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WINTER 2015



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Western Reserve Hospital has some of the best and most interesting healthcare industry professionals in Northeast Ohio

HEALTHONE is a publication of:



**WESTERN RESERVE HOSPITAL**  
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1900 23RD STREET,  
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(330) 971-7000

Featured on Cover:  
Lynne Poulton, Wholly Organized!®

Published by:  
Western Reserve Hospital

**Jason Clevenger**  
Communications Specialist  
Western Reserve Hospital

**Allison Stulpin**  
Creative Director,  
Western Reserve Hospital

**Larry Herbert**  
L. Herbert Design

**Robin Baum**  
Contributor

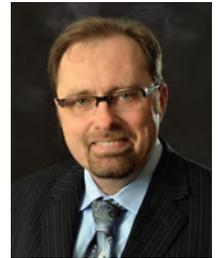
**Ken Love**  
Ken Love Photography

**Chris Smanto**  
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## ALL ABOUT THE PATIENT

Serving as a working physician and a hospital leader, I have the unique opportunity to see both sides of the business of healthcare.

Wearing my stethoscope, I can empathize as my patients share their challenges with scheduling, insurance, billing and even parking. Fortunately, these same folks often share their positive experiences too, eager to brag about Western Reserve Hospital's quality care, compassionate physicians and nurses, friendly and helpful staff and our clean, convenient location.



In my role as president and CEO, I lead a team in making decisions that impact both the challenges and successes of our hospital, as experienced by patients (and noted above).

The choices we make in guiding the hospital are not always easy. Healthcare has changed drastically: constantly increasing federal regulations, coupled with out-of-town competition, present an environment that demands we stay at the top of our game or risk failure. People have choices when it comes to receiving care, and Western Reserve Hospital must address these national and local concerns to ensure we are that choice.

And while the work I do on "both sides" of the business motivates and challenges me, I know that every decision, every action and every new process and initiative I undertake as a practicing physician and a leader must be driven by one simple guiding principle: being all about the patient.

That value has secured Western Reserve Hospital the distinction of being the only 4-star-rated full service hospital in Summit County. Our patient-centered approach has also found us gaining the highest "likelihood to recommend" score of all hospitals in our region.

Being "all about the patient" means you are the reason we do what we do. Our work is not always easy, but why we do it – well, that's pretty simple. We do it for you.

Dr. Robert Kent, President and CEO  
Western Reserve Hospital

# briefs

## Meet Dr. Seth Willen

Seth Willen, MD, is the newest addition to Western Reserve Hospital's physician team. Board-certified in otolaryngology and fellowship trained in rhinology, he provides treatment for conditions of the ear, nose and throat, including nasal and sinus disease, hearing loss, sleep apnea and much more.

As a native Clevelander, Dr. Willen describes himself as "a very patient Cleveland sports fan" and a huge dog lover – he and his fiancé are looking forward to adopting a dog soon. Dr. Willen also loves to run, spend time outside, try new restaurants, hear live music and travel the world. He sees patients at two locations – 4275 Steels Pointe Road in Stow; and 4016 Massillon Road, Suite C, in Uniontown. To learn more about Dr. Willen or to schedule an appointment, call (330) 923-0399.



## Envelope of Life

The better prepared EMS teams are, the faster they can administer effective care. That's why Western Reserve Hospital partnered with the City of Cuyahoga Falls and Mayor Don Walters to launch the Envelope of Life, a packet of forms and documents that puts vital information, medications and medical history immediately into the hands of first responders. They can then make educated decisions without relying on a patient, who may be incapacitated or confused in the wake of their emergency. The Envelope of Life comes with a magnet pouch, which fits conveniently on the refrigerator at home, and a glove-compartment envelope for vehicle emergencies.

## Holiday Charities

Western Reserve Hospital holds a number of drives and charity outreaches throughout the year, and this holiday season, the focus was on children. Throughout November, the hospital collected donations of hats, gloves, mittens and pajamas for children and parents who needed them. The hospital also participated in the Angel Tree, which allows staff members to purchase gifts for children in need.



## Summit County's Only Four-Star Full Service Hospital



For the third time since Medicare.gov released their new star ratings system in April 2015, Western Reserve Hospital is the only four-star full service hospital in Summit County. The hospital ratings, which are updated each quarter, are based on how patients rated their satisfaction with topics like physician communication, the hospital's environment and whether or not they would recommend the hospital.

