

Fall 2007

HealthWorks

Health care news and information

Caring for life.

30-Minute ER Guarantee

Quality and Respect Key in Treatment

This summer, St. Joseph Medical Center started offering a 30-minute guarantee to emergency patients. Patients will be seen by a doctor or nurse practitioner within thirty minutes of coming through the door.

“We want patients to know we respect their time,” says Kara Wineinger, RN, Emergency Services director. “We are not going to leave them waiting unnecessarily. And when they do have to wait longer, it’s acknowledged.”

As part of this initiative, processes have changed and improvements are still being made. Three physicians were added this summer and Wineinger is hiring several nurses. Construction on a new waiting area was just completed which is also helping to streamline the process. “We are not seeing everyone within 30 minutes, but overall, we are cutting wait times, and it continues to improve,” says Wineinger.

St. Joseph’s Emergency Department sees more than 37,000 patients a year. Since implementing the guarantee, volumes have increased.

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Carondelet Heart Institute Part of National Initiative

Cutting “Door-to-Balloon” Time Saves Lives

There have been some recent changes in cardiology practices that are not only saving lives, but also improving the quality and long-term outcomes of patients suffering from a heart attack.

Last year, the American College of Cardiology (ACC) and the American Heart Association developed national guidelines setting a “door-to-balloon” time goal of 90 minutes or less for at least 75 percent of patients with a common type of heart attack known as ST-elevation myocardial infarction (STEMI).

“A person with STEMI has a blood clot or a rupture of plaque in the coronary artery,” explains Jane Falk, RN, director of the Carondelet Heart Institute. “The clot or rupture prevents blood from flowing to the heart muscle. The muscle becomes starved for oxygen and eventually dies. The sooner you unblock the coronary artery, the more heart muscle you can salvage.”



Gerald Mancuso, MD, Medical Director, Interventional Cardiology, at the Carondelet Heart Institute

National Alliance

The ACC brought cardiologists and cardiac nurses together to examine research and procedures. The evidence showed that the best way to treat these patients and decrease mortality is with immediate balloon angioplasty. A national goal was set to treat STEMI patients within 90 minutes of arrival to the Emergency Department.

The result: D2B: An Alliance for Quality was launched by the American College of Cardiology. The goal is to save time and save lives by reducing door-to balloon times in U.S. hospitals performing angioplasty and stenting. Carondelet Heart Institute has joined this alliance. As part of the alliance, the Carondelet Heart Institute has committed to implementing the evidence-based strategies.

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Carondelet Health Names CEO

Fleury Yelvington is on board as Carondelet Health's President and Chief Executive Officer. Yelvington comes to Kansas City from St. Mary's of Michigan in Saginaw, where she has served as President and Chief Executive Officer since 2004.

Yelvington has an impressive record spanning more than 23 years as a health care administrator working for St. Mary's of Michigan, Bayview Health System in Tampa, Shands Hospital at the University of Florida in Gainesville and University Medical Center in Jacksonville. She received her Master of Business Administration and Master of Health Services Administration degrees from the University of Florida in Gainesville and holds a Bachelor of Arts degree also from the University of Florida.

"Fleury's focus on developing state-of-the-art clinical practices, building strong physician partnerships and creating a reputation for quality health care exhibit the visionary and strategic thinking Carondelet Health seeks in its leadership," states Richard Beyer, chairman of the Carondelet Health Board of Directors.

"I look forward to contributing to Carondelet Health's growth and presence in the Kansas City market and investing energy in the faith-based health care ministries provided by St. Joseph Medical Center, St. Mary's Medical Center and its many affiliates," says Yelvington, "My husband, (Barry Solomon, MD) and I are looking forward to becoming active and involved members of the Kansas City community."



Fleury Yelvington, Carondelet Health.
President and CEO

More Convenient Mammography Walk-Ins Welcome

There's no debate about the fact that early detection of breast cancer greatly increases survival rates. That's why the American Cancer Society recommends a screening mammogram every year for women age 40 and older.

The risk of breast cancer greatly increases as women age. With the improved technologies, including digital mammography, available at St. Joseph Breast Center, breast cancer can be detected earlier with better outcomes.

And now, St. Joseph is making it more convenient to get screening mammograms. Women don't have to plan weeks ahead to schedule a mammogram. Walk-In Mammogram program allows women to simply walk in, or call just ahead of time, to find a convenient time on the same day.

