

CMH

Health

DEVOTED TO HEALTHFUL LIVING

WINTER 2016

C MPASS TM




COLUMBIA
MEMORIAL
HOSPITAL

CLOSE TO HOME
*Get a cardiac device implant
right here at CMH. Pg 3*

MIRACLE OF MILK
*How donations of breast milk
can help save lives. Pg 6*

Our mission: Medical excellence, right here

In the health care world, you often hear people say, "The only thing constant is change." For Columbia Memorial Hospital (CMH), this familiar adage perfectly



Erik Thorsen,
CEO

describes 2015 for our organization, and we fully anticipate the same as we head into the new year.

Some of our important change initiatives designed to expand key services and programs that benefit our community's health needs included

the steady and continued growth of our team of providers, nurses and operational support staff. Our motivation for building our caregiver team is to bring you medical excellence without the need to travel for miles.

How far we've come

The past year also marked a major milestone: We now have a fully integrated, single-source electronic medical record system that provides patients with more access and a higher level of coordinated care. Also noteworthy was our initiative to expand our valued partnership with Oregon Health & Science University to build a state-of-the-art cancer center in Astoria.

These are examples of how CMH embraces change. We invite innovation and welcome opportunities to explore new ways to serve our community while creating an experience for every patient that leaves them feeling honored, respected and appreciated.

CMH commits to the pursuit of excellence. When you see the phrase, "People-Centered, Quality Driven, Service Focused," please know that these are the core values we work to uphold each day—and for every patient we feel privileged to serve.

Erik Thorsen, Chief Executive Officer

Heart attack: Know the warning signs

If you see these in yourself or someone else, don't wait. Call 911.

Chest pain, pressure, fullness or squeezing that lasts more than a few minutes or comes and goes

Sudden lightheadedness, shortness of breath, nausea or cold sweat

Pain in the arms, shoulder, back, neck, jaw or stomach



Source: American Heart Association

On the cover: Some of the many caregivers whose stellar work contributes to the big picture of excellence in health care at CMH are (back row, from left): Camilo Rosales, MD; Alissa Dorman; Nate Nerenberg; Lyla Stoesz and LaVonne Carnera; (front row): Jennifer Perrigo, Lori Walters and Emma-Kate Dodge.

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Ronald Barclay (right) of Long Beach, Washington, and his son John Barclay receive instructions from nurse Donna Sproul after Ronald's pacemaker implantation surgery.

CMH caregivers are just a click away. To find one, go to www.columbiamemorial.org and select "Find a Physician."

Heart care without the miles

Now, patients who need cardiac device implants can stay close to home

HEARTS are beating more steadily, thanks to the surgical team at CMH and Drs. Charles Henrikson and Khidir Dalouk, of Oregon Health & Science University (OHSU).

On May 19, the hospital surgically implanted its first cardiac devices into patients. Now, patients in need of a pacemaker or implantable cardiac defibrillator (ICD) can have the procedure performed locally and go home the next day.

CMH/OHSU Cardiology Clinic has been monitoring and programming pacemakers and ICDs for three years. Previously, the clinic referred 25 to 40 patients a year to other hospitals for pacemaker implants. While more complex implant procedures will still be referred to OHSU, the clinic expects to implant two to five devices per month.

CMH's first pacemaker implant patient was Ronald Barclay, of Long Beach, Washington.

"I've been extremely healthy all my life, so I'm not used to this," Barclay says of his heart trouble. But he was pleased with his experience at CMH. "I'm glad it happened here," he says.

He began having heart trouble last summer and was being monitored at home. One night his heart stopped in his sleep, and his cardiologist, Diana Rinkevich, MD, recommended he have a pacemaker implanted.

Barclay could have chosen to have his surgery done elsewhere. But "I like the hospital, and I like the people who work here," he says. "I stumbled onto good physicians."

And he appreciated being able to get care at CMH. "Seattle has such awful traffic," he says.

A well-coordinated effort

Dr. Henrikson, Director of the Clinical Cardiac Electrophysiology Laboratory at OHSU, performed the first surgeries with the help of CMH's surgical and radiology teams. He treats patients with cardiac arrhythmias and teaches arrhythmia management to other physicians.