# How I Quit Smoking for Good

By Kerry Wolenski



## My journey

My parents smoked. My parent's friends smoked. During their era, smoking was not taboo, and the risks weren't as well understood. So, when I started smoking at 16 years old, I was loosely reprimanded if at all. Looking back, I think smoking was inevitable for me.

Over my 20 years as a smoker, my habit increased from just a few cigarettes to a pack a day, and smoking quickly became a big part of the decisions I made – it determined where I went and how long I stayed. My life revolved around sneaking away to smoke. Even during the final hours of my father's life, as he lay dying from lung cancer caused by his own smoking habit, I remember smoking. The cigarettes had such a hold on me.

Once I had children of my own, I became much more conscious of the effects of my habit. I'd only indulge in the garage when no one was watching, or I'd go out of my way to avoid smoking in public places where I might be seen. I felt embarrassed and ashamed when someone caught me. Still, I had little desire to quit.

## My decision

Sometimes, the help you need comes when you least expect it. In 2013, my husband surprised me with some welcome news: He was planning a two-week trip to Hawaii for the summer of 2014. And what should have been a moment of pure joy was quickly diluted by pure panic – I'm going to Hawaii; when and where will I be able to smoke? Even a long flight without cigarettes was daunting.

That was the day I decided to no longer be a prisoner of my addiction. Just before I found out about the trip, I had received a lung health brochure in the mail from Western Reserve Hospital offering free cessation classes and a low-cost lung scan, and I was interested. I had set it aside; now, I picked it back up and dialed the number.

## The help I needed

Within a few days, my lung scan and how-to-quit group classes were scheduled. At first, I was worried the program would be uncomfortable. I wondered how a group of people who wanted to quit could talk about cigarettes the whole time without making the cravings worse.

Once the classes began, I realized there was nothing to be worried about. I had no problem chatting about my smoking history, my desire to quit and my triggers, and I found it comforting to know that others lived through the same struggles. I enjoyed the stories we shared. My classmates' stories and struggles let me know I wasn't alone.

We discussed every aspect of smoking to give us a true reflection of why we smoked and why we needed to quit, and each of us set a plan in place so that we could be successful. By personalizing our reasons to quit, it made the urge to succeed more powerful.

I was tired of being a prisoner; I did not want my children to mimic my behavior; I did not want to suffer the same fate as my father – These were my reasons to quit. Anytime I struggled, the program taught me to remember the "why" of quitting, which kept me grounded.

The program went beyond support. After the classes ended, we were each contacted to see how we were doing. The hospital specialists offered to continue to help in any way. I even looked forward to hearing from them so that I could boast about "staying quit." It was a great accomplishment; I was proud to tell everyone I had started and finished something important.

If you're trying to quit, I urge you to join this program. Together with other support mechanisms, **the Western Reserve Hospital Lung Health Program will give you the best chance at success.**

I hope my story will influence others and be a motivation for others to follow. To this day, I am smoke free. When I struggle, I simply remember my "why." And I remember this: I am stronger. I am healthier. I am not a prisoner anymore. ♦

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**Even during the final hours of my father's life, as he lay dying from lung cancer caused by his own smoking habit, I remember smoking. The cigarettes had such a hold on me.**

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To learn more about the Western Reserve Hospital Lung Health Program, call (330) 929-LUNG or go to [westernreservehospital.org/lunghealth](http://westernreservehospital.org/lunghealth).

# Shoulders, elbows, wrists and hands:

Dr. Matthew Noyes shares the facts

Cuddling with children; cooking dinner; working at a computer; driving a truck; sewing a quilt; performing precise surgery; building a tent. Imagine all the activities that require the use of shoulders, arms and hands. We take these upper extremities for granted and use them all day, every day – until we can't because they hurt or don't work the way they once did.

Upper extremity injuries and conditions often drive people to visit emergency departments. A 2009 epidemiologic study of upper extremity injuries reported that the National Electronic Injury Surveillance System, which estimates the number of emergency room injuries based on patient data, recorded an estimated 3.5 million upper extremity injuries seen in U.S. emergency rooms. Not surprisingly, most of these injuries happened at home.

