

health connection

April 2010

a publication of Jane Phillips Medical Center

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Benefits of the **JPMC Cardiac Rehab Program**

 **JANE PHILLIPS
MEDICAL CENTER**

www.jpmmc.org



Benefits of the JPMC Cardiac Rehab Program

When most people are first diagnosed with cardiovascular disease (CVD), they are confronted with major lifestyle changes: stop smoking, lose weight, eat better, take medications and exercise.

"There is no doubt that lifestyle modification is difficult, because it takes time, education, and support," said Dee Winters, RN, JPMC Coordinator of Cardiopulmonary Rehab Services. "A good cardiac rehab program provides all of these things. Our Cardiac Rehab staff helps patients understand the CVD process, treatment goals, identify hurdles to their success and help a person find ways to meet their health goals. The rehab staff works closely with each patient, their cardiologist or managing physician."

Those patients who are eligible for cardiac rehab are people who have had recent heart attacks, stents, coronary artery bypass surgery, valve repair or replacement, chronic angina or heart and/or lung transplantation.

Dr. Gary Dykstra, DO, BlueStem Cardiology and Program Director for JPMC Cardiac Rehab Program, added that bypass surgery, angioplasty or stents are effective strategies to treat advanced heart disease, but they do nothing to prevent or stop the progression of the disease process.

"Heart disease is a progressive condition caused by a variety of factors, many of which can be modified with appropriate medical and lifestyle change," he said.

While the goals of cardiac rehab are ambitious and far-reaching, the basics of the program are relatively simple to understand. "The only way to reduce the development of cardiovascular disease is to aggressively treat all of the risk factors that lead to CVD,"

Winters said. "There are three main components: working closely with your physician to diagnosis, to treat, and then therapy provided through the JPMC Cardiac Rehab Program to reduce CVD risk factors, improve diet and physical activity."

Work with your personal physician and rehab team. While some of the more visible aspects of cardiac rehab include exercise and monitoring of your vital signs, a key to making sure you remain healthy long after the rehab program ends is the education and counseling you get about medications, risk factor modification and following your physician's advice.

"Medications can be very confusing...what are they for, how do I take them, are there side effects, how do I store them, what do I do when I travel?" Winters said. "Our rehab staff helps address questions regarding taking medications. Also the rehab team relays important information back to your physician regarding how the medications are working. If your blood pressure, blood sugar, heart rhythm, etc. are not at the level the doctor wants, our rehab staff communicates that to help your physician make sure you have the right amount or type of medication."

Cardiac rehab patients also learn how to pay better attention to their bodies' signals. That is important because prompt response to symptoms will help head off emergencies down the road and help to adjust medications, exercise routines and more. Changing the

dosage or adding a new drug to your daily regimen can lead to side effects, so it's especially important that you don't disregard signs such as pain headaches, dizziness, shortness of breath and nausea.

"By learning to pick up on what your body is telling you, the better your healthcare provider can help optimize your health," Winters said. "This allows you to be more proactive with your health instead of reactive."

Learn about eating well. As part of the lifestyle change you'll learn about starting a more heart-healthy eating plan and that can be among the toughest challenges many patients will face. But learning how to reduce the fat, cholesterol and sodium in your diet and keep your weight under control (if needed) is critical to long-term cardiovascular health.

"As for nutrition, it can be tricky because everything that a person eats affects the body," Winters said. "It may be reflected in cholesterol levels, blood sugar levels, blood pressure and/or a person's body weight."

Exercise is key. Even if you were fairly active before you started cardiac rehab, you'll need to learn how to approach exercise from the perspective of a heart patient. And if you've had a sedentary lifestyle, regular exercise may be something altogether new.

It's important to remember that exercise helps burn calories to keep your weight under control and rev up your metabolism so you burn calories more efficiently even when you aren't working out. Regular physical activity also helps strengthen your heart muscle, which is at the very core of your recovery. But it takes guidance to push oneself.