"Developing the policies, staff training and setup necessary to implant cardiac devices has taken a tremendous coordinated effort by many people at CMH," says Katrina McPherson, MD, Vice President of the CMH Medical Group. "But doing so means that we will be better able to serve our cardiac patients, providing medical excellence without the miles."

New on the CMH heart care team

Khidir Dalouk, MD, began seeing patients at CMH on Sept. 1. He is an Oregon Health & Science University (OHSU) cardiologist with a subspecialty in electrophysiology. In addition to practicing general cardiology in the clinic, he implants pacemakers and other cardiac devices.

Dr. Dalouk is board-certified in both internal medicine and cardiovascular disease. He first completed a residency in Ireland as a generalist in 2007 before going on to complete an internal medicine residency at Case Western Reserve University, followed by a fellowship in cardiology at OHSU.

He recently completed his electrophysiology fellowship, where he worked closely with Charles Henrikson, MD, who inserted the first several pacemakers at CMH in May 2015.





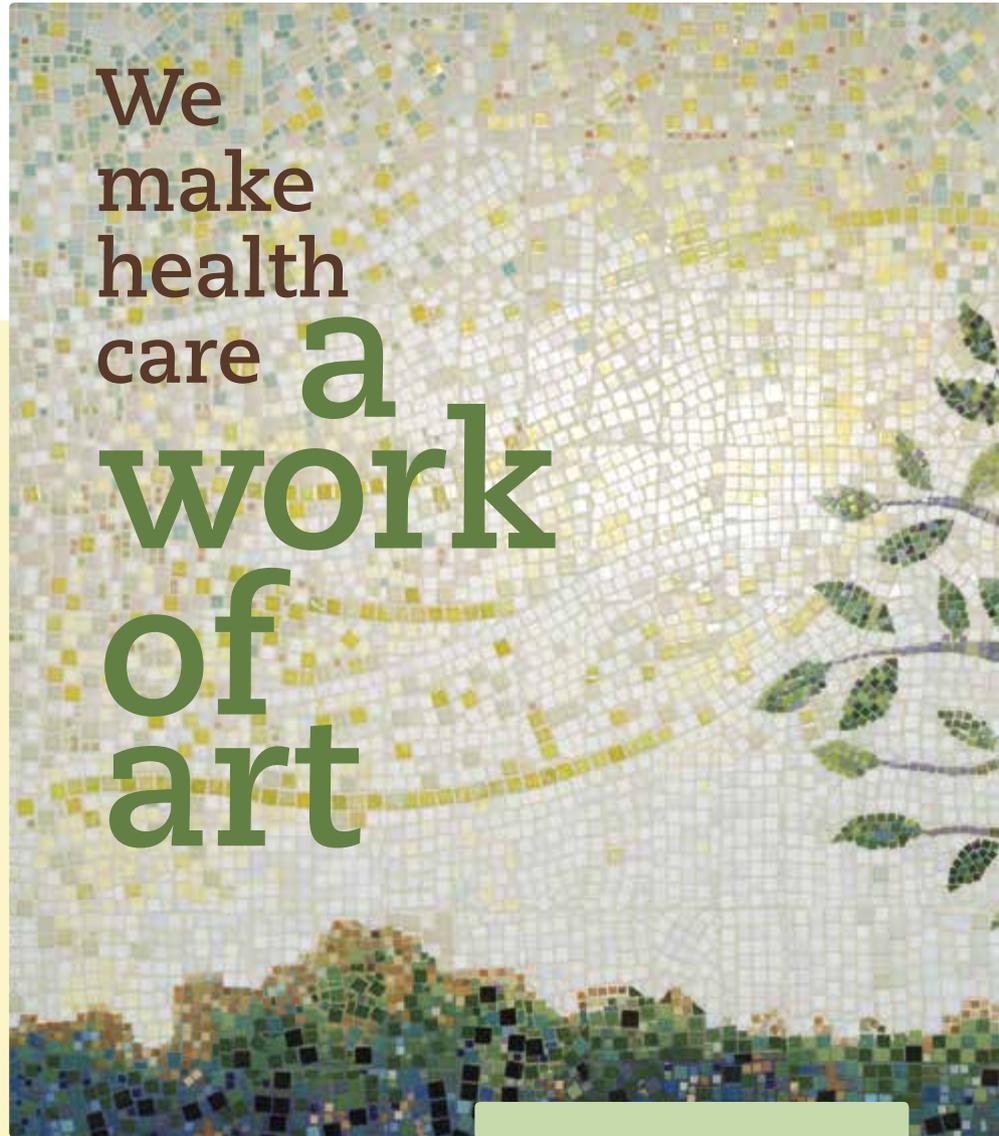
IN its continued pursuit of excellence in patient care and service, CMH provides ongoing education and development to all CMH caregivers: employees of the hospital and its clinics at every level and in every department. In a series of full-day staff retreats held from May through August, nearly 600 CMH caregivers participated in an experience beyond anything CMH has offered at past retreats.