Since painful or nonfunctioning upper extremities can seriously impact our lives, we asked orthopaedic surgeon, **Dr. Matthew Noyes**, to help us understand the most common conditions, causes, preventative measures and therapies for upper extremity pain and injury.





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### Typical diagnoses

“The most common conditions I see in my practice are rotator cuff injuries and carpal tunnel syndrome,” said Dr. Noyes. “The rotator cuff is a group of tendons and muscles that control the movement of the shoulder. People with rotator cuff issues typically have pain above or in front of the shoulder that radiates down the upper arm, and pain when they lift the injured arm above shoulder height. Their discomfort often wakes them up at night as well.”

The causes of rotator cuff damage are typically traumatic or degenerative, or both. One patient could have fallen or tried to lift something very heavy and abruptly torn some of the tendons and ligaments, while another may experience chronic tearing over time due to overuse, aging and wear.

“Carpal tunnel syndrome involves the compression of a major nerve in the wrist,” Dr. Noyes continued. “Those with carpal tunnel issues often have numbness, tingling or burning sensations in their thumb, index and/or middle fingers, and may have challenges with fine motor activities such as buttoning shirts. The pain or burning can also wake them during the night.”

Although many assume that carpal tunnel syndrome is caused by repetitive motions, the causes can actually be multifactorial. Bad ergonomics, such as working with a jackhammer or doing desktop work at the wrong angle, do contribute to the condition, but diabetes, thyroid conditions, arthritis and pregnancy can also help set the stage for swelling or irritation of the tendons and nerves. A wrist sprain or other injury can also inflame tendons and nerves inside the carpal tunnel, a channel of bones and ligaments in the wrist. In addition, the carpal tunnel itself is congenitally small in some people, which leaves less room for the nerves and tendons that pass through.

### Common-sense prevention

Not all upper extremity conditions can be prevented, but some injuries can. The best way to protect your shoulders, arms and joints is to keep the muscles, tendons and ligaments flexible and strong,” Dr. Noyes advised. “You should have a full range of motion and good muscle strength in the shoulders especially, and this can be done with regular stretching and exercise. As for the wrists and hands, exercises can also help maintain full wrist and finger motion, but it’s also important to address the medical conditions that may be adding to your potential for injury.”

### To operate or not to operate

Dr. Noyes’ experience and training give him a practical, balanced approach to orthopaedic treatment. As a former physical therapist, he has a solid understanding of arm mechanics and knows when to treat with options such as physical therapy, pain management and exercise

before considering surgery. And as a surgeon with a specialty in upper extremity procedures, he also offers expertise in the most current open and minimally invasive methods, such as the new Tenex Health TX™ noninvasive ultrasonic procedure for chronic tendon disease.

If a serious condition does require surgery, Dr. Noyes has some advice for patients. “The best thing to do, both before and after surgery, is to maintain as much flexibility and range of motion in the shoulder, arm and hand as possible. This will help with your recovery. It’s also important to stabilize any related health issues before surgery. Once the procedure is completed, follow all instructions from your surgeon and complete all physical therapies and rehabilitation protocols. And since we want your treatment to be successful, we expect you to tell us immediately if you have an issue or concern.”

### Communication is key

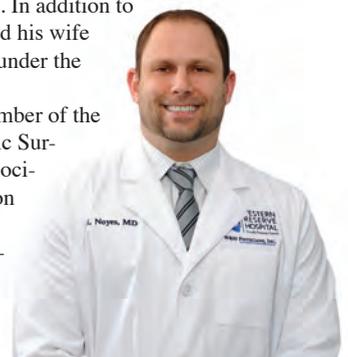
“In our practice, thorough communication is a priority,” Dr. Noyes continued, “and it must go both ways. In addition to asking for your feedback, I believe it is up to me and my team to help you understand everything about your injury and the proposed treatment before we start. You should also understand what a typical procedure and recovery looks like so that you know what to expect as you heal.”

### On the personal side

During his years as a physical therapist, Dr. Noyes enjoyed helping patients understand their own body mechanics, learn how to strengthen their joints and muscles and reduce pain. However, he found himself wanting to do more to help patients. He had developed personal relationships with some of the orthopaedic surgeons, and they encouraged him to pursue training as a surgeon.

