

LivingWell

Summer 2016

WHEN
YOU
NEED
**HELP
FOR
YOUR
BACK**

▶ **6**

**A HIGH-TECH CAMERA
IN A PILL?**

▶ **4**





Excellence for every patient, every time

Adventist Health employees experience more than a million patient interactions a year in the Central Valley. To ensure that we provide our best care in every interaction, team members spend many hours working behind the scenes to evaluate and improve our services.

“We’re here to help every patient live their best life,” says Andrea Kofl, Chief Operating Officer for Adventist Health/Central Valley Network. “Every person matters. While they’re with us and after they go home or to their next place of care, we work very hard to provide the best experience and care.”

Because health care is so crucial to a person’s life and well-being, Adventist Health/Central Valley Network tracks dozens of measures related to our services before, during and after a patient visits us. We want to know, for instance:

- How long did it take the patient to get an appointment?
- How long did he or she wait in our lobby?
- Did the patient receive all of the immunizations he or she needs?
- After patients left our medical center, did they need additional treatment?

We also proactively evaluate our care. Every month, more than a dozen team members sweep through each



BEHIND THE SCENES: Hanford ICU Manager Lance Hill checks equipment during a quality blitz.

Adventist Medical Center in a quality blitz to check equipment and processes and ask team members questions to identify opportunities for improvement. If improvement is needed, a project is assigned to a leader with a deadline, and a spreadsheet tracks projects to completion.

Patient care teams and support teams also meet in a Performance Improvement Committee every month. There, team members discuss the projects they’re working on to improve patient care or other processes. Current projects include reducing infections and patient wait times and referral time.

“Our mission to share God’s love drives us toward excellence in patient care,” Kofl says. “Caring for others is a privilege, and we can never lose sight of the awesome responsibility we have to serve and to share God’s love while we serve.”

RECOGNITION

Adventist Health’s care excellence has been recognized by outside organizations.

The Joint Commission this year granted accreditation to Adventist Medical



Centers in Hanford, Reedley and Selma; Community Care clinics in 22 communities; and other offices after visiting and evaluating services over two weeks.



Healthgrades presented Five Star Awards in the following areas to Adventist Medical Centers in Hanford and Selma: • Esophageal and stomach surgery. • Total knee replacement. • Hip fracture repair.



TELL US WHAT YOU THINK

Share your opinion, and you’ll be entered into a prize drawing for a free FitBit Blaze!

As we work to improve our services, we’d love to know what comes to your mind when you hear the words “quality health care.”

How would you describe an excellent health care experience? What is important to you when you receive a health care service?

Thank you for your time and thoughts! Your comments will help us improve.

To share your opinion, visit **AHQualityCare.com**. All those who submit a form by Sept. 30, 2016, will be entered in a prize drawing for a FREE FitBit Blaze! The winner will be notified in October.

School days are here again

Parents, you can help your kids learn healthy habits

By MARTA ATALLA, MD,
board-certified pediatrician

While kids are wishing summer could last longer, you're thinking about back-to-school shopping and other things on your to-do list. That might include an annual checkup and immunizations for your teen or youngster.

Here are some ways to help your kids have a successful school year.

Getting there safely

If your child will walk or bike to school or a bus stop:

Do a dry run. Drive or walk the route together before school starts. Point out any potential hazards, like busy intersections.

Don't forget a helmet. Make sure your cyclist has a well-fitting helmet—and uses it every ride. Here's a tip: If you let your child pick the helmet, it's more likely to be worn.

Review some rules of the road. Go over safety around traffic. For instance:

- Ride with the traffic, not against it, and stay as far to the right as possible.
- Stop at all stop signs and lights.
- Look drivers in the eye before crossing at crosswalks, to be sure they see you.

And if your teen drives to school? Have a talk about safety, no texting while driving and the need to wear seatbelts.

Score with sports safety

Schools often offer sports physicals, to



A young patient cares for her pediatrician, Marta Atalla, MD.

help make sure it's safe to play. But you may want your child's regular doctor to do a physical that covers his or her overall health as well.