Each of the 16 retreat days were filled with group activities. At the close of each day, team members all received a box with a piece of canvas painted in an array of colors, a bag of glass and ceramic tiles, a bottle of glue, and basic instructions. They were asked to glue their tiles onto the canvas according to a specific color palette and pattern, without their knowing or understanding what the result would be.

On Sept. 28, caregivers arrived for their shifts at the hospital to find that their individual canvasses had been transformed into a whole mosaic: the CMH “Caregivers Tree.”

Excellence is the big picture

Medical Assistant Porsche Whitehead, of the hospital’s Specialty Clinic, derived a sense of accomplishment from seeing the completed mural. “I have a deep feeling of peace and gratitude when I look at this mural,” she says. “It causes me to take a moment to appreciate what I am doing every day and why I do it.”



We
make
health
care a
work
of
art

Ramchander (“Dr. Ram”) Madhavarapu, MD, a pediatrician at CMH, considers the mural a tribute to the caregivers. “What a beautiful piece of art it turned out to be,” he says. “It is a true representation of a collective effort of all of the caregivers who provide great care to the community.”

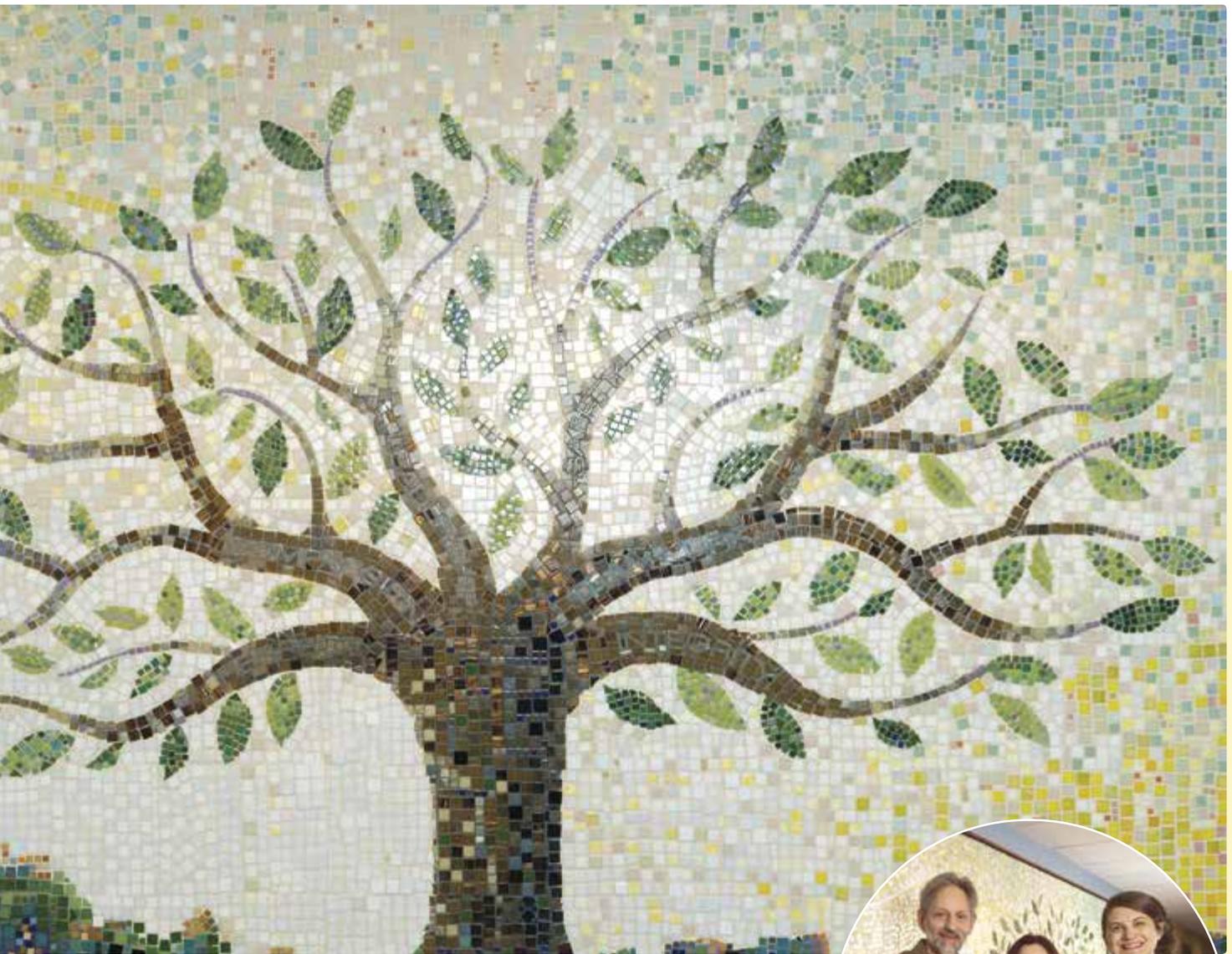
“I loved the mural project from the Planetree retreats,” says Kelly Roman, RN, a supervisor in the hospital’s Medical and Surgical Unit. “It was hard to see the big picture and imagine what it would look like at the end. To me, it represents how every single person in this organization contributes to the end result. Every department had a