Dr. Noyes received his medical degree at University of Toledo College of Medicine and completed his residency at Wright State University in Dayton, Ohio. He then completed a fellowship in upper extremity procedures at the University of Texas Health Science Center in San Antonio. After his training, Dr. Noyes and his wife, both natives of Canton, returned to Ohio. He joined Western Reserve Hospital Orthopaedic Services in April 2015. In addition to his surgical practice, Dr. Noyes and his wife are busy parents to three children under the age of four.

Dr. Noyes is a professional member of the American Academy of Orthopaedic Surgeons and the Ohio Orthopaedic Society. He was featured in an article on the Tenex Health TX procedure in the May/June 2014 Cleveland Edition of MD News Magazine. ♦



# Back pain rocks our world, and not in a good way



Like it or not, about 80 percent of us will probably experience back pain at some point in our lives, and it won't just affect us. The consequences of back pain have a huge effect on individuals and families, but they also have a significant impact on businesses, communities and governments. Why? Back pain is one of the most common reasons for missed work, affecting more than 600,000 employees each year. It's also the second most common reason for visiting a doctor's office (after upper respiratory infections).

## Why are we hurting?

**Dr. Jeremy Coffey**, chiropractic physician at Western Reserve Hospital's Center for Pain Medicine, has some thoughts on why so many suffer. "Poor posture and ergonomics are huge factors. In our daily life, we are often looking down or hunched over our work with rounded shoulders. This puts unnecessary pressure on the neck. People also lift heavy items without care for proper ergonomics such as bending the knees, which can cause acute injuries. We also sit a lot, which does nothing to strengthen back muscles. And aging plays a role as well – in fact, the highest number of back pain incidents occurs in people in their thirties, and prevalence continues to increase until about age 65."

"Muscle sprains and back strain are common issues I help with in my practice," Dr. Coffey continues. "Although these injuries may seem less critical, they can be surprisingly painful and can feel more like a pinched nerve. I also frequently see patients with bulging or herniated discs and with degenerative conditions like spinal stenosis, a narrowing of the channel around the spinal cord. These conditions can cause excruciating pain in the back or numbness in various parts of the body."

## Let's talk prevention

Dr. Coffey would like to help his patients prevent many of the avoidable injuries that cause pain. He plans to start this prevention conversation by blogging about how to apply good ergonomics at home and in the workplace, among other topics. "For example," he urges, "be especially careful with your positions at desks. Work on strengthening your core and the muscles between your shoulder blades. Open your chest and position yourself so you can look ahead rather than down, which will take pressure off your neck." Watch for Dr. Coffey's new blog on the Western Reserve Hospital website, coming soon.

## The Center for Pain Medicine

The Center for Pain Medicine offers a comprehensive array of solutions for pain. In addition to pain medications, physical therapy and many types of surgical interventions, the group offers biofeedback, behavioral health, chiropractic and numerous other pain management methods. The chiropractic discipline deals primarily with the body's musculoskeletal and neuromuscular systems, and typically addresses conditions such as back pain, neck pain, pain in the joints and headaches.



## Tips to Prevent Back Pain

- Maintain proper posture
- Get more exercise
- Sleep sideways
- If you're overweight, shed some pounds
- Reduce stress
- Quit smoking
- At a desk, keep your head up and feet flat on the ground
- Take a break and stretch at least once an hour

## A little about the good doctor...

In addition to his dedication to alleviating pain, Jeremy Coffey has a passion for sports. After earning his bachelor's degree at Baldwin Wallace College in Berea, Ohio, he pursued a master's and a doctorate of chiropractic at Life University in Atlanta, so that he could practice sports medicine. He provided care to athletes in an NCAA Division 1 training facility and in professional arena football before he and his wife returned to Ohio. He will no doubt be sharing his love of football, basketball and cycling with the newest little member of the Coffey family, their first child, born this past September. ♦

# Resolutions:



# Make Them Work for You

What will the New Year bring? Each December, millions of Americans look wistfully at the future and plan what they hope to change – besides the calendar – on January 1. That’s right: We’re talking about New Year’s resolutions. Whether it’s losing weight, reducing stress or getting organized, you or someone close to you is probably planning a New Year’s resolution. None of these personal goals are surprising, since one or more of them may be a repeating theme for many of us every year. It’s actually more surprising, and disappointing, that we often fail to realize our goals for a number of reasons. As you may have noticed, there is significant overlap in these two lists.

