

Health

at HEART



Flagstaff Medical Center
Northern Arizona Healthcare

FALL 2007

Reaching New Heights

The Experts of Flagstaff
Medical Center

Heart Surgeon

Gives Patients a
New Option for Care

An Encore Request

Don Daly counted on Flagstaff Medical Center
for his first – and second – joint replacement surgeries



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Satisfaction**
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Flagstaff Medical Center Northern Arizona Healthcare



Amazing People Providing Amazing Care

This issue of *Health at Heart* introduces you to some of our experts at Flagstaff Medical Center. You'll read about a radiologic technologist who invented a device to make patients more comfortable during a specific procedure, a critical care nurse who is serving as a resource for her peers around the country and our cardiovascular surgeon who is giving patients a new option for heart surgery.

Every day I'm amazed at what I discover about the staff and physicians at FMC. I've met humanitarians who travel to Mongolia, Tibet and Russia; former Olympic athletes; a former Women's National Basketball Association (WNBA) player; world class mountain bikers; a distance runner training for the next Olympic team; and individuals who donate countless hours of volunteer work. All of these are truly exceptional accomplishments.

Just as amazing as what our colleagues do outside of work, are the things they do at work. That's because each and every day, our staff and physicians have dedicated themselves to caring for our community. And through that caring, they're creating amazing outcomes for our patients.

Recently, we were all blessed at FMC to have a visit from a very special young man who is living proof of the exceptional care provided at FMC. Zach Cuppy had just started his freshman year at Northern Arizona University when he was struck by lightning during a September 2006 thunderstorm. Quick action by several fellow students, and heroic efforts by Guardian Medical Transport and the Flagstaff Fire Department, ensured Zach had life-sustaining care prior to his arrival at FMC's Emergency department. Even with those efforts, Zach was in full cardiac arrest when he arrived at FMC. It took more than 30 minutes of intense work by the trauma team before Zach's heart began to beat. He remained in very critical condition under the care of our intensivists, who are physicians specially trained to care for the most critically ill or injured patients. Zach was one of the first patients to be cared for by the intensivists, who had just joined FMC only weeks prior to Zach's injury.



Zach Cuppy and his mother, Loren, during their August visit to Flagstaff Medical Center.

When Zach and his mother, Loren, returned to FMC this past August to visit the physicians and nurses who cared for Zach, there wasn't a dry eye in the house. Zach's amazing journey now is continuing as he once again pursues his studies at NAU.

I am proud to work with amazing people, providing amazing care each and every day to patients like Zach.

Sincerely,

Bill Bradel
FMC President

ON THE COVER: Steven Peterson, M.D., F.A.C.S., a cardiothoracic surgeon on staff at Flagstaff Medical Center, has performed more than 1,000 open heart surgeries.

An Encore Performance at the Joint Surgery Center

After one successful operation at the Joint Surgery Center at Flagstaff Medical Center, Don Daly didn't think twice about where to turn when he needed surgery again.

Pain in both knees that kept Daly from his everyday activities brought him to Flagstaff Medical Center for a right knee replacement in May 2007. By choosing the Joint Surgery Center at FMC, he expected to undergo a successful operation and begin experiencing less pain. What surprised him was the personalized care, homelike atmosphere and attentive medical staff he encountered during his stay – all of which are the reason why he returned for a second knee replacement operation.

"I had never been in a hospital so wonderful until I came to FMC and the Joint Surgery Center," Daly said. "The care I received after my first surgery was so amazing, I wouldn't even think about going anywhere else."

Secrets of Success

What set the Joint Surgery Center apart for Daly? He said he always felt informed, received medications and meals on time and was constantly asked for feedback on how he was feeling and what the staff could do to improve his experience.

"I have been cared for at other facilities and have never had medical personnel treat me this well," Daly said. "My second surgery was no exception – the staff made what could have been a painful recovery experience much easier and more enjoyable."