30-Minute ER Guarantee *continued from page 1*

Lauren Hohl was recently in the St. Joseph ER with shortness of breath. She says she didn't really pay much attention to the guarantee, "I always come here. I come for the care." (She was seen in 28 minutes.)

"We have a reputation for providing quality care and that remains our focus," says Douglas Coe, MD, an ER physician. "We do not rush patients; we take the time to listen to them and talk with them so they understand their discharge instructions. It's funny. I've not had one patient bring up the guarantee."

And they don't have to. Patients not seen within 30 minutes of their arrivals get a letter and the movie passes in the mail. "We ask for feedback from our patients" says Wineinger. "We want our patients to know we do care about how long they have to wait and we will continue to assess our processes in order to respect their time."

To receive a free pocket first aid kit, call 816-9HEALTH (943-2584).



Lauren Hohl, (right) seen here getting a breathing treatment from Shaun Miller, RT, says it's quality care that brings her to St. Joseph.



We have expanded hours for easy scheduling. Call 816-9HEALTH (943-2584) and mention "Walk-In Mammography" for same day service.

St. Joseph Stroke Center

Minutes Matter

People hear it all the time, when it comes to heart attack and stroke, every minute counts. The longer you wait, the more damage you may have. This spring, St. Joseph Medical Center opened its stroke center and improved processes for patients coming to St. Joseph with stroke symptoms. In the months since the stroke center opened, volumes have nearly doubled.

What is stroke?

A stroke occurs when blood flow to the brain is disrupted. The most common type is a so-called “ischemic stroke.” That’s when a blood clot or piece of plaque blocks a vessel to the brain. In a “hemorrhagic stroke,” a blood vessel in the brain bursts, spilling blood into the surrounding tissue. Treatment for these two types of stroke is very different. Identifying which kind of stroke the patient is having is crucial in care because if a patient is having an “ischemic stroke” there is a promising treatment available, the clot-busting drug called tPA, but it must be given within a three-hour window from the onset of symptoms.

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Heart Institute

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D2B Strategies

The Carondelet Heart Institute initiated a multidisciplinary team consisting of interventional cardiologists, Emergency Department physicians and nurses, and Cath Lab nurses to assess practices and implement the D2B recommendation.

Strategies include:

- EKG within 5 minutes of arrival
- Emergency physician activating cath lab team immediately on EKG review
- EKG from paramedics activating cath lab team (patient does not stop in ER; goes directly to cath lab for treatment)
- Standard protocols so staff knows the treatment plan for these patients
- Every case is reviewed by the team; feedback for improvement is given immediately to all physicians and nurses involved.

Results

Evidence shows it’s working. In the first quarter of 2007, the average door to balloon time for patients coming to the Carondelet Heart Institute at St. Joseph was 86 minutes. Most recent data in July shows 100 percent of STEMI patients accessing the Emergency Department at St. Joseph received angioplasty in less than 90 minutes.

“We are very committed to this initiative, says Gerald Mancuso, MD, medical director, Interventional Cardiology at Carondelet Heart Institute. “Time is muscle for our patients. Patients do significantly better when immediate angioplasty is performed. I am proud of the hard work and dedication all members of the Emergency Department and the Carondelet Heart Institute have exhibited in this alliance.”

To schedule a heart risk assessment, call the Carondelet Heart Institute at 816-9-HEARTS (943-2787).

Kidney Stones

Stone Crushing

May be the Answer

If you’ve ever had a kidney stone, you know how painful it can be. While most kidney stones pass through the body without much trouble, sometimes intervention by a physician is needed.

One commonly used procedure is extracorporeal shock wave lithotripsy (ESWL)—a big term for a fairly simple procedure. Lithotripsy is a Greek word meaning stone crushing. ESWL uses shock waves, not surgery, to break up stones so they can pass through the body. Patients lie on a cushion and the shock waves pass through the body to be delivered to the stones. St. Joseph Medical Center now offers this treatment through a cooperative agreement with area urologists. A mobile unit specifically equipped for lithotripsy comes to St. Joseph four days a week.

During the procedure, a urologist sends about 100 waves each minute to the stone. “It’s not painful, but patients are sedated because they will feel a little sting or snap,” explains Harold Delaughder, RN, the technician helping with the treatment. “It usually takes about 30 minutes to deliver 4,000 hits.” Patients do not spend the night in the medical center after treatment.

