

KADLEC

Pacesetter



National award recognizes

EMERGENCY Department's *commitment to excellence*

A HOSPITAL'S emergency department is a bustling place. The staff needs to be constantly ready for patients who arrive experiencing anything from a chronic disease, an accident, the sudden onset of an illness or so many other possibilities. They care for the very young to the elderly.

This summer, the Emergency Department at Kadlec Regional Medical Center was recognized as being among the best in the country by the Emergency Nursing Association. Kadlec was one of only 20 hospitals to receive the first Lantern Award, which is given for exceptional and innovative performance in the core areas of leadership, practice, education, advocacy and research. Kadlec is the only hospital in the Northwest, and one of only three west of the Mississippi, to receive this award. The others are Stanford Hospital and Clinics in Stanford, Calif., and Medical Center of the Rockies in Loveland, Colo.

"We were ecstatic when we received this award," said

(TOP) Members of Kadlec's award-winning Emergency Department team include physicians, nurses, technicians and support staff.

Roger Casey, RN, MSN, CEN, Kadlec trauma and stroke coordinator. "It validates the hard work of everyone in the department and the quality of care we strive to give patients."

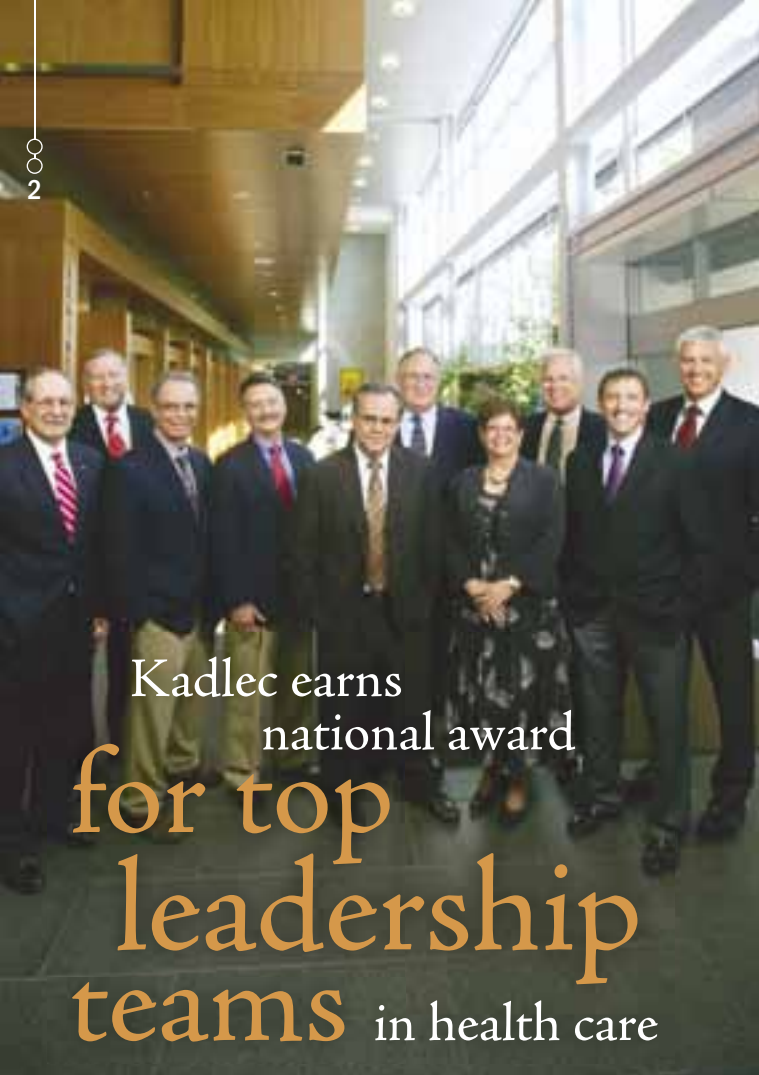
The award is a visible symbol of an emergency department's commitment to quality, presence of a healthy work environment and accomplishment in incorporating evidence-based practice and innovation into emergency care. By achieving the Lantern Award recognition, emergency departments demonstrate that they exemplify a culture of excellence in emergency care.

According to Casey, "It's the people working in the Emergency Department at Kadlec who are being recognized by this award. They are dedicated and work together as a team. I've heard many of them say 'I can't believe I get paid to work here.'"