"Our Cardiac Rehab Program assists people with the proper type, frequency, intensity and duration of exercise to achieve goals and minimize risks associated with cardiovascular and/or orthopedic complications," Winters said. "For specific health conditions there is a wrong way and a right way to exercise. And that's why exercising at Jane Phillips Wellness Connection is going to help you meet your health needs."

Learning how to modify your diet, how to exercise more and work with your physician are the primary goals of the Jane Phillips Medical Center Cardiac Rehab Program. But there is another critical aspect of the program that can be just as important.

"Moral support in dealing with any challenge can be helpful, but addressing mental health recovery is vital for heart patients who commonly become depressed or anxious," said Winters.

She explained that patients new to our Cardiac Rehab Program realize they are not alone in dealing with heart disease and witness how dedication to the program can produce visible results in patients just like themselves.

Since cardiac rehab is structured as a group setting, people learn from each other and see progression from people just starting out to those who are completing their program.

The American Heart Association came out more than a year ago with a recommendation that all heart patients be screened for depression, because so many heart patients experience at least some depressive symptoms. "It's not uncommon for

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JPMC Makes Quiet a Priority and Patients Get More Rest

Jane Phillips Medical Center continually reviews its patient satisfaction data and one issue for customers is the quietness in and around patient rooms. In an effort to address this JPMC has reviewed several options to decrease the noise level on patient units.

Recent scores indicate that JPMC patient care areas are ranked from 75% to 90% on noise level in and around the patient rooms. Press Ganey survey data and information reflect that *"Calm environments contribute to healing."*

To address these issues a Quiet Hours Task Force has been formed to investigate and address problems of noise in the patient care areas. This task force is a multidisciplinary group comprised of Lab, Housekeeping, Pharmacy, staff nurses, Administration and other area associates. The purpose of this task force is to identify issues or processes that cause noise at night.

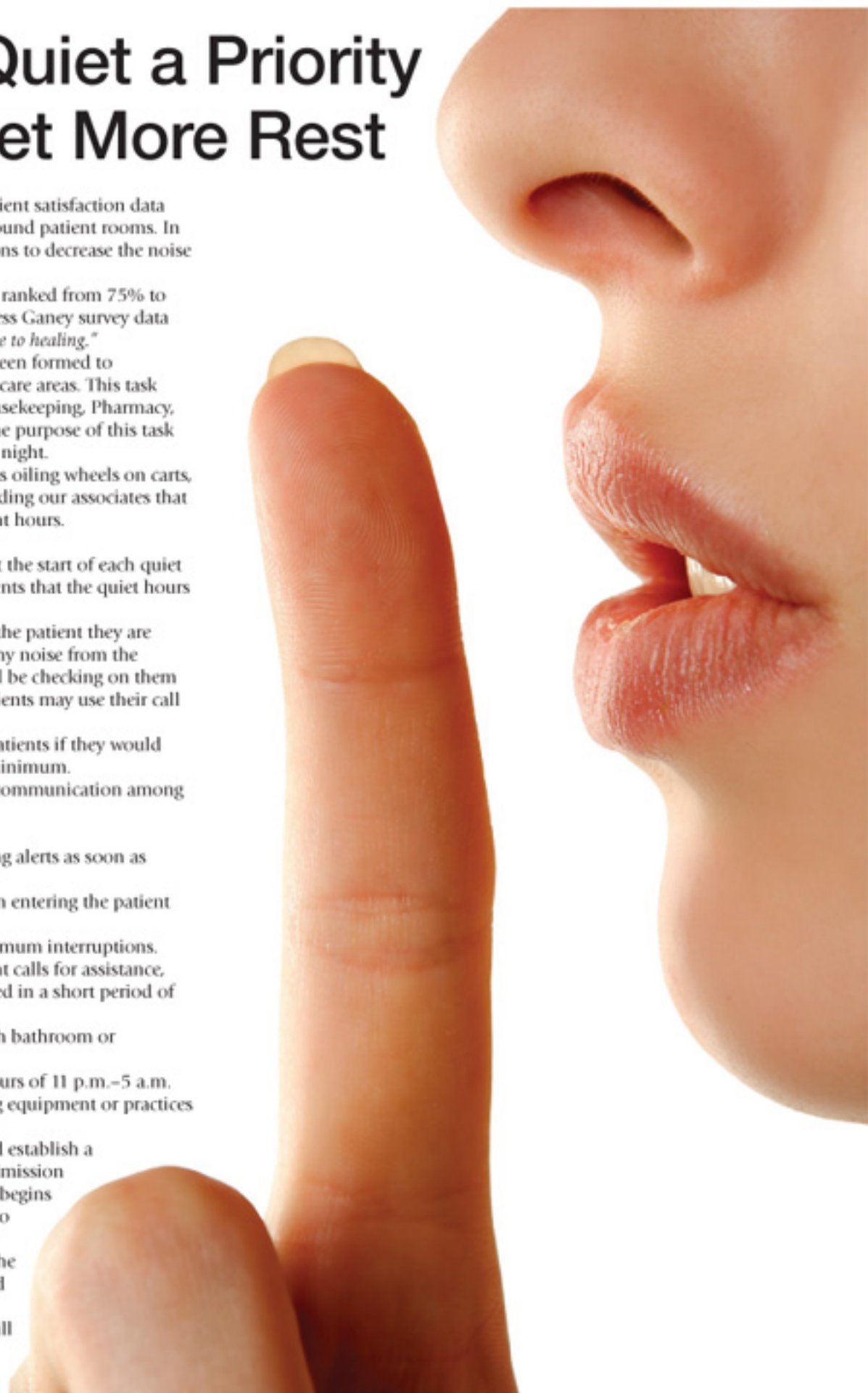
Some of the issues identified can be solved as simply as oiling wheels on carts, adjusting the automatic door close mechanism or reminding our associates that voices, laughter, etc. appear much louder during the night hours.