You can also promote safe play and practices. Often, kids get hurt when they overdo it, but it's possible to avoid many injuries with precautions. For instance:

- Make sure kids take at least one day off per week and one month off per year from a particular sport to give the body time to recover.
- Children should never play through pain. Be alert for any pain or swelling that a coach may not notice and your

athlete may ignore.

- Limit the number of teams your child plays on in a single season, and don't let your child play a single sport year-round.
- Make sure your youngster has proper safety equipment.

Encourage friendships

Many kids have trouble making friends, which can harm self-esteem. What can you do to help? The American Academy of Pediatrics (AAP) offers suggestions:

- If your child is often alone, talk about it. You might ask how your child feels about this. Teens often think adults don't understand.
- Practice what to say. Kids often don't know what to say when they're with a group or being teased. You might role-play what to do in such situations.
- Offer to take your child and a friend to an activity. Suggest something brief, like a movie.
- Encourage your child to join a club or team. But don't require your child to participate.

Hone homework skills

One final note: According to the AAP, parents can help children learn good homework habits by designating a time and place and offering encouragement.



Need a pediatrician?
Dr. Atalla is welcoming
new patients. Call
her Selma office at
844-825-4747.

LivingWell

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

Information in LIVINGWELL comes from a wide range of medical experts. If you have any concerns or questions about specific content that may affect your health, please contact your health care provider. Models may be used in photos and illustrations.

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Dr. Utarnachitt shows the data recorder that patients wear to capture thousands of PillCam images, which help physicians diagnose conditions and determine next steps for their patients.

The PillCam is the size of a vitamin—just over 1 inch long and less than 1/2-inch wide.

Board-certified gastroenterologist Ryan Utarnachitt, MD, is among more than 25 Adventist Health Physicians Network providers in Reedley, Selma and Hanford. To learn more about these primary and specialty providers, please visit AHDoctors.com.

READY FOR YOUR CLOSE-UP?

The PillCam takes images of your body from the inside

People who have Crohn's disease, ulcers, tumors or other problems within the small intestine can swallow a new diagnostic technology.

Ryan Utarnachitt, MD, a board-certified gastroenterologist at Adventist Health Physicians Network in Selma, is using PillCam SB capsule endoscopy to help patients. While the upper and lower parts of the digestive tract can be examined with traditional endoscopy or colonoscopy, in between those parts is the small intestine—about 20 feet of twists and turns that can't easily be viewed with the tubes those methods use.

The PillCam is an ingestible capsule, about the size of a vitamin, equipped with a miniature video camera and light source to detect abnormalities in the small bowel associated with Crohn's disease, iron deficiency anemia and obscure gastrointestinal bleeding.

Patients can come into the office in the morning, swallow the capsule and leave 15 to 20 minutes later, wearing a data recorder. They are free to go about their day while the camera naturally passes through their digestive tract and transmits the images to the data recorder.

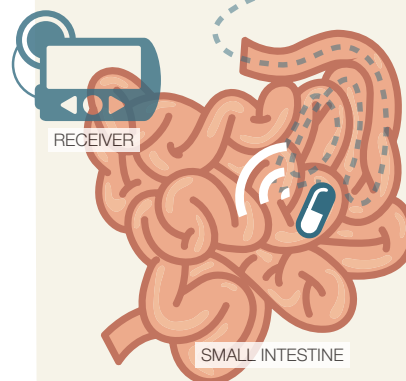
Eight hours later, the patient returns to the doctor's office to drop off the data recorder for review. The capsule is disposable and passes naturally from the body.

The procedure does not require sedation and may be performed in-office. Most insurance plans cover the procedure, which is safe for both children and adults.

CALL# GET AN INSIDE LOOK. CALL **844-557-1539** TO LEARN MORE OR TO SCHEDULE AN APPOINTMENT WITH DR. UTARNACHITT AT 1142 ROSE AVE., SUITE A, IN SELMA.