"When you are in the inaugural class for any prestigious award, it is very special," said Casey. "You set the bar for future awards. Now, others will be judged on how they compare to Kadlec."

The designation is valid for two years. After that period, emergency departments must reapply and meet the award criteria to regain their Lantern Award recognition. ○

**We are one of only
20 in the country
to receive the award.**



Kadlec earns
national award
for top
leadership
teams in health care

THE EXECUTIVE TEAM at Kadlec Regional Medical Center has earned prestigious national recognition by HealthLeaders Media as one of its Top Leadership Teams in Healthcare for 2011.

The Top Leadership Teams in Healthcare award program is designed to celebrate the outstanding teamwork that occurs in health care organizations each day, to share what makes top leadership teams successful and to encourage other health care leaders to learn more from the best practices of top leadership teams. This year, HealthLeaders Media recognized three hospitals and one medical group practice.

“The Top Leadership Teams program was founded on the premise that the core value for every successful health care organization must be teamwork—this year’s winners certainly demonstrate that concept,” said Gienna Shaw, a senior editor at HealthLeaders Media, who oversaw this year’s program. ○

Members of Kadlec’s executive team include from left, Bill Wingo, Chuck Baker, Dave Roach, Lane Savitch, Ken Lester, Rand Wortman, Julie Meek, Jeff Clark, Kirk Harper and Larry Christensen.

New prediabetes programs

AN ESTIMATED 79 million people in the United States have prediabetes, representing about 30 percent of the population over the age of 20 and more than twice the number of people who already have diabetes. If left untreated prediabetes can eventually progress to Type 2 diabetes.

Fortunately, the progression to Type 2 diabetes is not inevitable. By making simple lifestyle changes it is possible to significantly reduce one’s risk.

The Diabetes Learning Center at Kadlec is offering two new programs to educate individuals with prediabetes on how to make the changes needed to slow the progression to diabetes.

The first is a two-hour prediabetes information session offered both as an afternoon and evening class once a month. The fee is \$25 per person and a referral is not required.

In early 2012, a 16-week intensive weight-management program designed to help people lose 5 percent to 7 percent of their weight will be offered. Monthly follow-up will continue for another eight months to help ensure lasting lifestyle change. ○

For more information, call the Diabetes Learning Center at (509) 942-2620.

Visit **Pacesetter** online to learn more about prediabetes.



Pacesetter online!

There is so much happening at Kadlec that we’ve created an expanded, online version of *Pacesetter*. You can read all these *Pacesetter* articles as well as new articles and additional information.

This online edition includes:

- What is prediabetes, and what are the signs?
- More on our Pediatric Heroes.
- Additional information on the two Kadlec programs that won national Planetree awards.
- Basic tips on soothing a crying baby.
- And much, much more.

Just visit www.kadlec.org and click on the “Newsletters” link.

Look for this logo throughout *Pacesetter*. It means you can read more information about this subject in *Pacesetter* online.



More than *just* a cold



EVERYONE GETS a cold. We are all familiar with the cough or sneeze, the runny nose, the congestion.

But sometimes it isn't really the standard, run-of-the-mill cold.

Sometimes it is actually respiratory syncytial virus (RSV). For most of us, knowing the difference is of little consequence. RSV just runs its course like a cold.

But for a child less than 6 months old, born prematurely or with a health condition that affects the lungs, heart or immune system, the impact of RSV can be much greater.

"RSV can develop into bronchiolitis, which is an infection of the small breathing tubes in the lungs, or pneumonia," said Kadlec Clinic pediatrician Aaron Richardson, DO. "If it does, it can become very serious, even requiring hospitalization."

RSV is most common between October and March. During those months, Kadlec's Don & Lori Watts Pediatric Center has as many as half of its beds occupied with babies with RSV or flu,

according to Kadlec pediatric hospitalist Kevin Marsh, MD. RSV is the leading cause of infant hospitalization for bronchiolitis in the United States.

"We will hospitalize babies when they are having a hard time breathing, they are very young, or their oxygen levels drop below 92 percent," said Dr. Marsh.

Although no medications are used to treat the virus itself, if a baby requires

hospitalization, the care may involve treating the effects of the virus on the respiratory system including providing supplemental oxygen and intravenous fluids to prevent dehydration, said Dr. Marsh.

When to seek medical help

Not all babies who get RSV require medical care. For many, the disease may present itself as a bad cold. For others, medical care is important.