“What a beautiful piece of art it turned out to be. It is a true representation of a collective effort of all of the caregivers who provide great care to the community.”

— Ramchander Madhavarapu, MD

piece of that mural; just like every department is part of the patient’s care, no matter how small a piece that is.”

And Jennifer Perrigo, an administrative assistant at CMH, summed it up succinctly: “The mural represents CMH teamwork; it’s that simple. We wouldn’t have a mural if everyone didn’t take



leadership in his or her teamwork.” Erik Thorsen, CMH CEO, and other members of the hospital’s leadership team agree that the project and the finished mural gave the team renewed commitment to pursue quality and excellence.

“Each part of this amazing piece of art represents every caregiver’s contribution to the greater organization,” Thorsen says. “It will serve as a constant reminder of how important it is that we as a team stay focused on the big picture while taking time to recognize the strengths of each special individual.”

The full leadership team has been supportive of continued improvement in the areas of culture,

communication, service and quality.

About the artists

The CMH Promise of Excellence—a set of expectations and standards based on respect, integrity, compassion, leadership and teamwork—was the focus of the retreats, led by Michelle Rathman, President of Impact! Communications, Inc., based in St. Charles, Illinois.

The project’s art and technical director, Jeff Thompson, is a Chicago-based artist who teaches sculpture, painting and ceramics. Sarah Haiser was the main visual artist of the “Caregivers Tree.”



MEET THE ARTISTS: Impact! Communications, Inc., President Michelle Rathman (center) stands with Jeff Thompson and Sarah Haiser, who worked on the CMH “Caregivers Tree.”



COLLECTIVE EFFORT: A CMH caregiver contributes to the tree mosaic.

March of Dimes honors CMH nurse

CMH nurse Laura Brown was named the 2015 Nurse of the Year in Women's Health for Oregon and Southwest Washington by the March of Dimes on Nov. 13. She was one of 15 finalists for 2015 Nurse of the Year employed by CMH.

Brown is a labor and delivery nurse and an international board-certified lactation consultant with the CMH Family Birthing Center. She earned the International Lactation Consultant Association's Care Award for lactation services and education in 2011 and 2013.

"We are truly blessed to have a nurse of Laura's caliber among our CMH family," says Trece Gurrad, Vice President of patient care services.