Having a designated unit of the hospital where all staff are trained in meeting the specific needs of joint replacement patients is certainly one of the keys to a successful recovery at FMC – and why patients return if additional surgeries are needed.

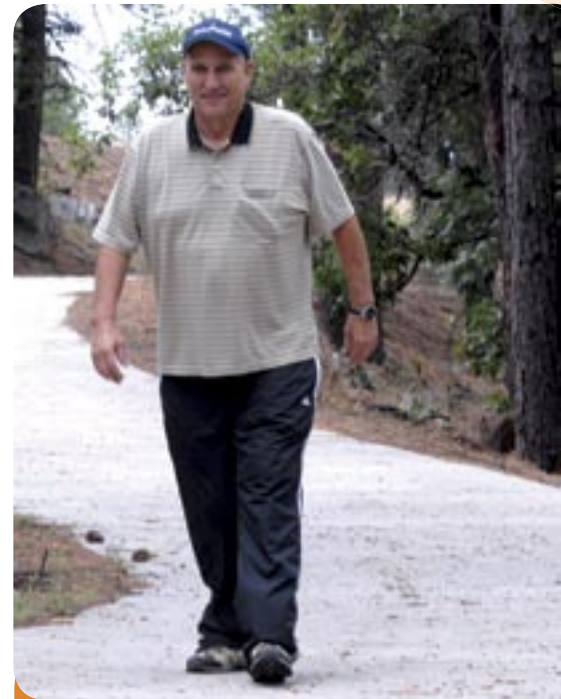
"We were so happy to have Don back for his second surgery – to the staff, when patients return, it's like seeing family or old friends," said Sherry Mace, M.S., F.N.P.C., joint care coordinator at the FMC Joint Surgery Center. "Patients appreciate the highly specialized care they receive here, and they appreciate that we don't treat them as sick, but instead as people who have active lives to return to."

Springing Back into Life

Thanks to the Joint Surgery Center at FMC, Daly is on the road to recovery and ready to return to the things he enjoys. He and his wife – both outdoors enthusiasts – took a trip to Yellowstone National Park to celebrate Daly's recovery just nine weeks after his first surgery.

"Before my surgeries, I couldn't work or be as active as I enjoy," Daly said. "I'm excited about getting back to work and play again, and I am so thankful I chose FMC – the first and second time around."

FOR MORE INFORMATION ABOUT THE JOINT SURGERY CENTER AT FMC, VISIT FMCJOINTCENTER.COM.



You CAN Feel Better

The Joint Surgery Center at Flagstaff Medical Center is proud to help patients like Don Daly get back to everyday activities without pain.

The Joint Surgery Center offers the following services to patients:

- total joint replacement for knees, hips and shoulders
- revision surgery to replace worn-out implants
- pre-surgery education
- support network, including a designated coach and other patients
- specialized team of healthcare providers specifically trained in joint replacement

If constant knee, hip or shoulder pain is interfering with your quality of life, ask your physician if joint replacement surgery at FMC is the right choice for you or visit FMCJointCenter.com.



Meet the Experts: FMC Staff Inventing & Achieving

Guided by their commitment to patients, these experts at Flagstaff Medical Center are making unique contributions to the health of our community.

At FMC, our employees are dedicated not only to offering the best in care, but also in finding ways to improve care. Two such employees have raised the bar and made major contributions to their fields of interest.

Technology that Makes a Difference

Throughout the course of his day, Richard Rice, R.T.(R), radiologic technologist at FMC, often uses an imaging procedure known as an axial knee view, to see the kneecap prior to procedures such as knee replacement surgery. To get the best view, patients must often sit upright and remain very still while holding an X-ray cassette. While some patients did not have difficulty with the imaging test, those with lower back pain, tremors associated with Parkinson's disease or who are overweight experienced discomfort and often needed a second technologist's assistance.