"Most parents are able to treat RSV at home with the use of saline nose drops and gently suctioning the nose, particularly before feeding," said Dr. Richardson. "Babies are obligate nose-breathers, so if their nose is

congested, it impacts their breathing and their eating."

Call your baby's health care provider right away if your baby:

- Develops fast breathing or breathing problems
- Wheezes (makes a whistling sound when exhaling)
- Develops a worsening cough
- Looks blue on the lips or around the fingertips

- Has difficulty sucking and swallowing
- Develops any fever of more than 100.4° F in the first three months of life, 101° F or greater between three and six months or 103° F after six months of age

"If at any time a parent has a concern about their baby's health, we are happy to see and evaluate the baby," said Dr. Richardson. "If you are concerned, we are concerned."



Kevin Marsh, MD
pediatric hospitalist



Aaron Richardson, DO
pediatrician

Prevent the spread

RSV is highly contagious, and almost all children are infected with the virus by their second birthday. RSV can rapidly be transmitted to other members of a family, including babies.

"RSV sticks to things and can survive on hard surfaces for many hours, so if someone comes into contact with those droplets on a counter or door knob, they can pick it up," said Dr. Marsh.

You can help protect a baby from RSV by:

- Keeping the baby away from people who are sneezing or coughing
- Making sure everyone who touches the baby has clean hands
- Wash hard surfaces with soap and water frequently
- Avoid sharing cups or eating utensils
- Not allowing anyone to smoke near your baby ○

Dr. Richardson can be reached by calling (509) 942-DOCS (3627).

What's happening at Kadlec

Inpatient Rehabilitation receives reaccreditation

The Inpatient Rehabilitation Unit at Kadlec Regional Medical Center recently received reaccreditation by the Commission on Accreditation of Rehabilitation Facilities (CARF), which is an independent, nonprofit accreditor of health and human services. Accreditation demonstrates a commitment to continuously improve service quality and to focus on the satisfaction of the people served. The credentialed status demands that the unit meet a higher standard of care for all patients.

At Kadlec, the CARF recognition is more than a certificate hanging in the lobby. For our patients and their family members, CARF is evidence of the continuous advancement of quality care delivery we achieve every day. The unit is also accredited in Stroke Rehabilitation.



New computer system implemented

After nearly 2½ years of planning and staged activations, Kadlec Health System has completed implementation of a new electronic medical records (EMR) computer system.

Over the years, Kadlec has used other systems to meet clinical and administrative needs. Growth and advances in technology have provided an opportunity to transform the entire system into a single tool called Epic, an EMR market leader.

Kadlec Health System began implementing Epic in July 2010. Kadlec

Clinic “went live” with the new system August 1 and the medical center followed in November.

Patients benefit from an efficient care experience. Patient information is available at the point of care, eliminating the need for patients to recount medical histories and allergy information to multiple providers. Patient safety is increased with the electronic ordering of medications, built-in drug and allergy checks and best practice alerts.

Watch for more information about Epic in the February edition of Pacesetter.



Find us on Facebook

Kadlec Health System has a great new way to stay connected, with the launching this fall of its new Facebook page.

The page contains information on events, classes, health tips and much more. It includes information on the medical center, Kadlec Clinic, Kadlec Neuroscience Center, Kadlec Foundation, Kadlec Neurological Resource Center and other Kadlec-related programs.

From your Facebook page, just do a search for “Kadlec Health System” and you will be on your way to staying up-to-date on what’s happening at Kadlec.

Congratulations to these Heroes of the Month

Each month, Kadlec's Hero of the Month program honors children between the ages of 3 and 18 who have faced, and overcome, difficult circumstances often enduring a great deal of pain and stress. Their courage and spirit serve as an inspiration.

Kadlec is one of numerous hospitals and child care facilities throughout the country participating in the program, which is sponsored by the Kids Wish Network.

- July's Hero of the Month is Derek Kolbaba.
- August's Hero of the Month is Conner Flatau.
- September's Hero of the Month is Meghan Lifferth.
- October's Hero of the Month is Lily Polster.
- November's Hero of the Month is Mayra Tornespaco.



Breathe easier

DURING A NORMAL DAY, you breathe nearly 25,000 times. However, for people with lung disease, they may have difficulty breathing and may not be able to supply their body with the oxygen it needs to work and grow. For some, breathing without effort is often impossible. Sometimes lung disease can be so severe it affects independence—even quality of life.