To maximize the effect of the quiet hours, staff will:

- Place a quiet zone sign in the entry hall to the unit at the start of each quiet hour period alerting staff, family members and patients that the quiet hours are in effect.
- Close patient room doors completely, explaining to the patient they are closing their door to ensure privacy and minimize any noise from the hallway. Associates will ensure patients that they will be checking on them regularly but will try not to interrupt their sleep. Patients may use their call light if there is anything they need.
- Turn off all televisions in empty rooms and ask all patients if they would like their television off, if not, ensure volume is at minimum.
- Hold all JPMC staff members accountable for quiet communication among each other and with all patients.
- Place all hospital pagers and cell phones on vibrate.
- Quietly and efficiently silence any alarms or incoming alerts as soon as possible.
- Continue hourly rounding and minimize noise when entering the patient room.
- Work collaboratively with co-workers to ensure minimum interruptions. If one staff member must awaken patient or if patient calls for assistance, check to determine if any other needs will be required in a short period of time.
- At anytime the patient is awake, offer assistance with bathroom or repositioning, etc.
- No drills (fire, etc.) are to be conducted between hours of 11 p.m.-5 a.m.
- Associates are to monitor any excess noise-producing equipment or practices and notify manager for repair/intervention.
- Promote "Quiet Zone" upon entering the facility and establish a culture of quiet time by providing information in admission packets and announcing overhead that "Quiet Time begins at 10 p.m., please place all cell phones and beepers to vibrate."

The goal of JPMC is to significantly decrease noise in the patient care areas and to select at least a four-hour period in which the interruptions to patient rest is minimized.

"The minimization of noise and sleep interruptions will contribute to the patient healing process and will also increase patient satisfaction," said Herron. **JP**



JPMC Recognizes Its Volunteers During National Volunteer Week

The same volunteer spirit that began five decades ago still exists today and it has made a tremendous difference in the lives of our patients, hospital guests and staff.

Auxiliary members come from all walks of life, but are bound by a common thread: a willingness to unselfishly give of their most prized possession—time. Many of today's active members have provided more than 40 years of volunteer service.

You will find Auxiliary members at Jane Phillips Medical Center everywhere. They greet new patients, assist with dismissals, staff the information desk in the medical center's main lobby and the surgical information desk on the second floor, deliver flowers and run the Gift Shop, deliver medications, perform data entry, and assemble patient packets, just to mention a few of their services.