"I started thinking about the axial knee view and that there had to be a better way to help patients remain comfortable while undergoing the procedure," Rice said. "The need for another technologist also caused the procedure to take much longer, and technologists were not always available to assist."

Building a Better Tool

As a result, Rice took to the drawing board to establish a prototype that would allow patients to be in a more comfortable position during the test. He tried several alternatives, all while allowing patients to lie down. However, positioning the cassette still proved difficult. After a few experiments, he hired a local seamstress to assemble a prototype he designed. He called it the Sunrise Extender because the X-ray is also known as a sunrise view (the patella looks like the sun peaking over a mountain range) and the device effectively "extends" the patient's reach by approximately six inches.

The Sunrise Extender is a cylindrical foam pillow covered in a thermally sealed water- and fluid-resistant material that uses two straps with clips at the end to hold the X-ray film cassette. The finished product holds cassettes and the pillow rolls to adjust the length of the straps, all while allowing the patient to lie down.

"I was overjoyed when the Extender worked, because patients are much more comfortable and the test is much more efficient to conduct," Rice said. "Technologists can easily position the cassette, and because patients lie on



their backs, they generally experience not only less discomfort but also less radiation exposure."

Reaching Out

After using the Extender on patients at FMC, Rice began to share his invention with other technologists and applied for a patent. Today, the Sunrise Extender has been featured at a medical trade show and appears in more than 30 medical supply catalogs.

"I'm proud to have created something that helps patients, and I am thankful FMC staff embraced the idea," Rice said. "I hope to continue to create ways to streamline procedures and make tests more efficient for FMC patients."

FOR MORE INFORMATION ON THE SUNRISE EXTENDER, VISIT SUNRISEEXTENDER.COM.

FMC Nurse Takes the National Stage

As a critical care nurse who places an emphasis on education, Catherine Riedel, R.N., B.S.N., C.P.A.N., clinical coordinator of the Cardiovascular Intensive Care Unit and Step Down Unit at FMC, attended the National Teaching Institute and the Critical Care Exposition in Atlanta, Ga. With an annual attendance between 6,000 and 7,000 each year, the conference is an opportunity to take certification exams, see new medical products and learn about best practices at facilities across the country.

In preparation for the conference, Riedel decided she would like to take a more active role.

“Every year there is a call for speakers, and I thought it would be a good challenge to present on chronic heart failure,” Riedel said. “After a year-long application process, I was honored to be accepted, and spoke to my peers about the new American Heart Association (AHA) guidelines for diagnosis and management of chronic heart failure.”

The Difference Caring Makes

During her presentation, Riedel shared the importance of early and proper treatment of conditions such as diabetes, hypertension, coronary artery disease and other risk factors to delay or prevent heart failure, in accordance with AHA guidelines.

“At FMC, our goal is to do all we can to optimize the health of our heart patients both in the hospital and after they go home,” Riedel said. “I learned through preparing for the conference and through attending sessions that FMC is a leader in cardiac care.”

Continuous Improvement

While the open heart surgery program at FMC is only three years old, the experience and continuing education emphasized to all staff has resulted in nearly 400 open heart procedures performed. Medical staff members such as Riedel are part of comprehensive care programs, including outpatient cardiac rehabilitation and many other cardiac procedures.



“I am just one of many people at FMC working to advance in the field to provide better outcomes for patients,” Riedel said. “Our Intensive Care department is comprised of a talented staff always searching for ways to improve the department and receive the training needed to offer the best.”

**FMC EMPLOYEES ARE ACHIEVING GREAT THINGS EVERY DAY!
FOR MORE INFORMATION, VISIT
FLAGSTAFFMEDICALCENTER.COM.**

Excellence in Nursing Care

Susan Eubanks, R.N., interim CNO (Chief Nursing Officer), beams when she talks about how skilled the nursing staff is at FMC.

“FMC is dedicated to helping our nurses grow professionally and personally in their area of expertise. Because our nurses set high expectations for themselves, they benefit and our patients benefit,” she said. “Many of our nurses have increased their nursing skills and furthered their education by taking additional classes followed by intense exams to become nationally certified in one or more areas of expertise.”