Now a new Kadlec Clinic specialty can offer a breath of hope.

This summer, pulmonologist Evan Schmitz, MD, joined the Kadlec medical staff, creating Kadlec Clinic Pulmonology.

Dr. Schmitz provides evaluation, diagnosis and treatment for adults with respiratory problems including lung disease, asthma, chronic obstructive pulmonary disease (COPD), lung cancer and tumors, and sleep disorders. As a pulmonologist, he has expertise in helping patients who have breathlessness, cough, wheezing and chest tightness, as well as abnormalities of a chest X-ray, chest CT scan and other chest-imaging studies.

“Many lung problems can be managed successfully with your primary care physician,” said Dr. Schmitz. “But if it is more challenging or not well controlled, you would be referred to a pulmonologist.”

Dr. Schmitz is board-certified in pulmonology and internal medicine, and he did fellowship training in both pulmonology and critical care.

“Pulmonology is a subspecialty of internal medicine. Physicians studying pulmonology also study critical care,” he said. “I see patients in my office and also in the hospital. If a patient is in Kadlec’s Intensive Care Unit and in need of a ventilator, I work in the ICU to provide that treatment, including getting the patient off the ventilator, which can be tricky.”

He often sees these patients after they are released from Kadlec. “It creates a continuity of care, which is important,” he said.

Dr. Schmitz coordinates care with a number of other physicians from

For more information about the services available at Kadlec Clinic Pulmonology, call (509) 942-3228.

primary care to cardiothoracic surgery. He may, for instance, get a referral from a primary care physician about a patient who may have lung cancer. He would do the biopsy to determine if it is cancer, and then would coordinate care with the cardiothoracic surgeons who would do the actual cancer surgery. ○



**Evan Schmitz, MD
pulmonologist**

What advice does Dr. Schmitz have to keep your lungs healthy?

“Don’t smoke. Don’t smoke. Don’t smoke,” he said. “There are things that you are exposed to that you don’t have control over, which can cause lung damage. Smoking is one that you do have control over. If you are a smoker now, stop and your lungs will begin to heal.”



What's happening at Kadlec



Planetree honors two Kadlec programs

Two innovative Kadlec programs were recently named 2011 Spirit of Planetree program award winners. The awards recognized a patient-centered approach to providing care in the categories of Spirituality and Evidenced-based Award, two of 12 Spirit of Planetree program awards. Nationally, only one award is presented in each category.

Spirituality Award

Planetree selected Kadlec's *Crossing the Bridge—a Guide for End of Life Issues*, a 48-page resource booklet, to receive the Spirituality Award. The booklet was created at Kadlec to help patients and families dealing with end of life issues.

If you would like to receive a copy of the new booklet, call Kadlec's Pastoral Care Services at (509) 942-2722 or email thomas.becraft@kadlecmed.org with your name and mailing address.



Evidenced-based Award

Kadlec's SPOT Ulcer Prevention Protocol program received the Evidenced-based Award.

In an effort to prevent and reduce pressure ulcers (bed sores), a Nursing Skin Care Team was developed. This team educated nurses on documenting skin assessments, prevention interventions, proper pressure reduction intervention and correct use of appropriate products.



In October, the fourth annual Kadlec 4 Kids-a-thon raised over \$30,000 in 36 hours to support Kadlec's NICU. In just four years, the event has raised more than \$300,000. Special thanks to Jaxon, Amy Raye and A. J., DJs at New Northwest Broadcasting, who broadcast live for 36 hours on 94.9 The WOLF FM.

