community health improvement, including but not limited to increasing access to healthcare for the low income uninsured.

Sponsors for this year's event include: The Hospital Council of Northwest Ohio; Shumaker, Loop & Kendrick, LLP; Hylant Group; Gilmore, Jasion & Mahler, LTD; Concordance Healthcare Solutions; Toledo Community Foundation; and Fostering Healthy Communities partners ProMedica, The University of Toledo Medical Center, and Mercy Health. Community partners include the United Way of Greater Toledo and the Toledo Regional Chamber of Commerce. Toledo Business Journal is the media partner and Amanda Fay, WTOL11/FOX36 anchor/reporter, is the host and emcee for the event.

Thomas Welch, M.D.

Lifetime Achievement Award

Regional Chief Clinical Officer, Mercy Health

Dr. Thomas Welch's father was a podiatrist and that inspired him to pursue a career in healthcare. As an individual who preferred working in biological sciences, he wanted a position and career where he could be meaningfully involved in people's lives, in a personal and intimate way. As a result, Welch decided to pursue a career in medicine

Since the beginning of his practice in Toledo in 1975, Dr. Welch has found the interaction with patients to be truly remarkable, witnessing not only the collateral damage of death and disease, but the "collateral beauty" brought on by positive changes in the people he treats. He considers this alone to be an important and valuable reason to continue his medical efforts.

Over the past 42 years, Dr. Welch has treated 6,000 to 7,000 patients per year, ranging from the homeless to the prominent. Throughout his career, he has consistently treated each of them as a member of his family, personally seeing that their needs are met to the best of his ability.

Dr. Welch's accomplishments are significant, including studying under Andreas Gruentzig in Zurich and performing the first angioplasties in Toledo; spearheading a cardiovascular program at St. Vincent Mercy Medical Center; starting echocardiography programs in the area; centralizing physician credentialing, bylaws, and continuing medical education;

to 7,000 improving quality metrics in the acute care arena; translating and

improving quality metrics in the acute care arena; translating and assisting physicians in understanding the new healthcare laws; becoming the Acute Care Chief Medical Officer (CMO) for St. Vincent; advancing to the Regional CMO for Mercy Health; and holding the positions of Chief of Staff and Board of Directors at St. Vincent.

Additional community service has included being on the Mercy College Board of Directors, the Diocesan Board of Directors, and the Mercy Foundation Board of Directors, as well as Chairman of the Board of the local American Heart Association.



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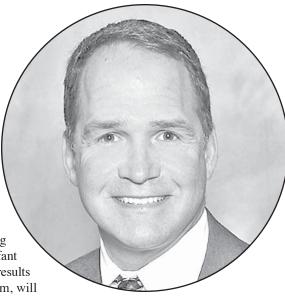
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Kent Bishop, M.D., FACOG, CPE

Chief Experience Officer, ProMedica President and Chief Medical Officer of Women's Service Line, ProMedica

Dr. Kent Bishop, a leader in northwest Ohio who established improved healthcare for pregnant women and their children, is leading efforts to help reduce the overall infant mortality rate in Lucas County. The results of his leadership, and that of his team, will have a lasting effect on the lives of those he touches through education, enhanced care protocols, and partnerships.

As an individual devoted to the care of pregnant women and infants, Dr. Bishop has dedicated his life to his medical practice, particularly the reduction of infant mortality. In an effort to help children, he has worked tirelessly to ensure that pregnant mothers receive needed resources and treatment for a healthy and safe birth. Dr. Bishop's efforts have resulted in many positive changes in local healthcare, including screening pregnant women for risk factors that can lead to infant mortality and connecting women with risk factors to a community health worker or other appropriate support to reduce risks. This screening process was



identified as a best practice by the Ohio Senate's Statewide Infant Mortality Task Force. Dr. Bishop is well respected by his peers and is a positive leader on any team in which he participates. As a senior executive at ProMedica, Dr. Bishop is helping to build a stronger, engaged, high-quality medical staff through his leadership efforts, example, and mentoring of other physicians..

Dr. Bishop currently holds the positions of Chief Experience Officer (CXO) at ProMedica, and he is also President and Chief Medical Officer of Women's Services at ProMedica. He has received the March of Dimes Physician of the Year Award and is the Chair of the ProMedica Infant Mortality Steering Committee.