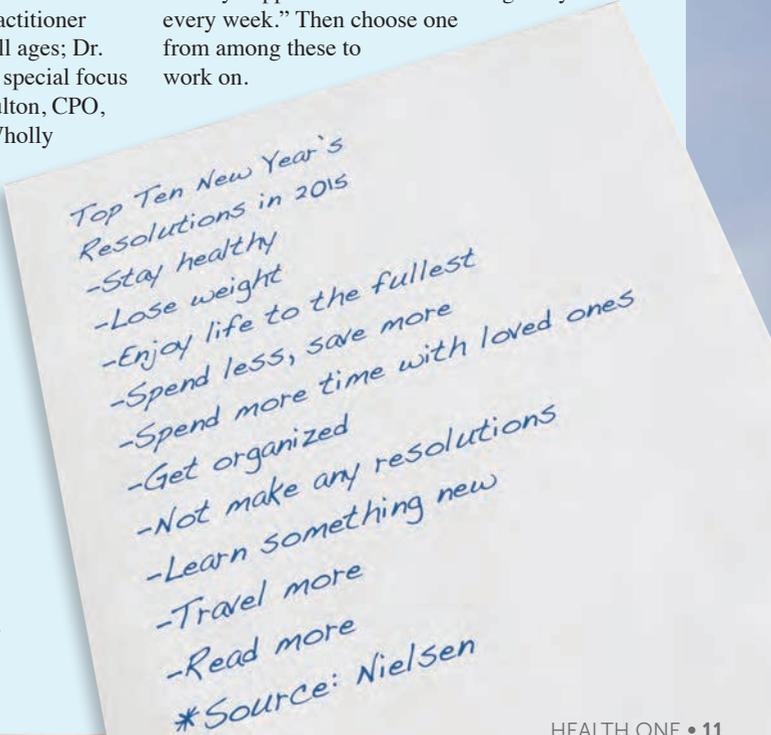
With another resolution deadline fast approaching, HealthOne asked a panel of experts to respond to some resolution questions that might already be on your mind. Our experts are: Dr. Muhamad Musa (MM), a family practitioner caring for families and patients of all ages; Dr. Gary Pinta (GP), an internist with a special focus on chronic illnesses; and Lynne Poulton, CPO, LSW (LP), founder and owner of Wholly Organized! LLC, an organizing services company.

## Is it worthwhile to make personal new year resolutions?

**GP:** Yes, it is worthwhile. It’s a form of goal-setting, which can be a helpful way to improve your life. However, if you made a resolution last year and it didn’t work out for you, you need to assess what went wrong. You have to be willing to analyze and understand yourself in order to make the kinds of resolutions you can keep. There’s a difference between knowing the path and walking the path successfully.

**MM:** Committing to resolutions can be helpful. However, people should set both long and short-term goals, and these should be realistic and attainable. Setting a meaningful attainment date can also be a powerful inspiration – for example, the due date of a new grandchild can be a strong motivator for quitting smoking.

**LP:** For many people, making resolutions can be inspiring. Each new year symbolizes a new beginning, so it’s a natural point for initiating change. But some personalities find it daunting. For example, there are perfectionists who are afraid to even begin identifying goals because they won’t be able to attain them exactly as planned. Others feel they have so much to address that they don’t know where to start. In these cases, I recommend beginning by writing down a bucket list of all personal goals. Make them reasonable and phrase them as if they have already happened: “I worked out regularly every week.” Then choose one from among these to work on.



Top Ten New Year's Resolutions in 2015

- Stay healthy
- Lose weight
- Enjoy life to the fullest
- Spend less, save more
- Spend more time with loved ones
- Get organized
- Not make any resolutions
- Learn something new
- Travel more
- Read more

\*Source: Nielsen

# 2016

## What should people resolve to improve in 2016, and why?

**MM:** It's well-known that reducing personal stress improves your health in many ways. It can improve immune function, digestion and sleep, and can reduce your risk of depression, anxiety and physical complaints. But this should not be a one-time effort – to improve long-term health, stress management should be an ongoing and lifelong process. There are obvious acute stressors, such as marital issues, major illness, family crises and career demands that can cause dramatic symptoms; but there are also many subtle and ongoing daily stressors, such as work commutes, child care challenges, inactivity, insufficient sleep and poor diet that can have a cumulative impact on health over time.