Welcome, new physicians

Kadlec Regional Medical Center

888 Swift Blvd.
Richland
(509) 946-4611

Todd Brown, DO
Hospitalist

Dhananjay Deo, MD
Hospitalist

David Evangelista, MD
Hospitalist

Stacey Hedlund, DO
Pediatric Hospitalist

Ketan Kale, MD
Hospitalist

Arwa Marji, MD
Hospitalist

Amy Martens, DO
Intensivist

Prasanth Prabhakaran, MD
Hospitalist

Seetharam Reddy, MD
Hospitalist

Cristobal Sanchez-Metz, MD
Hospitalist

Kadlec Clinic Infectious Disease

800 Swift Blvd.
Richland
(509) 942-DOCS (3627)

Sunitha Desikan-Suresh, MD
Infectious Disease

Kadlec Clinic Kennewick Primary Care

3900 Zintel Way
Kennewick
(509) 942-DOCS (3627)

Jennifer Charron, MD
Family Medicine

Kadlec Clinic Pasco Primary Care

9605 Sandifur Parkway
Pasco
(509) 942-DOCS (3627)

John Hornell, MD
Family Medicine

Aaron Richardson, DO
Pediatrics

Kadlec Clinic Pulmonology

780 Swift Blvd.
Suite 130
Richland
(509) 942-3228

Evan Schmitz, MD
Pulmonology

Kadlec Clinic West Richland Primary Care

3950 Keene Road
West Richland
(509) 942-DOCS (3627)

Wei-Hsung Lin, MD
Internal Medicine

Columbia Basin Hematology and Oncology

7360 W. Deschutes Avenue
Kennewick
(509) 783-0144

Eric Gamboa, MD
Hematology/Oncology

Columbia Basin Imaging

953 Stevens Drive
Suite C
Richland
(509) 943-1075

Lakhwant Singh, DO
Interventional Radiology

Inland Cardiology

900 Stevens Drive
Suite 101
Richland
(509) 946-2699

Fadi Alqaisi, MD
Interventional Cardiology

Oncology Group LLC

7350 W. Deschutes Avenue
Kennewick
(509) 737-3371

Michael Myers, MD
Radiation Oncology

Seattle Children's Hospital Tri-Cities Clinic

969 Stevens Drive
Suite 1B
Richland
(509) 946-0976

Craig Birgfeld, MD
Pediatric Plastic Surgery

Joseph Gruss, MD
Pediatric Plastic Surgery

Mary Len, MD
Pediatric Gastroenterology

Tri-City Orthopedic Clinic

821 Swift Blvd.
Richland
(509) 946-6144

Travis Peterson, DO
Orthopedic Surgery

Janmeet Sahota, DO
Orthopedic Surgery

Sharing the message of PURPLE Crying

BABIES CRY. While all parents know this is inevitable, what some new parents don't always realize is how difficult it can be when their baby cries a lot or seems inconsolable.

The stress can mount. In some cases, the situation can become so intense the crying baby may be shaken to the point of serious injury. Research shows crying is a leading trigger in shaken baby syndrome.

Kadlec Regional Medical Center, with the help of Kadlec Foundation, has adopted The Period of PURPLE Crying Program. It is designed to help parents and caregivers better understand normal crying patterns and how to handle the frustration that comes with a baby who won't stop crying. The Period of PURPLE Crying Program increases education and awareness, ultimately reducing and preventing the incidence of shaken baby syndrome.

"This is an important message to get out," said Kadlec Birth Center nurse Annie Debban, RN, BSN. "Many new parents already have stress just caring for the baby. When a baby cries a lot, even normal crying, they can

get frustrated. We want to help them understand what is normal, learn ways to cope and reduce the likelihood they will shake their baby out of frustration and discouragement."

Since its implementation in November, every parent of a baby born in Kadlec's Birth Center receives information about The Period of PURPLE Crying and watches an 11-minute video about infant crying. As a part of the discharge education process, Kadlec nurses deliver the program's information, answer questions and encourage parents to share the video with other caregivers.

Kadlec's program is part of a community-wide effort, which is being spearheaded by Lourdes Health Network. Consequences of shaking can be severe including blindness, physical disabilities, learning disabilities or even death.

The letters in PURPLE stand for the common parts of non-stop crying in infants (see sidebar at right). The word "period" is important in the name of the program to emphasize that the crying has a beginning and an end.

"The end message is that if a parent can't deal with it, put their baby in a safe place, walk away and get some help," said Debban.

To help kick-off the program, all babies born in November were given hand-knitted purple hats to remind parents of The Period of PURPLE Crying. ◉

For more information about the new program, call the Kadlec Birth Center at (509) 942-2688.

For basic tips to soothe a crying baby, see *Pacesetter* online.



The Period of

P **Peak pattern**
(crying peaks around 2 months, then decreases)

U **npredictable**
(crying for long periods can come and go for no reason)

R **esistant to soothing**
(the baby may keep crying for long periods)

P **ain-like look on face**

L **ong bouts of crying**
(crying can go on for hours)

E **vening crying**
(baby cries more in the afternoon and evening)

Infant Massage class offered

Learning how to massage your baby has wonderful benefits for both baby and parent. For the baby, massage can help with relaxation, relieve pain from colic, aid in building a strong immune system and more. For parents, massaging your baby promotes bonding, increases confidence in parenting skills and improves the ability to react to infant cues.