Eubanks said pursuing and maintaining certifications is important because it validates the knowledge and expertise of the nursing staff. It provides

nurses with more confidence in the care they provide to patients. Certifications also enhance the working relationship between physicians and nurses – physicians value the additional education.

“Having nurses with additional certifications expands the expertise that can be shared with one another. Nurses are able to collaborate with each other and learn from those who have specialty certifications, increasing clinical skills and communication between departments,” she said. “Because we understand the dedication and investment our nurses are making to further their skills through obtaining additional certifications, FMC compensates its nurses financially for their additional certifications. We are proud to have more than 200 nurses who

have certifications. This has truly raised the bar in patient care at FMC.”

Investing in Our Nurses

To encourage attaining certifications, FMC provides review courses for nurses before they take certification exams. And in many cases, FMC has been able to offer certification exams on-site so nurses don't have to travel to take them.

For example, when the Joint Surgery Center program was forming, the Education department arranged to have the orthopaedic certification exams offered in Flagstaff. In fact, FMC now is a national certification testing site for nine national certification exams through the Center for Nursing Education and Excellence.

The Heart of the Matter

Valve repair surgery is not the only advanced cardiac procedure offered at Flagstaff Medical Center's Heart Center. A cutting-edge method known as off-pump coronary bypass, or beating heart surgery, allows surgeons to operate while the heart is still beating. Beating heart surgery significantly reduces damage to the body's organs, which may occur when the heart is stopped during traditional open heart surgery. Only 25 percent of the coronary bypass programs in the United States utilize off-pump coronary artery bypass surgery.

The Heart Center at FMC has performed nearly 400 procedures, including coronary bypass, valve repairs and replacement, atrial fibrillation surgery and trauma surgery.

Steven Peterson, M.D., F.A.C.S., FMC's cardiothoracic surgeon, has performed more than 1,000 open heart surgeries in his career.

"We're able to provide advanced surgical options for patients because we offer an expert team that is dedicated to providing our patients with the best heart care available by utilizing cutting-edge technology," said Gigi Sorenson, R.N., M.S.N., director of FMC's Cardiovascular Services.

Flagstaff resident Jane Julien recently had valve repair surgery at FMC.



Valve Repair vs. Valve Replacement

Heart Surgeon Gives Patients a New Option for Care.

The Heart Center at Flagstaff Medical Center now offers patients with a leaking or narrowing mitral heart valve a new surgical option – valve repair. Valve repair is the most advanced surgical treatment available for those in the early stages of valve disease.

"With our expertise and comprehensive program, we are able to repair most damaged mitral heart valves, which offers the patient a better long-term outlook," said Steven Peterson, M.D., F.A.C.S., cardiothoracic surgeon. "The open heart surgery program at FMC utilizes state-of-the-art equipment and technology, allowing us to provide the residents and visitors of Northern Arizona the very best heart care available."

Efficient Movement

Blood is pumped through the heart with the help of four valves. The mitral valve separates the upper and lower chambers in the left side of the heart. When working properly, the valves open and close completely to keep the blood moving efficiently through the heart out to the body. Sometimes, these valves are affected by diseases, which may cause the valves to constantly leak because they do not close completely.

In the early stages, diseased heart valves may not cause serious complications. As additional leakage occurs, however, the heart is placed under more strain. This strain may cause symptoms

such as shortness of breath, fatigue, abnormal heartbeat and chest pain. In the past, those with valve disease only had the option of replacing the defective valve.

Why Repair?

Traditional valve replacement surgery uses an artificial valve to replace the damaged heart valve. While the procedure is effective, a patient must take blood-thinning medications for the remainder of his or her life. Additionally, the replacement valve may wear out, increasing the potential for another valve replacement surgery in the future.