**GP:** Losing some weight can really make a difference if weight is an issue for you. It can yield multiple health benefits, such as increasing energy, reducing blood pressure and cholesterol, reducing heart attack risk and easing osteoarthritis symptoms. But in spite of the diet claims we hear and read in advertising, scientists have yet to discover a single magic weight loss solution that works for everyone. It still comes down to a balance between restricting calories and burning calories. And to be successful, the regimen needs to be personalized to meet the health needs and personal preferences of each person. Your primary care physician can help you determine what will work best for you in terms of diet and exercise.

**LP:** Organizing one or more aspects of your life can improve your chances of succeeding at your resolutions. Disorganization is a result of postponed decisions, and the longer they are postponed, the more stressful and disruptive the situation becomes. Let's use the example of a typical workday morning routine. In the rush to get to work on time each weekday, many are delayed and stressed because of misplaced keys, phones, wallets or purses, or by indecision about what to wear. To reduce stress in your morning routine, you can create permanent homes for the things you often misplace. Put a hook by the door to place your keys on as you walk in each night. Lay out work clothes or your uniform the night before. Once these decisions are made and the new habit takes hold, mornings will be less stressful.

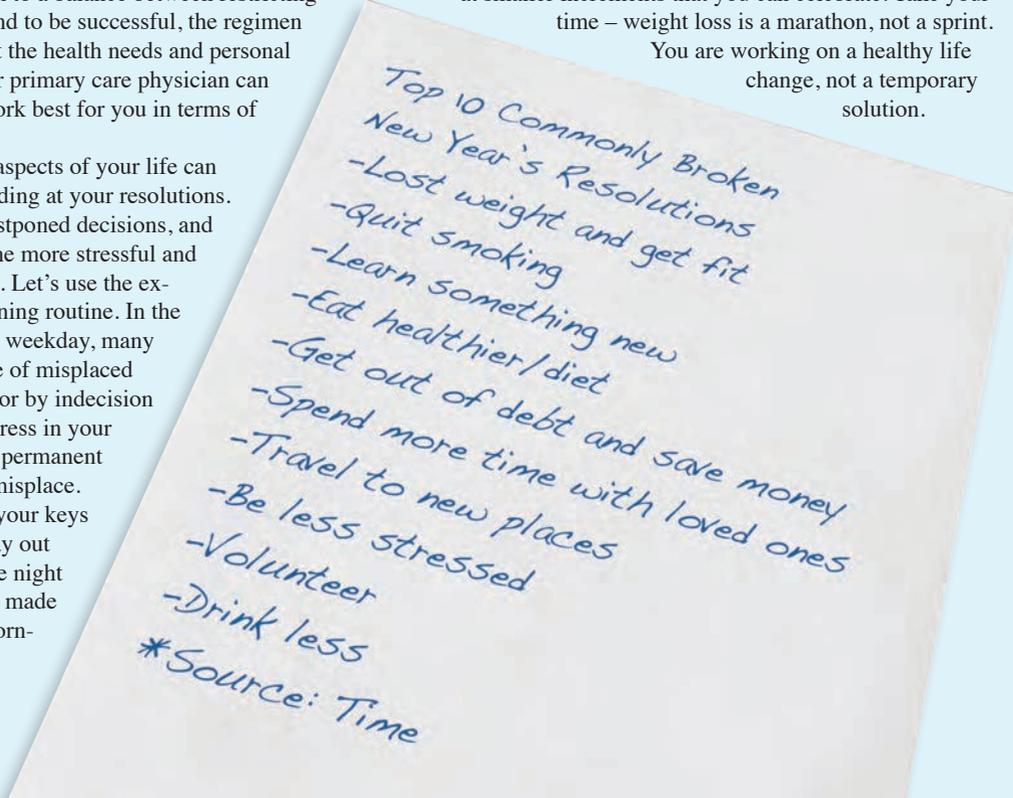
## Can you offer specific step-by-step suggestions for one personal improvement?