GUT CHECK

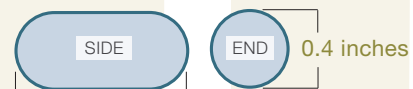
After you swallow the pill, it begins its journey through about 20 feet of small intestine.



Every second, the camera sends multiple videos to a recording device, which you wear around your waist.



SIZE:



The pill cam is 1.2 inches long



Get relief for back pain

To help our community live their best lives, Adventist Health has expanded spine care services to provide a wide range of treatment options for back pain.

Spine and Pain Center

The Spine and Pain Center offers an integrated care approach to reducing pain, including medication, surgery and physical therapy. Our staff creates a plan of care to fit each patient's unique needs.

Our services provide interventional pain relief and improve our patients' quality of life by restoring function and reducing pain. Providers include Michael Brook, MD; Vilija Abrute, NP; and Pedro Romero, PT.

The Spine and Pain Center is located at the Kerr Outpatient Center, 470 N. Greenfield Ave., Suite 303, Hanford.

7 tips to protect your back

According to Dr. Brook and the North American Spine Society:

- 1 Lifting incorrectly strains the back muscles, which is the leading cause for low-back pain. Kneel, get close to the object and use your legs predominantly to lift.
- 2 Push, don't pull, heavy objects.
- 3 Stand on a sturdy stool to reach things above shoulder level.
- 4 Exercise regularly to keep muscles strong and flexible.
- 5 Control your weight.
- 6 Don't smoke. Smoking restricts blood flow to the disks that cushion the vertebrae.
- 7 Place pillows under your knees if you sleep on your back, or lie on your side with a pillow between your knees.

INFO? FOR MORE INFORMATION ABOUT RELIEF FROM BACK PAIN, VISIT AHSPINECARE.COM OR CALL **844-366-6176**. A PHYSICIAN'S REFERRAL IS REQUIRED FOR A VISIT.



Michael Brook, MD, a former Stanford University physician and assistant clinical professor, is board-certified in anesthesiology and interdisciplinary pain management.



Vilija Abrute, NP, is a certified nurse practitioner who has nursing experience in intensive care, aneurysm bypass, neurosurgical oncology and spine surgery.



Pedro Romero, PT, a physical therapist with 13 years of experience, holds bachelor's degrees in anatomy and physiology and a master's degree in physical therapy.



Anuj Varshney, MD, is an orthopaedic spine surgeon with fellowship training in advanced spine surgery. He is fluent in English and Spanish.

Spine surgery

When back surgery is required, Anuj Varshney, MD, is available to care for you in Hanford.

Dr. Varshney completed a five-year orthopaedic surgery residency at Henry Ford Hospital in Detroit and fellowship training at the University of Washington-Harborview Medical Center in Seattle. He earned his medical degree from Northwestern

University Feinberg School of Medicine in Chicago. He specializes in cervical and lumbar disk degeneration and herniations, spinal microdiscectomy, laminoplasty and fusion, trauma and fractures, spinal stenosis, and scoliosis.

Dr. Varshney sees patients at the Hanford Medical Pavilion, 125 Mall Drive, Suite 303, next to Adventist Medical Center in Hanford. His office number is 559-537-0310.

Community advisers hard at work

We're grateful to the many community members who are serving on our Patient & Family Advisory Committees in Hanford, Reedley and Selma. The committees meet regularly to advise Adventist Health leaders on care and services.

Hanford's committee has shared ideas for raising awareness in the community and accommodating children who visit the hospital. Members include Valerie

Castles, Janet Church, Danette Hughes, Scott Ludwig, Edward Shanahan and TroiAnn Simpson.

In Selma, committee members have been learning more about Community Care clinic hours and Adventist Church beliefs. Selma members are Debbie Melvin, Evelyn Rodriguez, Jessica Rodriguez, Karri Latimer Smith, Maria Zapata and Delfina Vazquez. Members also spent

time at the hospital looking at wayfinding, communication and potential ways to improve the patient/family experience.

