



WYANDOT MEMORIAL HOSPITAL

Wyandot Memorial Hospital Staff & Administration Newsletter • March 2026

STAFF HIGHLIGHTS

& Helpful Reminders

- **Mission Moments:** Please continue to share mission moments you witness or experience. These stories highlight our front line staff in action and demonstrate how we are bringing our strategic plan to life.
- **Holiday Activities:** A heartfelt thank you to the HR team for organizing the holiday activities that helped bring staff together and close out the year on a positive note.
- **The Market:** The Market continues to serve as a food pantry resource for WMH employees, supporting staff well-being and offering assistance when it's needed most.
- **ACHC Accreditation Achieved:** We are proud to share that we have officially received ACHC accreditation. Thank you to all staff members whose dedication, preparation, and commitment to compliance made this accomplishment possible.
- **The Shop:** Thanks to the generosity shown during our 2025 Annual Campaign, plans for The Shop are moving forward as we prepare for construction. This future space will provide a meaningful way to support hospital programs while enhancing the patient and visitor experience.
- **Three Months of Strong Performance:** We are proud to report three consecutive months of positive Press Ganey scores across inpatient, outpatient, and ER services—a reflection of the dedication and hard work of our staff.

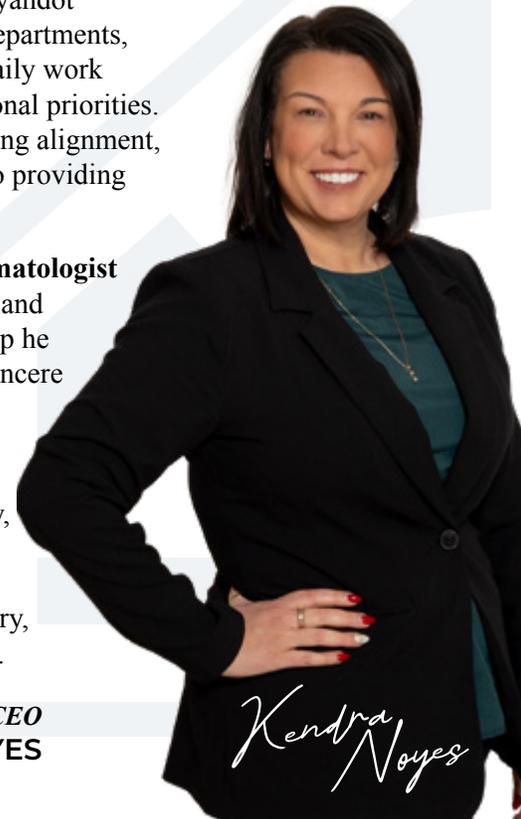


Wyandot Hospital News

We continue to make progress rolling out Wyandot Memorial Hospital's Strategic Plan across departments, helping teams better understand how their daily work supports our long-term goals and organizational priorities. These ongoing conversations are strengthening alignment, collaboration, and our shared commitment to providing high-quality, compassionate care.

We are pleased to welcome **Dr. Quin, rheumatologist at Wyandot Medical Providers at Marion** and look forward to the experience and leadership he brings to our organization. We also extend sincere congratulations to several teams for recent recognitions. Our **Housekeeping team** was honored for outstanding performance, reflecting their essential role in patient safety, infection prevention, and overall experience. In addition, our **Hospice team** received recognition for their dedication and exemplary, compassionate care for patients and families.

PRESIDENT & CEO
KENDRA NOYES





 **Scott Crawford**
CHIEF FINANCIAL OFFICER

Department Update from Chief Financial Officer

Financial Stewardship & Our Shared Responsibility

One of the things I have appreciated most since joining Wyandot Memorial Hospital is the pride our team takes in serving this community. That commitment is reflected not only in the care we provide, but also in the shared responsibility we carry to strengthen our organization for the long-term future.

In today’s healthcare environment, financial stewardship is more important than ever. The resources we manage allow us to invest in our people, maintain critical services close to home, and continue improving the patient experience across our organization.

It is important to remember that financial health is not just a “finance department” responsibility. Every role and every department impacts our ability to operate efficiently and reinvest in what matters most. The way we use supplies, manage time, and support smooth patient flow all contributes to our long-term strength.

Efficiency is not about doing more with less—it is about being thoughtful stewards of the resources entrusted to us so we can continue delivering high-quality care for generations to come.

Thank you for the work you do each day and for the pride you bring to Wyandot Memorial Hospital. •

Wyandot Memorial Hospital Earns ACHC Accreditation

Wyandot Memorial Hospital is proud to announce that it has successfully achieved ACHC (Accreditation Commission for Health Care) accreditation, a significant milestone that reflects the hospital’s commitment to excellence in patient care.

During the survey process, ACHC surveyors were impressed by the organization, noting that it is rare to see an initial survey go as smoothly and successfully as ours did. This recognition is a testament to the dedication, professionalism, and teamwork of everyone at Wyandot Memorial Hospital.

The accreditation reflects countless hours of hard work across departments, all focused on ensuring the highest standards of quality, safety, and patient-centered care. From preparation to execution, every member of the team contributed to this achievement!

“This accreditation is more than a designation — it is a reflection of who we are and the standard we uphold every day,” said Kendra Noyes, President and CEO at WMH. “It demonstrates our ongoing commitment to providing compassionate, high-quality care to the community we serve.”

“*It demonstrates our ongoing commitment to providing compassionate, high-quality care to the community we serve.*”

Wyandot Memorial Hospital thanks the community, staff, and partners who make this level of care possible. Achieving ACHC

accreditation reinforces the hospital’s P.R.O.M.I.S.E. to deliver exceptional healthcare with integrity, excellence, and a patient-first approach.

