

# LivingWell

Spring 2016



MAKE WAY FOR

**BABY**

▶ **4**

WHAT TO  
KNOW IN AN

**EMERGENCY**

▶ **6**

# ‘An experience that can’t be duplicated’

Disneyland and health care may seem like very different experiences, but they share two important elements: Both are rich with opportunity for making a difference in others’ lives, and both require team members to make that happen.

“Every interaction we have with a patient, family member or co-worker is an opportunity to make a personal connection, to create an exceptional moment,” says Andrea Kofl, Senior Vice President of Patient Care Services and Hospital Operations for Adventist Health/Central Valley Network. That’s why Adventist Health invited Experience International leaders Bruce Loeffler and Brian Church to train its more than 3,000 employees.

## It’s about the attitude

Loeffler is the former Disney training coordinator of service excellence. He began his career as a performer at Disneyland and then at Walt Disney World for 10 years.

Since leaving Disney, Loeffler has applied his service training skills to help hospitals, airlines, hotels and businesses throughout the country—even the Grand Canyon. He and Church, a business relationship expert who has trained Fortune 500 corporations, are the co-founders of the nationally recognized Experience International company and co-authors of the best-selling book *The Experience: The 5 Principles of Disney Service and Relationship Excellence*.

In January, their team visited Adventist Health in the Central Valley to witness the Adventist Health experience and speak to employees.

## Exceptional Moments

“Disneyland may be the happiest place on earth, but how do you make a



**LEFT:** Bruce Loeffler was a Disney performer and trainer. **BELOW:** Loeffler trains Adventist Health employees.



hospital positive, enjoyable and fun?” asks Loeffler. “I really think that if you take the passion that you have and apply it to what you do, you can really



## EXCEPTIONAL MOMENTS

make a huge difference, and I sense that the employees here are eager, excited and ready for it.”

Church said he noticed the significance of faith in the Adventist Health culture.

“There are a lot of Bible verses in hospitals around the country, but not everybody lives it out,” he says. “I was able to realize and witness firsthand what was going on in the Adventist Medical Center–Hanford Chapel...and it was moving...I noticed a chaplain in there with a family that were actually praising God...I don’t think I’ve ever seen that before. That’s an experience that can’t be duplicated everywhere.”

## Ask yourself

From March through April, Loeffler and Church trained more than 3,000 employees, volunteers and physicians on eight Exceptional Moments opportunities that were developed by an Adventist Health team.

Exceptional Moments embody Adventist Health’s mission, vision and values and are summarized as:

- 1 Friendliness.
- 2 Pride in appearance.
- 3 Respectful communication.
- 4 Clear, appropriate and timely information.
- 5 Compassion through active listening and genuine concern.
- 6 Commitment to “YES.”
- 7 Empathy and urgency in resolving issues.
- 8 Teamwork for successful outcomes.

**WEB** TO HEAR MORE FROM THE EXPERIENCE INTERNATIONAL TEAM’S FINDINGS, PLEASE VISIT **AHCVNEXPERIENCE.COM**.

# WELCOME, *new* SPECIALISTS



**INFO.** FOR A FREE DIRECTORY OF PHYSICIANS AND SERVICES IN YOUR COMMUNITY, CALL **559-537-1530** OR VISIT US AT **2016DIRECTORY.COM.**

## LivingWell

LIVINGWELL is published as a community service for the friends and patrons of ADVENTIST HEALTH/CENTRAL VALLEY NETWORK, 1021 N. Douty St., Hanford, CA 93230, telephone 559 537 1530, website [adventisthealth.org/central-valley](http://adventisthealth.org/central-valley).

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## Home run

**Christopher Veriotti, DO**, a sports medicine orthopaedic surgeon who cared for Major League Baseball's Atlanta Braves, is now caring for patients in the Central Valley.

Dr. Veriotti is part of Adventist Health Physicians Network in Hanford. He cares for patients with shoulder, elbow and knee injuries; ligament tears; and cartilage injuries, among others.