The committee in Reedley, meanwhile, is focusing on improving patients' experience through facility appearance and service, among other projects. The Reedley committee includes Erica Jones, Maria Ochoa, Ana Pimentel, Linda Salwasser and Kori Tincup.



COMMUNITY OUTREACH

1 More than 20 community members met at Adventist Medical Center-Reedley for a chamber of commerce mixer in June. 2 Several Community Care clinics provided 118 free health screenings and information on June 23. 3 Adventist Health employees offer hundreds of free health screenings weekly at Hanford's Thursday Night Market Place. 4 Adventist Health employees provide health education in Selma.

FOUNDATIONS MAKE A DIFFERENCE

We're very grateful for our community hospital foundations in Hanford, Reedley and Selma that raise funds for important health care services. If you'd like to know more about your local hospital foundation, please call **559-537-0760** or send an email to **Valerie.Adams@ah.org**.



Finding a physician is easy

Adventist Health Physicians Network includes over 25 primary and specialty physicians in Hanford, Lemoore, Reedley, Selma and Visalia. Visit AHDoctors.com to learn more about these excellent health care providers.

Physicians Network also offers urgent care seven days a week at the Lacey Medical Plaza in Hanford. More information is available at AHUrgentCare.com.



Adventist Medical Center
115 Mall Drive
Hanford, CA 93230

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Living Well Events

Better Breathers' Club FREE

For people with COPD and other lung diseases and their caregivers.

Wednesdays, Sept. 14, Oct. 12 and Nov. 9; Physicians' Lounge, first floor, Lacey Medical Plaza, 1524 W. Lacey Blvd., Hanford. **559-537-0083** or rebecca.goodstein@ah.org

Breastfeeding Classes

Combined with the fourth Childbirth Education class of each month.

Cancer Support Group FREE

Tuesdays, Aug. 23 and 30; Sept. 6, 13, 20 and 27; Oct. 4, 11, 18 and 25; Nov. 1, 8, 15, 22 and 29; Dec. 6, 13, 20 and 27; 11:30 a.m. to 12:30 p.m.; 115 Mall Drive, Hanford. **559-537-2300**



Childbirth Education

Four-week classes on Wednesdays, Sept. 7, 14, 21 and 28; Oct. 5, 12, 19 and 26; Nov. 2, 9, 16 and 23; 7 to 9 p.m.; Conference Center, 115 Mall Drive, Hanford. \$40 per couple. Registration required. **559-537-1710**

Diabetes Support Group FREE

■ Thursdays, Aug. 25, Sept. 22, Oct. 27 and Dec. 1; 1:30 to 3 p.m.; Chapel Auditorium, 1025 N. Douty St., Hanford. **559-537-1001, ext. 20825**
■ Fridays, Sept. 9, Oct. 14, Nov. 11; 9 to 10:30 a.m.; Conference Room 1, 1141 Rose Ave., Selma. **559-856-6090**

Freedom From Smoking FREE

Tuesdays, Sept. 6 through 27; 5:30 to 7 p.m.; Conference Center, 115 Mall Drive, Hanford. **559-537-0083**

WEB FOR HEALTH TIPS AND VIDEOS, GO TO AHCVLIVINGWELL.COM.

Grief Support Group FREE

Mondays, Sept. 12, Oct. 10, Nov. 14, Dec. 12; 6 to 7:30 p.m.; Experience Design Room, 450 N. Greenfield, Hanford. hilda.senn@ah.org or **559-537-2860**

Kings-Tulare County Liver Support Group FREE

Mondays, Aug. 22, Sept. 26, Oct. 24, Nov. 28; 6 p.m.; Chapel Auditorium, 1025 N. Douty St., Hanford. **559-537-0192**

Mended Hearts Cardiac Support Group FREE

Thursdays, Sept. 15, Oct. 20, Nov. 17, Dec. 15; 6:30 to 8:30 p.m.; 210 W. Lacey Blvd., Hanford. **559-584-7107**



ADVENTISTHEALTH.ORG/CENTRAL-VALLEY