In comparison, valve repair surgery reconstructs the valve, allowing it to maintain better shape and function, preferably before the heart experiences major damage. After mitral valve repair surgery, patients may be required to take blood thinners for a time, but usually are not required to take the medication for life. Repairing the valve rather than replacing it can extend the length of life of the valve.

Occasionally, after years of use, the repaired valve may wear out and need to be replaced. If this happens, the patient then has the option to replace the valve.

"Valve repair allows the patient to have surgery often before the heart shows signs of strain or damage, greatly increasing a patient's quality of life," said Dr. Peterson. "We are proud to be the only hospital in Northern Arizona to offer this progressive surgery. FMC will continue to offer advanced procedures and treatment options needed to provide the best heart care to the visitors and residents of Northern Arizona."

FOR MORE INFORMATION ABOUT FMC'S OPEN HEART SURGERY PROGRAM, VISIT FLAGSTAFFMEDICALCENTER.COM AND FOLLOW THE LINKS TO THE HEART CENTER.



Touching the Stars

Flagstaff Medical Center recently received top star ratings from patient satisfaction surveys reviewed by the Professional Research Consultants (PRC), a national healthcare consulting firm.

FMC serves thousands of patients each year – 12,061 inpatients, 34,699 outpatients and 38,403 Emergency department visits in 2006 to be exact. That's why it's such an honor to be recognized as an award-winning facility among more than 300 hospitals surveyed nationwide.

"At FMC, patients are our purpose and their satisfaction is a top priority," said Jan Weller, director of Volunteer Services and Customer Relations at FMC. "We want patients to know when they come to the hospital, they can not only count on receiving exceptional medical care, they can expect to feel personally satisfied with their patient experience."

Star-Studded Patient Satisfaction Ratings

Based on the patient ratings, PRC gave FMC the following awards:

- 5 stars – 3 South (Inpatient Medical/Surgical)
- 4 stars – Emergency department
- 4 stars – Overall inpatient care

"Receiving such high scores not only puts FMC at the top in Arizona, it makes us a leader in healthcare across the

country," Weller said. "Thanks to the daily commitment of FMC staff, our patients have spoken and ranked us at the top."

What Do the Stars Mean?

The awards FMC received are defined below:

- A 5-star award is given annually to hospitals like FMC that score in the top 10 percent of PRC's national database for that year. The recognition is based on how many patients rate FMC as "excellent" for specific Overall Quality of Care survey questions.
- A 4-star rating is similar to the 5-star rating in that it tracks the number of patients who indicate "excellent" for certain Overall Quality of Care survey questions. To qualify as a 4-star hospital, FMC ranked among the top 25 percent of hospitals in PRC's national database in 2006.

Here's What Patients Have to Say

"Patient feedback is vital to helping FMC staff know what they are doing well and helps them look for ways to improve,"

"I have experienced several situations in hospitals and physicians' offices, and without a doubt FMC is one of the nation's finest facilities! I appreciated the care of the Emergency department physicians and staff – from the receptionists, to the nurses, to the X-ray and lab technicians. They provided prompt, professional, cheerful service to a stranger to the area and a weary traveler."

– Praise from a patient, who was traveling through Flagstaff and found comfort in the care delivered at Flagstaff Medical Center

Weller said. "FMC is excited that patients are choosing us and are pleased with the care they receive."

Here is what one patient said:

"I wish to express my appreciation and respect for the excellent care my family members received at FMC in the Emergency department, Short Stay Unit and Behavioral Health Services. Without exception, the staff was professional, courteous and kind."

Another patient, who was traveling through Flagstaff, also found comfort in the care delivered at FMC:

"I have experienced several situations in hospitals and physicians' offices, and without a doubt FMC is one of the nation's finest facilities! I appreciated the care of the Emergency department physicians and staff – from the receptionists to the nurses to the X-ray and lab technicians. They provided prompt, professional, cheerful service to a stranger to the area and a weary traveler."