He earned his medical degree and completed his residency at Philadelphia College of Osteopathic Medicine. He completed a fellowship at Atlanta Sports Medicine and Orthopaedic Center.

"I conducted spring training physicals and regular season physicals for the draft class of 2015," he says. "I also attended home games and cared for the players' injuries."

Hanford reminds him of the small town where he grew up: Warren, Ohio.

"I've been on the road for 15 years, visiting big cities, so it feels good to get back to the roots and small-town feel," he says.

Hanford Medical Pavilion,  
125 Mall Drive, Suite 205  
**559-537-0400**  
[hanfordsportsmedicine.com](http://hanfordsportsmedicine.com)



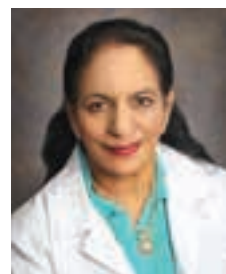
## All-around talent

**Sohail Mamdani, DO**, an experienced general surgeon, has joined Adventist Health Physicians Network and cares for patients at the Hanford Medical Pavilion.

Dr. Mamdani grew up in Dubai, United Arab Emirates, and moved to Miami when he was in high school. He graduated from Nova Southeastern University as a doctor of osteopathic medicine. He completed his residency at St. John's Episcopal Hospital in Far Rockaway, New York, and received fellowship training in bariatric surgery at the University of Medicine and Dentistry of New Jersey School of Osteopathic Medicine. He also spent two years in Middletown, New York, at his own private practice.

Procedures he specializes in include general surgery, laparoscopic appendectomy and cholecystectomy, hernia repairs, biopsies, colon procedures, and mass removal.

Hanford Medical Pavilion,  
125 Mall Drive, Suite 211A  
**559-537-0330**



## Take a breath

**Lakshmi Duriseti, MD**, a board-certified specialist who cares for children and adults with allergies, asthma and immune system disorders, has joined the Adventist Health/Lung Care Center in Hanford and Community Care clinics in Hanford and Selma.

She completed an internship and residency at University of Chicago Hospitals after earning a doctorate in medicine from Andhra Medical College in Vizag, India.

Dr. Duriseti brings 35 years of experience and expertise to provide the latest advances in managing a broad spectrum of conditions, such as sinus allergies with congestion, headaches and recurring infections; breathing difficulties with asthma; and recurring bronchitis. She also cares for patients with food allergies, recurring hives, stings, insect bites and drug allergies.

Lung Care Center, Hanford  
**559-537-0440**

Community Care—Hanford Specialty  
**559-537-0252**

Community Care—Selma  
**559-856-6090**

Medi-Cal and some insurances require a referral from a primary care physician.



The foyer of the birth center features an airy, open ceiling sculpture.

# Family Birth Center

*Where families are born*

The new Family Birth Center in Hanford opened its doors to expectant mothers and their families on March 6, 2016.

The \$40 million state-of-the-art facility is connected to Adventist Medical Center—Hanford, and it features a design focused on patient experience, 11 private labor and delivery rooms, two surgery suites, a six-bed neonatal intensive care unit operated by Valley Children's Healthcare, 16 postpartum rooms, a café, a gift shop, and more!

The rooms are spacious and include a comfortable couch for family members.



**Valley Children's**  
HEALTHCARE  
FAMILY BIRTH CENTER  
115 MALL DRIVE, HANFORD  
559-582-9000  
[HANFORDBIRTHCENTER.COM](http://HANFORDBIRTHCENTER.COM)





**WEB**

IT'S POSSIBLE TO MINIMIZE MORNING SICKNESS DURING PREGNANCY! FIND OUT HOW BY VISITING [AHLIVINGWELL.COM](http://AHLIVINGWELL.COM).

The nurses' station is designed with efficiency and ease of access in mind to better care for our patients.



“The facility was amazing,” says Toni Kincaid of Hanford, who delivered her daughter, Roen, at the birth center in March. “All of the staff was so friendly, and Dr. [Thomas] Enloe was amazing!”