Brown joined the CMH caregivers in 2006 and established the hospital's inpatient lactation program. Under her leadership, the program has grown to include two nurses who,



Laura Brown, BSN, RNC, IBCLC, is the 2015 Nurse of the Year.

together, provide phone consultation coverage seven days a week.

Giving advice every day

Brown makes follow-up phone calls to check in with discharged families. She answers their questions, responds to their

concerns, and helps them make follow-up appointments with their provider or for outpatient lactation consultations.

Helping local women

She has been instrumental in expanding the resources available to breastfeeding women in Clatsop County by developing them at CMH and by partnering with regional organizations, including Bras2Moms—which gives gently used nursing bras to local women in need—and the Northwest Mothers Milk Bank (see story below).

Other Nurse of the Year finalists at CMH were Ingrid Boettcher, Colleen Fletcher, Kendra Gohl, Lisa

Harris, Jenny Jacques, Amy Karsten, Shannon Lackey,

Rose Larson, Mihaela Lebo, Jamee Meier, Zachary Melton, Brooke Roberts, Sarah Salerno and Becky White.

For more information about the CMH Lactation Program or donating milk, call 503-791-9140.

Breastfeeding moms can help save lives

CMH, together with Northwest Mothers Milk Bank (NWMMB), has opened a Milk Drop in Astoria. This donation center is a resource for women who wish to donate breast milk to save the lives of premature infants in their community.

"Our donors are local heroes, giving of their precious gift of milk to make a difference for infants and families in their own community," says Joanne Ransom, Clinical Director. "Without their support, we could not do our work supporting the health of local infants in need."

A Milk Drop is a convenient location for potential donors to learn about milk donation and to drop off frozen milk, to

be pasteurized by the milk bank. NWMMB is a nonprofit, community-based milk bank that pasteurizes and provides donor milk to premature or ill babies in partnership with health care organizations in the Pacific Northwest region.

Benefits of breast milk

As research mounts, more and more health systems with neonatal intensive care units use donor human milk for medical needs. By opening its own Milk Drop,



CMH provides the opportunity for breastfeeding moms to help save a life.

"Each drop of donated milk is a miracle," says Stefanie Rogers, MD, Neonatologist and NWMMB Medical Co-Director. "When the most fragile infants receive breast milk, they have lower risk of infections and life-threatening intestinal complications. They leave the intensive care unit earlier, and later in life they have higher IQs and fewer developmental problems."

NWMMB Executive Director Lesley Mondeaux says that by joining the Milk Drop network, CMH will help to increase the volume of milk available to be pasteurized and made available to local infants. "We are excited to partner with CMH and support their work with breastfeeding mothers," Mondeaux says.



LOOK WHAT'S HAPPENING

SIGN UP TODAY!



Call 503-338-7564, email cheryl_ham@columbiamemorial.org or visit www.columbiamemorial.org/events to learn more about the exciting opportunities at CMH.

CHILDBIRTH/FAMILY PREPARATION

CMH offers a full line of labor preparation courses with weekly and weekend options.

Six-Week Courses

► Wednesdays, Jan. 27 to March 2, 6:30 to 8:30 p.m.
CMH

Weekend Fast-Track Course

► Friday, March 25, 6 to 8:30 p.m., and Saturday, March 26, 10 a.m. to 4:30 p.m.
CMH

Free if delivering at CMH; \$75 if delivering elsewhere

CMH HEALTH AND WELLNESS

Get a Grasp on Medicare

► Thursday, Feb. 25, 9:30 to 11:30 a.m.
Bob Chisholm Community Center, Seaside

► Tuesday, March 1, 3:30 to 5:30 p.m.
CMH Columbia Center-Coho

This course will discuss Medicare benefits and additional coverage options such as Medigaps, prescription drug plans and Advantage plans; also, how to avoid health care fraud and where to get unbiased

Medicare information and assistance. In addition, a guest speaker will discuss eligibility for Medicaid long-term care, SNAP and Medicare savings programs.

Strong Women Strong Bones

► Mondays and Wednesdays, Jan. 11 to March 16, 10 to 11 a.m.
CMH Columbia Center

\$50

This program is a national evidence-based community exercise and nutrition program tailored for women in mid-life and older. The program assists women in maintaining muscle mass, strength and function. Please call or email for upcoming evening class information.