"Our volunteers truly make a difference in the lives of our patients and the lives of their families," said David R. Stire, JPMC President/CEO. "We've heard countless stories of how a volunteer made a calming difference in someone's life while they were waiting for a loved one in surgery; or when a volunteer lent a sympathetic ear; or how much of a difference volunteers have made in the overall experience at JPMC."

The Auxiliary began in 1959 with 42 volunteers and seven projects. Today, there are more than 135 volunteers who clocked over 17,500 hours this past fiscal year.

The Volunteer Auxiliary has also been a mainstay of fundraising in addition to the hours they put in at the hospital. They have raised money from bake sales to bridge tournaments to the gift shop.

"To date, the Auxiliary has raised more than \$1 million for equipment and hospital improvements," explained Stire.

"Their dedication to the hospital and to the health and welfare of this community is inspiring."

In 1960, the Auxiliary set up a scholarship program to give financial

assistance to deserving health career students. This tradition continues today. Over the years, they have fulfilled the need for vital equipment including cancer treatment computers, the linear accelerator, doppler ultrasound, and many other pledges.

"These volunteers that we're honoring tirelessly donate their time, energy and compassion for the well-being of the patients and families of Jane Phillips Medical Center," said Stire. "This group has been truly indispensable to growth of Jane Phillips Medical Center and from the bottom of our hearts, we thank them."

Determined to be as helpful as they are compassionate, volunteers perform countless important tasks to help the hospital run smoothly. Volunteers share exceptional generosity, which shines through each and every day. Their contributions of time and caring help make Jane Phillips

Medical Center a better place for the community.

JPMC volunteers say the satisfaction they get from helping patients, visitors and employees is worth far more than the time they commit. It's a gift they give themselves.

For patients and their families, the volunteer who greets them at the information and escort desks is often the first impression they have of Jane Phillips Medical Center. JPMC volunteers assist patients and their families in countless ways and provide that extra caring touch. For Jane Phillips Medical Center, our volunteers' generous hours help keep the costs of delivering healthcare low, while enhancing compassion and caring for our patients.

They touch others' lives every day through their role of service. The value of a warm smile, a cheerful greeting or a word of encouragement is priceless. **J**



In Honor of National Volunteer Week, JPMC Salutes And Thanks The Following Volunteers:

Norma Adams
 Millie Almeida
 Mary Jo Arens
 Usman Ashraf
 Mary Ella Bailey
 Lelah Baker
 Mary Ballard
 Mary Bates
 Tug Baughn
 Linda Befort
 Velma Beisser
 Sally Bishop
 Eva Boatwright
 Jean Bolseth
 Reuann Bounds
 Dick Bresson
 Cora Briggs
 Jerry Brown
 Barbara Bunge
 Ellen Burton
 Constance Buster
 Mary Helen Buttmann
 Evelyn Clark
 Laurena Clay
 Joyce Colaw
 Linda Collins
 Fern Cook
 Leroy Cook
 Sherry Cook
 Jerry Cowey
 Jean Davidson
 Janelle Dayhoff
 Karen Distefano
 Teri Dray
 Pam Elvington
 Waneta Engelman
 Joel Esslinger
 Alice Fagan
 Dwight Feese
 Beverley Fetty
 Dolores Fields
 Julia First
 Maggie Fitch
 Linda Flaherty
 Denise Foreman
 Shirley Frahm
 Gertrude Fuller
 Mary Gagan

Bobbie Garrett
 Karolena Gompf
 Marlene Grogan
 Ruthy Harris
 Sue Harris
 Jody Hart
 Darlene Hastings
 Iris Hefty
 Leo Heidorn
 Kenneth Hill
 Alyssa Hopkins
 Maggie Humble
 Oceal Hunt
 Patti Imler
 Joe Javine
 Karan Javine
 Sam Johnson
 Letty Jones
 Apryll Kannard
 Marilyn Keefer
 Phyllis King
 Mary Lou Kirksey
 Dorothy Kitchingham
 Adrienne Kittleman
 Oris Lansford
 Lucy Leeton
 Maxine Lockin
 Beverly Loffer
 Charles McCarthy
 Fran McCarthy
 Carol McDowell
 Laura McIntyre
 Nadine McMahan
 Sally Mackey
 Barbara Maloney
 Beth Marable
 Sandra Marshall
 Isaac Mattox
 Flo Messall
 Ida Miller
 John Miller
 Tony Murguia
 Roy Neal
 Janet Neal
 Betty Nichols
 Edna Osborn
 Shirley Paidl
 Louise Parker