The café is staffed by specially trained baristas, including Kurtis Fenner and Andrea Keel. The café offers a variety of freshly made coffee and fruit drinks.



In the courtyard, visitors are welcomed by a bronze sculpture of Jesus, sitting on a bench with a child and a puppy. The sculpture also includes a golden retriever with puppies at Jesus' feet and a pregnant woman following her son toward his Savior.

# FASTER

## for life's emergencies

A hospital emergency department probably isn't on your top 10 list of travel destinations, but at some point in your life, an injury or illness will most likely land you or someone you love in one.

In emergency situations, Adventist Health teams in Hanford, Reedley and Selma are ready and available to help you quickly. Led by their emergency physicians, they've implemented a



The average time to see a provider was 16 minutes in January and February 2016.

Rapid Medical Evaluation process that reduces patient wait times. The average time to see a provider was 16 minutes in January and February 2016.

The prompt, excellent emergency care attracts patients from throughout the region. Of more than 150,000 emergency patients in 2015 in Hanford,

Reedley and Selma, more than 91,000 were from out of town. Here is what some of them have to say:

"They did a good job. I was very surprised on how quick it was. I was thinking I was going to be there longer than I was, but they were on it with the EKG, the blood work and all of it. They got me out of there faster than I was expecting. I am very happy with how everything went."

—Feb. 29, 2016, Hanford emergency patient

"I thought I was having a stroke. I am an existing cancer patient, so they double-checked everything. I felt better after 30 to 40 minutes. I was fine. It was a reaction to a combination of two drugs. The doctor was very positive and so infectious with it that my experience was a good experience, and I thanked him. Everything was done so fast, and I was so grateful."

—March 8, 2016, Reedley emergency patient

"It is the best hospital that I have gone to."

—Feb. 22, 2016, Selma emergency patient

**WEB** VISIT [MYAHER.COM](http://MYAHER.COM) FOR CURRENT INFORMATION ON AVERAGE EMERGENCY WAIT TIMES.



## TIPS TO STAY HEALTHY

Here are some suggestions from the Adventist Health emergency team on how to keep you and your family safe:



**Make helmets a priority.** Helmets help reduce the risk of head injury and of death from bicycle crashes. They are also a good idea when riding a horse or skateboard, batting or running bases in baseball or softball, or using inline skates.



**Watch for heatstroke.** Symptoms include a body temperature above 103

degrees; hot, red, dry or moist skin; a rapid and strong pulse; and unconsciousness. Call 911 immediately. Move the person to a cooler environment, and try to bring his or her temperature down with cool cloths or a bath.



**Know the signs of anaphylaxis.**

This is a potentially deadly allergic reaction. The most common triggers are foods, insect stings, medications and latex. It requires immediate medical attention, including an injection of the drug epinephrine and a trip to the ED.

# We want to make **YOUR** voice heard

In support of our vision to be the best place to receive care, Adventist Health/Central Valley Network is looking for community members to join its Patient & Family Advisory Committees in Hanford, Reedley and Selma.

The groups meet with a local nurse leader four times a year for a catered lunch and discussion about improvement opportunities.

The Hanford committee meets with Laurie Taggart, Vice President of Experience. Reedley's group is led by Susan Chapman, Vice President of Adventist Medical Center-Reedley, and Selma's committee will meet with Nina Plata, Vice President of Adventist Medical Center-Selma.

The Reedley committee began meeting in 2015 and has provided great feedback on services and facilities, Chapman says. "I really appreciate their enthusiasm, thoughts and ideas. They even took the initiative to provide small gifts for children who visited us around Easter. I feel very blessed that they're part of our team."

The Hanford group began meeting this year, and Selma's group is under development.

Watch for information about Hanford and Selma committee members in the next issue of *LivingWell!*

**INFO.** IF YOU'RE INTERESTED IN JOINING A PATIENT & FAMILY ADVISORY COMMITTEE, PLEASE APPLY ONLINE AT **AHADVISOR.COM** OR PICK UP AN APPLICATION AT THE FRONT DESK OF ADVENTIST MEDICAL CENTER IN HANFORD, REEDLEY OR SELMA.