A big advantage to lithotripsy is that many patients can be treated for kidney stones without surgery and that usually results in fewer complications, less cost and a faster recovery. But not all kidney stones can be treated with lithotripsy and sometimes, additional treatments are needed.

PAD: Assess Your Risk

Peripheral artery disease, or PAD, is similar to coronary artery disease. With PAD, deposits of fat and calcium narrow arteries and reduce the blood flow to the limbs and vital organs such as the brain and kidneys. Blocked arteries to the brain can cause stroke. Blocked arteries to the kidneys can cause hypertension and renal failure. Blocked arteries to the legs can cause pain, tissue damage and even loss of limb.



Find out if you are at risk for PAD. Visit the Vascular Center at Carondelet Heart Institute for a thorough evaluation which includes:

- Cardiovascular history • Blood pressure measurement
- Cholesterol check (including HDL, LDL, triglycerides and TC/HDL ratio • Blood glucose level • Exercise status
- Nutritional profile • Body fat analysis • Ankle Brachial Index
- Carotid artery status

At the end of the assessment, your personal heart advocate provides consultation on controlling your risk factors. Call 816-9HEARTS (943-2787) to schedule your risk assessment.

Stroke Center

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What is Transient Ischemic Attack (TIA)?

TIAs are caused by a temporary interruption in the blood supply to the brain. While it is not a stroke, about a third of all strokes are preceded by one or more TIAs.

TIA and stroke have the same symptoms: sudden weakness or numbness; sudden severe headache; loss of speech; loss of vision or dimness (particularly in one eye); sudden dizziness or loss of balance. But TIA symptoms are temporary and the body returns to normal.

“It’s important not to ignore the warning signs, even if they go away,” says Kathleen Henderson, RN, St. Joseph Stroke Center co-director. “A TIA is often an early warning that a more serious stroke may occur. It’s important to find out the underlying problem causing the TIA and correct that before a stroke.”

Act F.A.S.T

The symptoms of a stroke can vary widely and depend on the area of the brain affected. Medical experts say if you suspect someone is having a stroke, act F.A.S.T for the best outcomes.

- F = Face: Ask the person to smile. Does one side of the face droop?
- A = Arms: Ask the person to raise both arms. Does one arm drift downward?
- S = Speech: Ask the person to repeat a simple sentence. Can he or she? Are words slurred?
- T = Time: If the person shows any symptoms, call 911 or get to the Emergency Department fast. Time is brain.

A stroke can happen gradually or suddenly. The most important thing to remember is that stroke is always a medical emergency.

For more information, or to receive a free refrigerator magnet with stroke warning signs, call 816-9HEALTH (943-2584).

From the Foundation

New Board Officers and Directors Announced

The St. Joseph Medical Center Foundation welcomes its Board of Directors for fiscal year 2008:



Michael McVey, Chair, St. Joseph Medical Center Foundation Board of Directors.

Officers:

- Michael McVey, *Chair*
- Sam Sabaugh, *Vice Chair*
- John L. Brown, *Treasurer*
- Laura Foley, *Secretary*

New Members:

- Charles F. Jensen
- Karin Morgan
- LeeAnn Orscheln

Our gratitude for their years of board service goes to retiring members Phillip A. Orscheln and B. Max Wuellner.

Join the Friends of St. Joseph

The Friends of St. Joseph is a membership organization that provides opportunities for fellowship and service on behalf of St. Joseph Medical Center. Several fun events are planned throughout the year including presentations on civic and healthcare issues and social outings at local attractions. We welcome new members. If you are interested in joining, we invite you to attend the Friends of St. Joseph breakfast on Wednesday, October 24, at St. Joseph Medical Center. For more information about joining the Friends of St. Joseph, call Jennifer Fisher at 816-943-2766.

St. Joseph Offers Healing Power of Pet Therapy

Pets Trigger Our "Feel Good" Hormones

Many know and have experienced first hand the joy of adoring brown eyes, a wet nose and wagging tail. The companionship of a pet gives its owner immeasurable satisfaction. But few realize how the presence of a pet can measurably improve physical health.

In a 2005 American Heart Association study, research on hospitalized heart failure patients showed a 12-minute visit with a pet helped heart and lung function by lowering blood pressure, diminishing the release of harmful hormones and decreasing anxiety.