2017 Judges Panel

Kyle Grefe,

Chair of the Judges Panel; Retired Executive Director, Family Outreach Community United Services (FOCUS); Currently Program Manager of Mentors in Toledo Schools at Partners in Education

Vallie Bowman-English,

President – Toledo Bar Association, Attorney, Clerk of Court – Toledo Municipal Court

Marie Huff, PhD,

Dean,

College of Health & Human Services, Bowling Green State University

Clint Longenecker, PhD,

Distinguished University Professor and Director of the College of Business and Innovation Center for Leadership & Organizational Excellence at the University of Toledo

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The Toledo **Medical-Legal Partnership for Children** (MLPC) is an innovative partnership between health care providers and lawyers to improve the health and wellbeing of patients and their families by resolving legal and social issues that harm children's health. The MLPC is is partnership among:





Mercy Children's Hospital



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mlpc.ablelaw.org/toledo



Congratulations to the 2017 Healthcare Heroes Nominees



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Randy Oostra, DM, FACHE

President and Chief Executive Officer, ProMedica

Randy Oostra has stepped out of the traditional healthcare CEO role of focusing solely on system performance, and is leading the way to improve the overall health of the communities ProMedica serves. He chooses to look beyond medical symptoms and instead focus on the underlying causes of health problems by becoming directly involved with the social fabric of local communities.

Oostra has changed the definition of healthcare in areas being serviced by ProMedica. He has led the way in addressing the social determinants of health, not only on the local level, but on the national and international level as well.

In one of his initiatives, Oostra has addressed hunger as a health issue by establishing The Root Cause Coalition in partnership with the AARP Foundation. It is the focus of this coalition to become the nation's leading advocate of programs, policies, and research to eradicate hunger, food insecurity, and health disparities.

Oostra prides himself on working for



a mission-based, non-profit organization with hundreds of selfless people who have dedicated their lives to helping others. Every day, he sees the impact his and others' work has made on the community, which reinvigorates his beliefs.

Oostra has become involved in multiple healthcare organizations at local, regional, and national levels. Currently, he serves as a board member for the American Hospital Association and as a member of the Ohio and Michigan Hospital Associations. He is also a fellow with the American College of Healthcare Executives and has served on the AHA Regional Policy Board.

You are each
a winner, as your
extraordinary
service to the
community sets
you apart.

Congratulations to all the 2017 Candidates and Award Recipients.

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Barbara Ann Oxner, RN, BSN

Patient Navigator, University of Toledo, Center for Health and Successful Living

During her childhood, Barbara Oxner witnessed her mother caring for family and friends who came to their home, creating a deep desire to help others. This mindset was further cemented as she played nurse as her mother provided wound care, help with medications, and other assistance for family and friends during a time when getting medical care was difficult and costly. Oxner has spent a great part of her life caring for family members and for many others in the community amid numerous obstacles and hardships. Since the beginning of her healthcare career in 1978, when she received her Associate of Science in nursing degree, she has dedicated her life to the betterment of those around her.

Throughout her efforts, Oxner has performed innumerable acts of altruism, including volunteering at multiple organizations and taking on many important responsibilities. Some of her volunteer efforts include food pantry work at New Life COGIC and Abundant Life Ministries Food Pantry, caregiver support for dementia and Alzheimer's patients through the Area Office on Aging, multiple responsibilities with the American Cancer Society in Toledo, leading seminars involving healthcare and



organizing bus trips for senior citizens through the Thomas M. Wernert Center, and distributing breast cancer awareness information through Glenwood Lutheran Church.

Oxner serves as a Patient Navigator at the University of Toledo, Center for Health and Successful Living and is an active community volunteer. She has received the Outstanding Senior Volunteer Platinum Award from Medical Mutual of Ohio in recognition of her work. In addition, she was awarded the Debra A. Green Community Service Award for her efforts in fighting breast cancer. She also received the Special Touch Program Outstanding Volunteer recognition from the American Cancer Society.

Kamala P. Tamarisa, M.D., FACC, FHRS

patients. She often volunteers her own time to care for the health and wellbeing of women and those in poverty. She dedicates much of her efforts toward educating others about the prevention and treatment of heart disease.

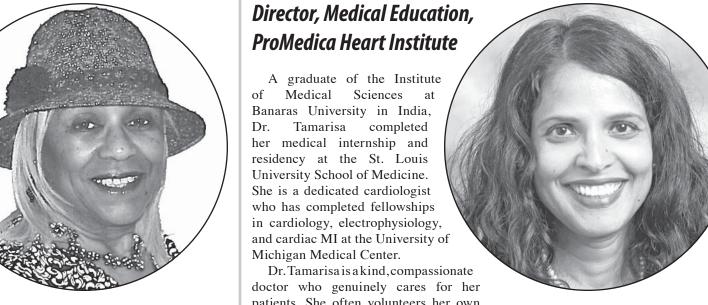
Throughout her career, Dr. Tamarisa has proven to be a truly exceptional individual. In her limited spare time, she volunteers at her favorite charities, provides free healthcare, and offers education on relevant subjects where it is needed.