**LP:** Whatever your resolution might be, there are ways to organize your life to prepare for it. For example, if your resolution involves exercising, here are some steps to organize yourself for successful exercise:

1. Determine what kind of exercise you will do, where and when. Let's say you will be working out on machines at a fitness center three days a week after work. Create ongoing appointments on your calendar for those three nights.
2. Tell family and friends that you will be working out three nights a week and share your ultimate goal with them to make you accountable to others besides yourself.
3. Select a bag that will always be used for your workout gear, and pack it each Sunday night with everything you will need for your sessions that week. Put it in your car, or with your keys and wallet to grab as you leave the house in the morning.
4. Build in a non-food reward for completing the week's sessions, like a massage, an hour of TV, a movie with a friend, time in the "man-cave" or shopping for new workout clothes.
5. Research shows that it takes about 21 days to create a new habit, so be kind to yourself, accept less than perfect initial performance and keep trying until you become consistent.

**GP:** It takes time to create a new healthy habit. Using weight loss as an example, it can be achieved by taking small steps every day until you reach a point where you would miss the activity if you didn't do it. Here are some steps to successful weight loss:

1. Establish long-term goals, but also establish short-term ones at smaller increments that you can celebrate. Take your time – weight loss is a marathon, not a sprint.  
You are working on a healthy life change, not a temporary solution.



Top 10 Commonly Broken  
New Year's Resolutions

- Lost weight and get fit
- Quit smoking
- Learn something new
- Eat healthier/diet
- Get out of debt and save money
- Spend more time with loved ones
- Travel to new places
- Be less stressed
- Volunteer
- Drink less

\*Source: Time

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## Whether it's losing weight, reducing stress or getting organized, you or someone close to you is probably planning a New Year's resolution.

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2. Start doing a half hour of any kind of exercise each day, whether it's heavy housework, walking, working out with weights, floor exercises or an exercise video. You don't have to leave the house to exercise.
3. Before you restrict your diet, talk to your primary care doctor. He or she can help you determine the number of calories you should eat per day based on your general health or possible health conditions. You can also discuss the various diets, such as Mediterranean, South Beach and Weight Watchers, that have scientific data behind them to determine which one may be best for you.
4. If you start dieting and are having trouble controlling your food habits on your own, talk to your physician about it. There are some new medicines available that can give you a motivational "boost."
5. If you are living with a spouse or partner, ask him or her to support you by eating what you eat and not bringing foods into the house that you should avoid.

**MM:** Managing stress can be a complex and multifaceted undertaking for many of us, so it's important to take it a step at a time and treat it as a lifelong process, since your stressors may change over time. Here's how to start managing your stress:

1. Identify the particular stress triggers in your life and write them down. Being aware of what triggers a stress response can help you address it.
2. Set some attainable goals to deal with your stress. For example, if you want to lift your mood and have more energy and stamina to cope with stress, set a reasonable goal related to getting more active every week. The American Heart Association ([www.heart.org](http://www.heart.org)) is an excellent resource for information on how to get moving to stay healthy. If you're just starting to exercise, walking is one great way to begin. They also recommend cardio exercise (exercising at your target heart rate) three times a week, so talk to your doctor about when to add this type of exercise into your routine.
3. Make a deliberate effort to eat healthy foods, get enough sleep and spend more time with family members and friends you enjoy. These will all raise your energy level and mood.
4. Maintain ongoing communication with your primary care physician about your stress and your goals. He or she wants you to succeed and can bring you into the office on a more routine basis to talk about your progress and provide support.

### Resolve to be successful

It is very possible to replace bad habits with good ones that make us healthier, happier and more productive. But life change requires time, patience and organization, as well as realistic goals that can be achieved and celebrated. It may also require the support of family, friends, physicians and other resources at times. Here's hoping we all make 2016 resolutions that stick, and that help us improve our lives. ♦

### About our panel

**Dr. Muhamad Musa** has always been a family man. He grew up in a close-knit, supportive family with 10 other siblings and wanted to become a doctor like his brother. In his practice today, Dr.



Musa delivers primary care to patients from birth to old age. He is a member of the American Board of Family Medicine, the American Academy of Family Physicians and the American Medical Association. Dr. Musa also has a sense of adventure – he enjoys scuba diving and is studying for his pilot's license. He and his wife are the parents of two young children.