For years, the Carondelet Health long-term care facility of Carondelet Manor has offered pet therapy to its residents. Now, patients at St. Joseph Medical Center can benefit from a visit with man's best friend through the Pets for Life program.

"Pets for Life has 23 years of experience in pet therapy in Kansas City," says Susan Ruiz, St. Joseph volunteer who initiated the program at the medical center. "Pets participating in the program are carefully screened and have had a temperament test and medical evaluation by a veterinarian."

Those interested in becoming a pet volunteer must have owned their pet for a minimum of six months, and their pet must be at least one year of age, healthy and sociable and have no history of aggressive behavior.

If you would like to participate in the animal-assisted therapy program, call Jeri Grimes, director of Volunteer Services, at 816-943-2775.



Who can resist a happy hound? Renee (center) is the first Pets for Life volunteer. From left to right: Susan Ruiz, Kathy Madsen Nancy Richart and Kaye Martin.

St. Joseph Employee of the Year

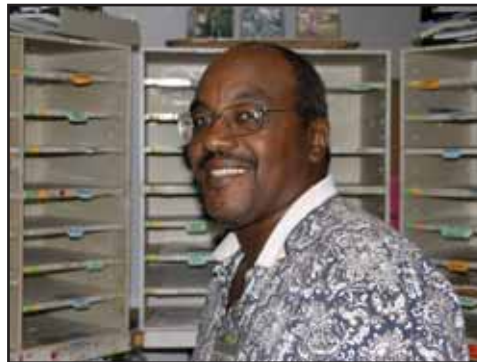
Gerald Robinson is the first to admit it. He's a lucky man. He's has a wonderful family—a wife and two children. And, he really likes his job. He must. He's been the mailroom clerk at St. Joseph Medical Center for 27 years. He's good at it too. So good, Robinson was named St. Joseph's Employee of the Year.

He considers one of the perks of his job is getting around all areas of the medical center. "I'm not a desk person," says Robinson. "I like being active and I really enjoy the people I work with."

Coworkers say Robinson has a great attitude and enjoys what he does. He takes interest in what is happening in other's lives and can have quick discussions while making deliveries about the latest best selling book, or where the fish are biting this week. He says he "interested in everything!"

You could say Robinson has found a key to happiness. His motto: "An enjoyable life is doing something worthwhile everyday." Words to live by.

For job opportunities within Carondelet Health, go to www.carondelethealth.org, or call 816-943-JOBS (943-5627).



Gerald Robinson, St. Joseph Medical Center's Employee of the Year.



Call Center

816-9HEALTH
(943-2584)

Monday-Friday

Physician Referral -
Knee and Hip Center

8 a.m. - 4:30 p.m.

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Act F.A.S.T. When Stroke
Suspected

www.carondelethealth.org

Race for the Cure

The August heat wave didn't slow down participation in the annual Susan G. Komen Breast Cancer Foundation's Race for the Cure. In fact, the Kansas City event drew more than 20,000 participants and raised a record \$800,000.



This year's event drew more than 20,000 walkers and runners - more than 100 from Carondelet Health

Walkers from St. Mary's Medical Center teamed with St. Joseph Breast Center to create Carondelet Health's largest team ever—more than 100 people strong.

Many of the “racers” are breast cancer survivors, or friends and family of breast cancer patients. More than a million people participate in the walks around the country. Twenty-five percent of the money raised funds breast cancer research. The rest stays in the local region, to fund education, screening and treatment.

October is Breast Cancer Awareness Month—the perfect time to schedule a mammogram. Call 816-9HEALTH (943-2584).

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St. Joseph Medical Center is an acute care facility of Carondelet Health, which also includes St. Mary's Medical Center, three long-term care facilities and home care services. Carondelet Health is a member of Ascension Health, the nation's largest Catholic nonprofit health system. Consistent with its mission to serve all people with special attention to those who are poor and vulnerable, Ascension Health provides clinically excellent care with an emphasis on innovation and a focus on transforming the healthcare industry. Ascension Health, headquartered in St. Louis, MO, is sponsored by the Sisters of St. Joseph of Carondelet, four provinces of the Daughters of Charity and the Sisters of St. Joseph of Nazareth.

Carondelet Health is an Equal Opportunity Employer. All services are provided on a non-discriminatory basis.