Thank you, Reedley committee members: (from left) Erica Jones, social worker; Maria Ochoa, homemaker; Ana Pimentel, dietitian; Linda Salwasser, homemaker; Kori Tincup, community volunteer American Cancer Society/Relay For Life.

## See our team work!



Forty-eight CREATION Health participants from the community and Adventist Health took part in the Reedley College Parkway 5K.



Dr. Adalberto Renteria at the Hanford Thursday Night Market Place.



Adventist Health volunteers checked blood pressure for Thursday Night Market Place attendees.



At the Selma block party, Adventist Health team members provided health information and screenings.

Adventist Health and Valley Children's Healthcare are making progress on plans for a 45,000-square-foot plaza off of Highway 99, near the Merced Avenue off-ramp in Fowler. The partnership combines Children's expertise in pediatric care with Adventist Health's expertise in rural and adult health care.

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# Living Well Events

## **A Time to Heal** FREE

For women after treatment for breast cancer.

- Every Tuesday for 12 weeks, starting in May; 6:30 to 8:30 p.m.; Conference Center, 115 Mall Drive, Hanford. Registration required. **559-537-2300**
- Every Thursday for 12 weeks, starting in May; 11:30 a.m. to 1:30 p.m.; Conference Room 2, 1141 Rose Ave., Selma. Registration required. **559-537-2300**

## **Better Breathers' Club** FREE

For people with COPD and other lung diseases and their caregivers. Wednesday, June 8; 6 to 7 p.m.; Physicians' Lounge, first floor, Lacey Medical Plaza, 1524 W. Lacey Blvd., Hanford. [rebecca.goodstein@ah.org](mailto:rebecca.goodstein@ah.org) or **559-537-0083**

## **Breastfeeding Classes**

Will be combined with the fourth Childbirth Education class of each month.

## **Cancer Support Group** FREE

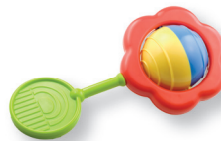
Every Tuesday; 11:30 a.m. to 12:30 p.m.; 115 Mall Drive, Hanford. **559-537-2300**

## **Childbirth Education Classes**

Wednesdays, June 1, 8, 15 and 22; July 6, 13, 20 and 27; Aug. 3, 10, 17 and 24; 7 to 9 p.m.; Conference Center, 115 Mall Drive, Hanford. \$40 per couple. Registration required. **559-537-1710**

## **Diabetes Support Group** FREE

- Thursdays, May 26, June 23, July 28; 1:30 to 3 p.m.; Chapel Auditorium, 1025 N. Douty St., Hanford. **559-537-1001, ext. 20825**
- Fridays, June 10, July 8, Aug. 12; 9 to 10:30 a.m.; Conference Room 1, 1141 Rose Ave., Selma. **559-856-6090**



## **Freedom From Smoking** FREE

Tuesdays, May 31 through July 12, and Thursday, June 23; 5:30 to 7 p.m.; Conference Center, 115 Mall Drive, Hanford. **559-537-0083**

## **Grief Support Group** FREE

Mondays, June 13, July 11, Aug. 8; 6 to 7:30 p.m.; Experience Design Room, 450 N. Greenfield, Hanford. **559-537-2860** or [hilda.senn@ah.org](mailto:hilda.senn@ah.org)

## **Kings-Tulare County Liver Support Group** FREE

Mondays, May 23, June 27, July 25; 6 p.m.; Chapel Auditorium, 1025 N. Douty St., Hanford. **559-537-0192**

## **Mended Hearts Cardiac Support Group** FREE

Thursdays, June 16, Sept. 15; 6:30 to 8:30 p.m.; 210 W. Lacey Blvd., Hanford. **559-584-7107**



**ADVENTISTHEALTH.ORG/CENTRAL-VALLEY**