**Dr. Gary Pinta** knew he wanted to go into medicine by his second year in college. He wanted a people-oriented practice and was most interested in chronic disease management, so internal medicine was the ideal specialty. He is committed to developing long-term patient



relationships that are individualized to meet each person's health and wellness needs. Dr. Pinta is a member of the American College of Physicians and serves as president of the Ohio Independent Collaborative. He is the vice president of quality for Western Reserve Hospital. He is also the father of three teenagers, one of whom just entered college. He enjoys international travel, trying interesting foods and following Cleveland sports teams.

**Lynne Poulton** believes she "came out of the womb organized." A social worker by training, she was always organizing friends and family on the side. After watching an episode of "Clean Sweep" in 2003, she realized she could make a living helping people organize their lives and spaces. Her business, "Wholly Organized!®," was launched in 2012, and she quickly learned that her social work expertise was also a valuable skill for her new profession, which requires a complete focus on the client's concerns and needs. Poulton is a certified professional organizer and a member of the National



Association of Professional Organizers and the Institute for Challenging Disorganization. She specializes in assisting people who are downsizing, dealing with the possessions of a loved one who has died, hoarding (Level 3 or below) and people who want to de-clutter spaces in their homes.

# meet the staff

Western Reserve Hospital has some of the best — and most interesting — healthcare industry professionals in Northeast Ohio. Let's meet three of them.



## Tiffany Pruitt

As supervisor in the hospital's radiology department, Tiffany Pruitt coordinates the visits of the many patients who need CT scans or X-rays. On a typical day, the radiology department completes about 30 CT scans and 80 – 100 X-rays.

"We make sure everything goes smoothly," Tiffany says. As a registered CT technologist, she has been working in radiology for more than 20 years, and at Western Reserve Hospital for the last eight.

"My favorite part of being at Western Reserve Hospital is taking great care of patients and making the staff happy," she says.

When she's not helping patients at Western Reserve Hospital, Tiffany enjoys spending time with her husband and two sons, one in high school and one in college. She also loves her extensive four-legged family, which includes seven horses, two dogs and "a lot of cats," she says.

Tiffany's 2014 New Year's resolution was to run a 5k without stopping, which was also on her "bucket list." Using the Couch to 5K Running Plan, she finally accomplished this goal in the Cuyahoga Falls Natatorium 5K run in September.



## Mark Foster

Mark Foster, senior support services specialists, is one of the go-to guys for just about any IT&S inquiry at Western Reserve Hospital. By keeping up-to-date with the hospital's extensive technology and system needs, he and Nate Stern, the other senior support services specialist, are responsible for troubleshooting some of the more difficult technology concerns — such as hardware and specialty software issues for management and staff.

Mark joined the hospital staff in early 2013, and in addition to managing projects and fixing glitches, he takes a special interest in looking out for his fellow IT staff members.

"I try to make sure everyone stays on an even keel, even something as simple as making sure everyone gets lunch," he jokes.

A jack-of-all-trades, Mark is also handy with home improvement and DIY projects — which is a helpful skill for the father of two, a 10-year-old daughter and 5-year-old son. He also enjoys woodworking and carpentry. Mark and his wife, a nurse, have lived in Cuyahoga Falls since 2000.

Mark's 2014 New Year's resolution was to make healthier choices overall. He accomplished this by being more active, using Fitbit to track his steps and drinking more water on a daily basis.



## Deb Ballou

It's no surprise that patients often need help getting from place to place. Deb Ballou, a transporter, is one of the key people who makes sure they get where they need to go.

"We have many departments, and the transporters get the patients for their tests and bring them back safely," she says.

Deb, who spent two years as a nursing aide early in her career, describes herself as a people person and enjoys getting to know patients and coworkers alike. She will be celebrating her 17th anniversary with Western Reserve Hospital in February 2016, and she's planning to stay with the hospital as a volunteer to continue to serve patients even after she retires.

"I'm proud of the job I do and proud to be a part of the Western Reserve Hospital family," she says.

In her free time, she loves spending time with her family and grandchildren, scrapbooking and hiking.

Her 2014 New Year's resolution was to lose ten pounds, which she accomplished by tracking her steps with her Fitbit, making sure to reach at least 10,000 every day. She plans to lose another 10 pounds this year.

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