Dhruvi Patel
 Hughann Payne
 Joann Payne
 Judy Pecher
 Gerry Peck
 Roy Peck
 June Peters
 Velma Peterson
 Donna Pyles
 Joann Radke
 Anne Rawlins
 Virgil Reese
 Jo Reis
 Marion Reis
 Jim Reynolds
 Lein Rhett
 J.C. Rhoades
 Paul Richardson
 Carroll Ritchie
 Stevana Sanford
 Leila Sauber
 Amy Sheley
 Edna Simpson

Renetta Small
 Thelma Smith
 Cliff Sousa
 Kathryn Stanley
 Mary Stewart
 Peggy Story
 Don Stults
 Bill Taylor
 Josefina Taylor
 Anne Thomas
 Horace Thomas
 Irene Trask
 Bill Trepka
 Verna Trepka
 Paul Vitt
 Van Vives
 Wilma Watkins
 Tom Wesson
 Irene Wilip
 Roy Wronowski
 Leola Yelken
 Cindy Zornes 

Local Doctors Rank High Nationally

When it comes to patient satisfaction, Bartlesville area physicians are a hit. According to national benchmarks, local doctors are among the best in country in all six categories for which data is compiled.

Press Ganey, a national firm that specializes in patient satisfaction scores for the health care industry, recently reported that physicians who serve Jane Phillips Medical Center are among the top 20-percent in all six categories surveyed. Doctors were rated on time spent with patients, concern about questions or worries, providing information, friendliness, skill, and overall satisfaction. Local physicians ranked in the top 10-percent for their skills.

Press Ganey has partnerships with over 40% of the hospitals in the U.S. including JPMC. The results tabulated were for all Press Ganey hospitals including many much larger than Jane Phillips Medical Center.

"JPMC, its board, leadership team, and associates express our sincere gratitude to all of our physicians," said President/CEO David R. Stire. "They impact our lives and our community through their commitment to helping people. We are very proud to have these fine men and women serving in our medical center."

The results came just ahead of

National Doctors' Day, which is held every year on March 30. It is a day to celebrate the contribution of physicians who serve the country by caring for its' citizens.

The first Doctors' Day observance was March 30, 1933 in Winder, Georgia. Eudora Brown Almond, wife of Dr. Charles B. Almond, decided to set aside a day to honor physicians. This first observance included mailing greeting cards and placing flowers on graves of deceased doctors. The red carnation is commonly used as the symbolic flower for National Doctors' Day.

On March 30, 1958, a Resolution Commemorating Doctors' Day was adopted by the United States House of Representatives. In 1990, legislation was introduced in the House and Senate to establish a national Doctors' Day. Following overwhelming approval by the United States Senate and the House of Representatives, on October 30, 1990, President George Bush signed S.J. RES. #366 designating March 30 as "National Doctors' Day."

The National Doctors' Day



Organization exists to promote the talent and opinions of physicians and also raise awareness of the growing costs of medical school and the financial burden that exists for today's graduates.

According to the Association of American Medical Colleges, new medical school graduates reported higher debt upon graduation and concern for the increasing demands of the health care system. Results from their 2008 AAMC Graduate

Questionnaire (GQ) showed graduates reported 17.7 percent of graduates had educational loans of \$200,000 or more—more than triple the 4.9 percent who had that amount in 2004. Students reported an average debt load of \$141,751, more than \$10,000 higher than 2007 GQ data. Among the more moving results from this survey is that students showed more interest in primary care specialties and in working with needy and vulnerable populations. **JP**

JPMC Makes Switch to DNV Healthcare Accreditation

Jane Phillips Medical Center recently changed accreditation programs to DNV Healthcare. "The move away from The Joint Commission was made to ensure that we receive a true measure of our quality," said Diane Garrett, JPMC Director of Quality.