Tai Chi (NEW)

► Mondays and Wednesdays, Jan. 11 to March 30, 11:15 a.m. to 12:15 p.m.
CMH Columbia Center

\$60

This evidence-based community fall prevention program transforms traditional Tai Chi movements into therapeutic training for improved balance and daily functioning. The movements are simple, continuous and rhythmic. The program is designed for older adults and is traditionally done standing. It can be modified for people with mobility difficulties.

DIABETES EDUCATION

CMH offers an American Diabetes Association-recognized Diabetes Self-Management Education Program. Group classes and individual appointments are available with our diabetes nurses and clinical dietitians. Free support groups are held throughout the year. Contact us to be put on our mailing list or email list to get information before the meetings. Please call 503-338-4012 or visit our website, www.columbiamemorial.org/services-diabetes.aspx, for more information.

Living Well With Diabetes

► Tuesdays, Feb. 16 to March 22, 10 a.m. to 12:30 p.m.

CMH Columbia Center

Free

In this evidence-based workshop, participants learn or enhance their skills needed in the daily management of diabetes. Some topics include fatigue, stress, exercise, healthy eating and appropriate use of medication.

SUPPORT GROUPS

Bereavement and Grief Support

► First Thursday of the month, 2 to 4 p.m.
Bob Chisholm Community Center, Room 1, 1225 Ave. A, Seaside
► Third Tuesday of the month, 4:30 to 6 p.m.

CMH Columbia Center Chinook Room, 2021 Marine Drive, Astoria

Please contact Lower Columbia Hospice at 503-338-6230 with any questions.

Cancer Support Group

► Second Wednesday of the month, 2 to 3:30 p.m.

Northwest Senior & Disability Services, 2002 S.E. Chokeberry Ave., Warrenton
Contact CMH oncology and infusion at 503-338-4085.

Ostomy Support Group

Contact Lisa Harris, RN, at 503-338-4523.

WomenHeart of North Oregon Coast

► Third Wednesday of the month, 6:30 to 8 p.m.

CMH Conference Room A, 2111 Exchange St., Astoria

Contact Michele Abrahams at 503-338-8435.

Check out our new calendar online at www.columbiamemorial.org/events.

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www.columbiamemorial.org/enewsletter

Pregnancy e-newsletter

Tips for various stages in your pregnancy.

www.columbiamemorial.org/pregnancy

New Parent e-newsletter

For new parents with newborns to 3 years.

www.columbiamemorial.org/newparent



Happy beginnings

CMH caregiver shares her story

I work at CMH, but the impact we as caregivers have on our neighbors' lives didn't really hit me until recently, when I was the patient in the bed.

My third child was born by cesarean section after a long labor. When I woke up from being "put under" I was told that my baby was being transferred to a neonatal intensive care unit (NICU) in Portland. My husband went with our baby while I stayed at CMH to recover.

Throughout my stay, I felt as if all the caregivers I encountered were working toward one goal—to help me heal, physically and emotionally, so that I could get to Portland to see my new son as soon as possible.

All of the CMH caregivers I met were wonderful. Each caregiver who came to my room shared a piece of him- or herself—they shared a joke, a helping hand or a story. They



asked me about my baby and were genuinely interested in seeing his tiny picture on my flip phone.

Whenever I pressed the call button, someone answered right away. And no request was odd—a chocolate milkshake for breakfast? No problem!

When I was ready to take a shower, my medical assistant offered me her arm as we slowly walked down the hall. Along the way, she listened to my birth stories and shared her own. When I needed help pumping milk, my nurses were right there.

So much better than the big, urban hospital

My experience at CMH was so much better than it had been at the big, urban hospital where I had my

first babies. At CMH, I got to know the people who were caring for me and no one felt like a stranger.

Our caregivers lived up to the Planetree ideals. With the compassion and support of my care team, I was strong enough to travel to Portland less than 48 hours after my surgery.

While I wish I could have held my son moments after his birth, given the circumstances, I don't think our story could have ended better. I got to the NICU soon enough that he recognized me immediately and took to nursing easily.

We had a happy ending—or beginning, rather—with the help of my fellow caregivers at CMH.