For more information about Wyandot Memorial Hospital and its services, visit WyandotMemorial.org •





Danielle Pagnard

VICE PRESIDENT OF CLINICAL SERVICES AND CHIEF NURSING OFFICER

Nursing & Clinical Services Update

Over the past year, Nursing and Clinical Services made significant strides in advancing quality, safety, and workforce excellence. One of our most notable accomplishments was achieving ACHC Accreditation, a milestone that required collaboration across the entire hospital. We also successfully completed our annual ASRH Accreditation survey in February.

In addition, our Hospice team earned a well-deserved award after months of focused work and commitment, including meeting the required volume of patient surveys. This recognition highlights the exceptional care and compassion our hospice staff provide every day.

Looking ahead, Nursing and Clinical Services are focused on strengthening engagement, education, and workforce stability. Key priorities include advancing Shared Governance and expanding partnerships

that support staff development and pipeline growth. Through collaboration with Upper Sandusky High School (USHS), we are launching hands-on training opportunities such as CPR, BLS, and Stop the Bleed education, with plans to expand to additional high schools.

We are also realigning partnerships such as Sentinel to better support clinicals and hands-on learning opportunities. Internally, we will continue improving department orientation, ensuring onboarding aligns with our strategic plan and supports staff success from day one. The Nurse Residency Program will be expanded to include departments beyond nursing, and we will continue encouraging professional certifications—celebrating staff who achieve them.

Additional goals include pursuing further accreditations, including Pediatric Readiness and Chest Pain Center designation, as part of our ongoing commitment to high-quality, patient-centered care. •

DONATE TODAY

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WYANDOT
MEMORIAL HOSPITAL FOUNDATION



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Go online to

WyandotMemorial.org/Giving-Opportunities



As a hospital family, we pride ourselves on caring for one another just as deeply as we care for our patients. With the rising cost of groceries and recent SNAP benefit reductions affecting many households, we know some of our own employees may be feeling that strain.

That is why the Wyandot Memorial Hospital Foundation has launched a new internal support program called The Market — a confidential, no-cost food resource stocked entirely through donations from staff and friends of WMH.

Any WMH employee who needs assistance will be able to visit privately and select the items their household needs — **no paperwork, no approval, no questions.**

INVESTING FOR RETIREMENT IS SMART.

NOW IS THE TIME TO GET STARTED.

Your pension and your Ohio Deferred Compensation account are here to provide you with retirement income when you stop working. Simply enroll, choose how much you want to save from each paycheck and then let your money go to work for you.

Ohio DC is a program designed to help you supplement your pension. Pensions are not designed to replace 100% of your pre-retirement income.

It's easy, tax deferred and flexible. Contributions are payroll deducted prior to federal and state tax withholding, and the contributions can be changed throughout the year.

Your money is available when you separate from your employer. There is NO penalty for withdrawals prior to age 59 1/2. •



Learn More At
Ohio457.org

Marketing and Public Relations Update

From Josh Messersmith

WHY BRANDING MATTERS AT WYANDOT MEMORIAL HOSPITAL

When people hear the word branding, they often think of logos, colors, or marketing materials. While those are important elements, branding is much bigger than design, it is the way our community experiences Wyandot Memorial Hospital. Our brand is our reputation. It is what people think and feel when they hear the name Wyandot Memorial Hospital. Every interaction, every sign, and every piece of communication shapes the trust our organization holds in the community.

EVERY EMPLOYEE IS A BRAND AMBASSADOR

Whether you work in nursing, registration, housekeeping, dietary, the lab, administration, or anywhere in between—each of us represents Wyandot Memorial Hospital every day. A brand ambassador is simply someone who reflects the values and standards of the organization through their actions. Our patients may not remember every detail of their visit, but they will always remember how they were treated.

CONSISTENCY MATTERS

A strong brand also requires consistency. When departments create their own logos, shirts, fliers, or “Wyandot” items outside of approved branding, it can unintentionally create confusion and weaken the professional image we work hard to maintain. Cohesion helps ensure that everything representing WMH reflects the same level of quality, trust, and care.

THE IMPACT OF A STRONG BRAND

A strong, consistent brand builds trust. It supports recruitment and retention, strengthens patient loyalty, and ensures that Wyandot Memorial Hospital remains a place people turn to with confidence.

BRAND IS NOT JUST WHAT WE SAY, IT IS WHAT WE DO!

Protecting our brand isn't about restriction — it's about pride, consistency, and making sure every interaction reflects the excellence we strive to deliver. Thank you for the work you do each day to reflect the compassion, professionalism, and excellence that define Wyandot Memorial Hospital. •

DO

- **Wear our logo with pride.**
 - ◆ Whether inside the hospital or in the community, you represent our organization and our mission.
- **Use approved logos and brand assets.**
 - ◆ Pull files from Marketing/Community Relations to ensure quality and consistency.
- **Be a brand ambassador in everyday moments.**
 - ◆ How we communicate, support others, and deliver service defines our brand as much as any visual.
- **Engage Marketing/Community Relations early.**
 - ◆ We are here to support your ideas and help bring them to life in the strongest way possible.

DON'T

- **Don't use the logo without approval.**
 - ◆ This includes apparel, promotional items, partnerships, or external materials.
- **Don't alter or customize the logo.**
 - ◆ Changing colors, proportions, or fonts creates inconsistency and weakens recognition.
- **Don't place our logo alongside outside organizations without review.**
 - ◆ Co-branding and partnerships require alignment and approval.
- **Don't think of the brand as just a logo.**
 - ◆ Our brand is built through experiences, service, and how people feel when they interact with us.



Joshua Messersmith

VICE PRESIDENT OF INSTITUTIONAL ADVANCEMENT AND EXECUTIVE
DIRECTOR OF WYANDOT MEMORIAL HOSPITAL FOUNDATION