Kadlec offers an Infant Massage class, which is taught by its two certified instructors.

For more information about this class, call (509) 942-2660.

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(509) 946-4611

www.kadlec.org

Mary Lynn Merriman, MLM Communications, editor; Kim Fetrow, ImageWorks Media Group and Mark Roberts Photography, photography.

Pacesetter Editorial Board chair: Nikki Ostergaard

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KADLEC

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Richland, WA 99352

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Joint Commission-certified Stroke Center

EACH YEAR nearly 800,000 people experience a new or recurrent stroke, which is the nation's third leading cause of death, according to the American Stroke Association.

On average, someone suffers a stroke every 40 seconds; someone dies of a stroke every four minutes. It is the leading cause of serious, long-term disability in the United States.

In the case of stroke, getting appropriate care quickly is critical to a patient's survival and helps limit damage.

Kadlec Regional Medical Center recently earned the Gold Seal of Approval from the Joint Commission as a Primary Stroke Center, a certification that reflects Kadlec's record of—and commitment to—providing the time-sensitive care paramount to ensuring stroke patients the best chance of recovery.

"We are proud to receive this distinction," said Roger Casey, RN, MSN, CEN, Kadlec trauma and stroke coordinator. "Joint Commission Primary Stroke Center certification recognizes our commitment to providing outstanding care. We are

the only hospital in the area that offers both a Primary Certified Stroke Care Center as well as a comprehensive cardiac care program."

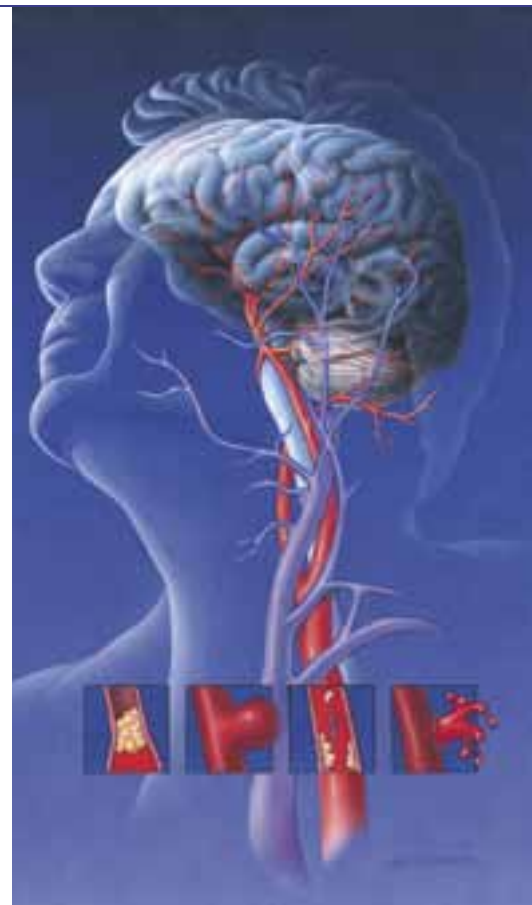
To receive the Gold Seal for Primary Stroke Care, the hospital underwent a rigorous evaluation process.

As a Primary Stroke Center, Kadlec provides the most up-to-date treatment available. From evaluation and treatment through recovery and rehabilitation, Kadlec is committed to meeting the highest levels of stroke care.

What does this award mean to patients? It means the Joint Commission recognizes that Kadlec's protocols for treating stroke patients are comparable with the best programs in the country.

"Applying to be a Primary Stroke Center is a voluntary process," said Casey. "It meant holding ourselves to this high standard and having our program evaluated. It tells our patients that we not only work hard to provide a higher level of stroke care, but the Joint Commission agrees we are doing just that."

A key component of Kadlec's program is vascular neurologist



Sarabjit Atwal, MD, who has worked at Cleveland Clinic and serves as medical director of Kadlec's stroke program. "Her knowledge and experience with a strong stroke program has been instrumental," said Casey.

"We are part of an elite group providing this level of stroke care. Our hard work doesn't stop here. We will continue to look for ways to advance stroke care at Kadlec. Our patients who experience stroke deserve that," he said. ○