DNV uses a collaborative survey model. Their NIAHO (National Integrated Accreditation of Healthcare Organizations) survey program is an annual survey and combines the Medicare Conditions of Participation (CoPs) with the International

Organization Standards (ISO) 9001-2008 Quality Management Standards.

"The DNV survey team came to JPMC at the end of January to focus on our compliance with the regulations," said Garrett. "The DNV survey team will come annually to ensure continued compliance, as well as prepare us for ISO certification to be achieved by 2013."

The regulations are the bedrock standards and are the same for all hospitals. ISO assures standardization of processes, policies and procedures

to the extent possible in healthcare.

"During the initial survey, the DNV staff interviewed and observed associates and physicians to ensure that we comply with the regulations," said Garrett. "The surveyors reported their findings to JPMC, they offered suggestions and allowed us an opportunity to correct the situations."

JPMC recently received official notification of recent survey results and is now officially accredited by NIAHO for three years. "JPMC will continue to be surveyed annually

by DNV as we prepare for our ISO certification," said Garrett.

"We are currently in the process of implementing the corrective action plan, with several of them already corrected or in place," said Garrett. "DNV's focus is ensuring our overall compliance."

"JPMC's goal with this change is to not just continually measure quality, but to measure and implement processes to improve quality of all services provided at JPMC," said Garrett. **JP**

EAT RIGHT

20 Ways to Enjoy More Fruits, Vegetables, Whole Grains and Dairy

To get the most nutrition out of your calories, choose foods packed with vitamins, minerals, fiber and other nutrients—and lower in calories. Pick fruits, vegetables, whole grains and fat-free or low-fat dairy more often. Be aware of portion sizes. Even low-calorie foods can add up when portions are larger than you need.

1. Variety abounds when using vegetables as pizza topping. Try broccoli, spinach, green peppers, tomatoes, mushrooms and zucchini.
2. Get saucy with fruit: Puree berries, apples, peaches or pears for a thick, sweet sauce on grilled or broiled seafood or poultry, or on pancakes, French toast or waffles.
3. Mix up a breakfast smoothie made with low-fat milk, frozen strawberries and a banana.
4. Heat leftover whole-grain rice with chopped apple, nuts and cinnamon.
5. Make a veggie wrap with roasted vegetables and low-fat cheese rolled in a whole-wheat tortilla.
6. Try crunchy vegetables instead of chips with your favorite dip or low-fat salad dressing.
7. Grill colorful vegetable kabobs packed with tomatoes, green and red peppers, mushrooms and onions.
8. Banana split: Top a sliced banana with a scoop of low-fat frozen yogurt. Sprinkle with a tablespoon of chopped nuts.
9. Add color to salads with baby carrots, grape tomatoes, spinach leaves or mandarin oranges.
10. Prepare instant oatmeal with low-fat or fat-free milk in place of water. Top with dried cranberries and almonds.
11. Stuff an omelet with vegetables. Turn any omelet into a hearty meal with broccoli, squash, carrots, peppers, tomatoes or onions with low-fat sharp cheddar cheese.
12. "Sandwich" in fruits and

vegetables. Add pizzazz to sandwiches with sliced pineapple, apple, peppers, cucumbers and tomato as fillings.

13. Wake up to fruit. Make a habit of adding fruit to your morning oatmeal, ready-to-eat cereal, yogurt or toaster waffle.

14. Stock up: Fill your fridge with raw vegetables and fruits—"nature's fast food"—cleaned, fresh and ready to eat.


15. Top a baked potato with beans and salsa or broccoli and low-fat cheese.

16. Microwave a cup of tomato or vegetable soup for a quick afternoon snack.

17. "Grate" complement: Add grated, shredded or chopped vegetables such as zucchini, spinach and carrots to lasagna, meat loaf, mashed potatoes, pasta sauce and rice dishes.