FOR MORE INFORMATION ON PATIENT SATISFACTION AT FMC, VISIT FLAGSTAFFMEDICALCENTER.COM AND FOLLOW THE "ABOUT FMC" LINK.

47 Years of Fun and Philanthropy

Flagstaff Medical Center volunteers are gearing up for the 47th annual Turquoise Ball this December. The proceeds raised from the event will benefit the Elle Mae Walters Endowment Fund, which was created several years ago in honor of Walters' 30 years of volunteerism to the hospital.

Last year's proceeds to the Endowment Fund bought several pieces of important equipment for FMC. Among these were pediatric code carts, a new exam table for the Safe Child program and an echocardiogram machine for Children's Rehabilitation Services.

"The Turquoise Ball is a longstanding tradition in our community, and every year a great deal of work goes into making it a success," said Randi Rolle, FMC Foundation manager. "Our guests have a wonderful time while helping to support the hospital's mission of improving the health of the community."

FOR MORE INFORMATION ABOUT THIS YEAR'S TURQUOISE BALL, CALL RANDI ROLLE AT 928 773-2193.



FMC and Guardian Medical Transport Recognized for SHARE-ing New Lifesaving Technique

A new technique known as cardiocerebral resuscitation (CCR) is increasing cardiac arrest survival rates in Arizona – and a staff member at Flagstaff Medical Center recently received recognition for his work in educating others about it.

Mark Venuti, director of Guardian Medical Transport at FMC, received the 2006–2007 Award of Distinction from the Save Hearts in Arizona Registry and Education (SHARE) program for his role in implementing and educating others on CCR.

"This award is really meant for all those taking part in the CCR initiatives – Guardian Medical Transport, Flagstaff Fire Department, Highlands Fire Department and Summit Fire Department," Venuti said.

"These organizations played a vital role in learning the protocol, recording success rates and teaching others."

A New Method

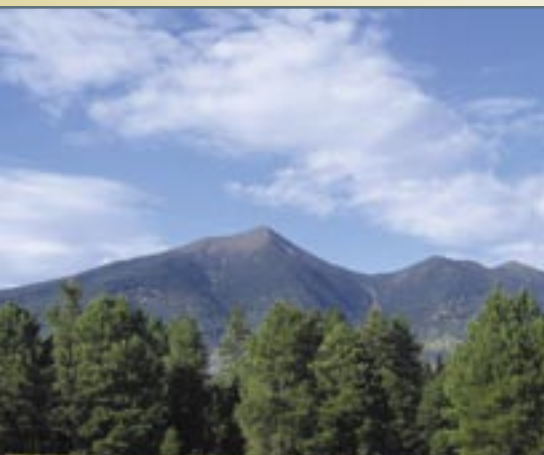
An alternative to cardiopulmonary resuscitation (CPR), CCR uses three cycles of 200 chest compressions delivered over the course of two minutes with no mouth-to-mouth breaths. Venuti and his team have implemented a demonstration project approved by the Arizona Department of Health Services for adult victims of sudden cardiac arrest.

Although CCR is not yet endorsed by the American Heart Association, Venuti and emergency medical personnel across

Arizona have reported survival rates improving up to four times that of when traditional CPR is used.

"CCR is proving to be an effective tool for medics. Even better results can be achieved with early bystander CPR. Sadly, statistics show that only 12 percent of cardiac arrest victims in our community receive this form of assistance," Venuti said. "We at FMC are proud to be on the forefront of this lifesaving initiative and will continue to educate and inform others on CCR's benefits."

MORE INFORMATION ON BOTH
CCR AND CPR CAN BE FOUND
AT AZSHARE.GOV.



Advanced medical technology and the best people committed to extraordinary care

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We want your feedback! Contact Janet Dean, FMC director of Marketing/Public Relations, at 928 773-2081 or janet.dean@nahealth.com. You also can fax comments or questions to 928 773-2395, or send correspondence to:

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