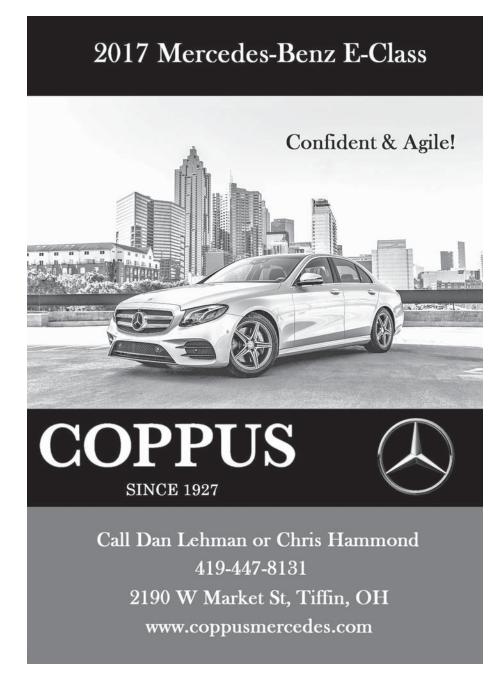
Among her accomplishments, Dr. Tamarisa supports the Sparrow's Nest homeless shelter at Cherry Street Ministries and has successfully

spearheaded a fundraiser to support women pursuing their GEDs. She is planning further efforts to combat domestic violence and drug abuse.

Dr. Tamarisa is Director of Medical Education for ProMedica Heart Institute. She organizes many conferences and symposia to educate the public, as well as other medical professionals, in heartrelated topics.

Dr. Tamarisa exemplifies the spirit of a benevolent community physician. Admired by peers, staff, patients, and all who know her, she gives generously in time, knowledge, money, and compassion.







Business Information Services



A business monitoring service for the Toledo area called Credit Watch is being offered by Telex Communications, Inc. — publishers of ToledoBusiness Journal. The service provides a report twice a month of Law Suits and Liens filed against area companies. Also, companies filing bankruptcy are included in the report.

A sample report can be viewed on our website. Each issue will enable you to monitor customers, suppliers, associates and others showing up in



New companies are target purchasers of a large range of products and services and represent key growth prospects for area firms.

SUBSCRIBE to New Business Register - A monthly listing service of 1) new firms opening for business and 2) existing businesses changing address in the Toledo area (includes new business name, principal, address and phone number).



A monthly business publication providing comprehensive local news coverage in northwest Ohio and southeast Michigan. Toledo Business Journal features important business and marketing information, and valuable leads only available to subscribers.

For more information, visit our website: www.toledobiz.com

Collaboration Award

ABLE Medical-Legal Partnership for **Children**

The ABLE (Advocates for Basic Legal Equality) Medical-Legal Partnership for Children (MLPC) is a valuable community resource. By coordinating with other agencies, MLPC works to change lives by combating legal and social issues that damage the health of the public.

MLPC is an innovative partnership and collaboration among ProMedica Toledo Children's Hospital, Mercy Health -Children's Hospital, Rocket Pediatrics -UT Health, and two law firms servicing low-income clients: Advocates for Basic Legal Equality, Inc. (ABLE) and Legal Aid of Western Ohio, Inc. (LAWO).

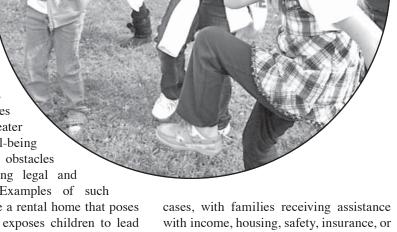
ABLEMLPCisdedicated to the continued integration of health and legal practices throughout the region. The organization accomplishes its goal in a variety of ways. Among its methods are free legal services, training and education of medical and legal partners, and an ongoing effort to influence the policies and regulations

affecting health and well-being.

MLPChas quietly and successfully helped hundreds families achieve greater health and well-being by removing obstacles to health-harming legal and social issues. Examples of such obstacles include a rental home that poses safety issues or exposes children to lead poisoning; a school that refuses to provide accommodations for learning; and an environment of abuse that parent and child lack the resources to escape.

MLPC receives 275 to 300 case referrals a year. This compares to a national median average of 150 annual referrals. Each year, the MLPC successfully closes 100 to 120 education issues affecting their health and

Since its opening in 2007, the Toledo organization has assisted area families in need gain improved health, stability, and well-being. The MLPC continues to expand its operations, bringing better healthcare to the families it serves.



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