18. Stuff a whole grain pita with ricotta cheese and Granny Smith apple slices. Add a dash of cinnamon.

19. Make your main dish a salad of dark, leafy greens and other colorful vegetables. Add chickpeas or edamame (fresh soybeans). Top with a low-fat dressing.

20. Try this recipe for an easy, healthy snack. Surprise! Popcorn is a whole grain. 



BLUESTEM FOUNDATION POKER RUN DON'T GAMBLE WITH DIABETES



SATURDAY, APRIL 24, 2010

All makes and models welcome.
Cars, too!

RIDE BEGINS AND ENDS AT:

219 N Virginia Ave
(Jane Phillips West Campus)
Bartlesville, OK

REGISTRATION FEE: \$20

(Additional hands \$10 each and
additional cards \$5 each—limit 1—
available at last check point)

REGISTRATION BEGINS AT 11 A.M.

First bike out: 11 a.m. and last bike
out: 12 noon
Last bike in: 3:30 p.m.

PRIZES:

- Best hand wins \$200
- 2nd place wins \$100
- 3rd place wins \$75
- Worst hand wins a special prize

Door prizes will be given away prior
to announcing the winning hands.

50/50 DRAWING

All proceeds will be used to defray
expenses for qualified persons
who wish to attend the Outpatient
Diabetes Education program at
Jane Phillips Medical Center.

For questions, please call Jane Phillips
Diabetes Education at 918/331-1143.

Rain Date: May 1, 2010

Bluestem Foundation...supporting the
mission of Jane Phillips Medical Center.

Jane Phillips Medical Center
and BlueStem Cardiology
Present:

“Protect Your Heart” Fair

Saturday, April 10, 2010
9 a.m. to 12:30 p.m.
Jane Phillips Medical Center—
1st Floor Classroom

9 a.m. to 10 a.m. “Cardiovascular Disease: The Killer”

Presented by Anderson Mehrle, MD, BlueStem Cardiology

10:30 a.m. to 11:30 a.m. Exhibits, Health Screenings and Tours of the Heart & Vascular Center and Wellness Connection

Includes exhibits, screenings, and resource information, heart healthy recipes, and more!

Tour the Cath Lab, Heart and Vascular Center, Wellness Connection, and state-of-the art cardiac services housed on the eighth and ninth floors of the Medical Center.

11:30 a.m. to 12:30 p.m. Managing the Risk Factors—“Grandmother Was Right!”

Presented by W. Patrick Tinker, MD, BlueStem Cardiology

The first 100 participants to register for the fair will receive a complimentary lipid and glucose screening. A 12-hour fast is required. Results will be distributed to participants just prior to Dr. Tinker's presentation at 11:30 a.m. The lipid and glucose screenings are by appointment only between 7:45 a.m. and 8:45 a.m. on April 10. Due to time restraints, only those with appointments will be screened. Participants may call 918/331-1431 to register for the Fair and to schedule the lipid/glucose screenings.

There is no cost to attend the event, but space is limited and registration is required. To register, please call Jane Phillips Medical Center's Public Relations office at 918/331-1431.

918/331-1431 • 800/824-8854
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Bartlesville, OK 74006
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**JANE PHILLIPS
MEDICAL CENTER**

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Benefits of the JPMC Cardiac Rehab Program

people to have some depression or anxiety after a heart attack or open heart surgery,” Winters said. “Getting into our Cardiac Rehab Program allows people to return to their normal lives and reduce symptoms of depression or anxiety.”

“Social support is a key factor in improving survival as well as optimizing quality of life,” said Dr. Dykstra. He added that patients shouldn't feel intimidated about their recovery, because they will be surrounded by a quality care team that will take them step-by-step through the process. The goal is to graduate from cardiac rehab, or better yet transfer over to the Jane Phillips Wellness Connection armed with the information, skills and commitment to sustain the lifestyle changes introduced in rehab.

For more information about Jane Phillips Medical Center's Cardiac Rehab Program or to sign up for the Program, please call 918/331-1150. **JP**

Looking
for a
Physician?

Call Our Physician
Information Line

918/331-1297

Monday–Friday
8:30 a.m.–4:30 p.m.