



ISLAND HOSPITAL

Spring-Summer 2014

# Heartbeats

*Magazine*

**High-Quality  
Cancer Care in  
Anacortes  
p. 12**



**Island garners more awards for quality p. 2**

**Gala of Hope raises more than \$250,000! p. 19**

# Commissioner's Message

## Community preference guides IH policies, services

by *Lynne M. Lang PhD*  
Commissioner



*Lynne M. Lang PhD*

In the winter issue of Heartbeats this column summarized the Island Hospital Board of Commissioners ad hoc Community Advisory Committee (CAC) findings. The eight committee members collected the thoughts of more than 300 residents about what services they want available at their community hospital.

One theme that was echoed by a large majority of respondents to our CAC was to stay autonomous and non-faith-based so our services and policies reflected the preferences of our community, as they do now. Our community has made it very clear that the Board should not make any move to "fit" Island Hospital into a large health system that does not share our community's values.

Our community, staff and Commissioners are proud that Island Hospital's policies clearly address the wishes of the patient, unencumbered by religious doctrine or other rules; but guided by respect for the patient and family.

For example, Island offers all medically indicated reproductive services and does not place limitations on the care provided by physicians. We offer early pregnancy counseling and care based on the wishes of the patient and family; without restriction.

Island Hospital also lets the patient or family decide on end-of-life care; always honoring the patient's Advanced Healthcare Directives, Medical Power of Attorney and Physician Orders for Life-Sustaining Treatment (POLST). (To learn more about any of these, contact the Island Health Resource Center at (360) 299-1397.)

In addition, Island honors the State of Washington procedures under the Death with Dignity (DWD) Act. In November 2008, state voters approved the DWD initiative to allow terminally ill patients this option. Nearly two-thirds of our hospital district voters supported the enactment of this law and the IH Board voted to allow it here.

We have a wonderful community with an exceptional hospital. The Island Hospital Board of Commissioners will continue to listen to our district residents and do everything in our power to maintain our services, keep quality high and finances strong.

### Monthly Board meeting added

The Board of Commissioners added a working-session meeting at noon on the first Thursday of each month. This meeting will be open to the public, however, no public comment or votes will take place at the working session. The regular monthly meeting of the board – that includes public comment and decisions requiring a vote of the commissioners – will remain on the third Thursday of each month starting at noon in the hospital's Cypress meeting room.

For more information, visit [www.islandhospital.org/leadership](http://www.islandhospital.org/leadership), or call (360) 299-1327.

# Island continues to earn national, statewide honors

Healthcare-research firms across the country evaluate U.S. hospitals on dozens of available statistical categories. Many use Centers for Medicare & Medicaid Services (CMS) data that focuses on healthcare quality, cost and results. Recently, Island Hospital was named a national and state top hospital by three companies: Healthstrong, Healthgrades and NerdWallet.

### Top Performing Hospital – Healthstrong

Based on results from iVantage Health Analytics Hospital Strength Index, Island Hospital was named one of the top 547 hospitals nationally. In this study 66 indicators – organized into three main categories: value, performance and risk – were analyzed to obtain a comprehensive and objective ranking of performance. According to iVantage Health, organizations earning a Top Hospitals ranking are "leading the way for delivering higher quality care at lower cost." For information, visit [www.ivantagehealth.com](http://www.ivantagehealth.com).

### Outstanding Experience Award – Healthgrades

Island Hospital was one of only 10 Washington hospitals, and 447 in the U.S., to be honored with an Outstanding Patient Experience Award, by Healthgrades. Based on 10 measures taken from Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) patient survey data from CMS, Healthgrades recognizes the top 15% of the nation's 4,000 hospitals as providing an overall outstanding patient experience. In naming the award-winning hospitals, Healthgrades emphasizes that these hospitals excel in ways patients value most. For more information, visit [www.healthgrades.com](http://www.healthgrades.com)

### Best Washington Hospitals – NerdWallet

Island Hospital is Washington's top hospital in patient satisfaction and third in the state for affordability, according to NerdWallet.com. NerdWallet Health investigated the cost of the 100 most common treatments in 47 Washington hospitals using Medicare data to help state residents seeking health services. The company feels that, with 100,000 newly insured individuals as a result of the Affordable Care Act, Washingtonians should diligently research where they can get the most affordable, high-quality care. Visit [www.nerdwallet.com](http://www.nerdwallet.com) for more.

"We are very proud to continue to receive recognition for our high-quality services, patient satisfaction, affordability and more," said CEO Vince Oliver. "These honors come as a result of our exceptional, intelligent and hardworking employees and physicians doing all they can for each and every patient. I promise that the hospital Board of Commissioners and Administration will do all we can to continue to improve the quality of services we provide."



*Rayna Bolanos RN represents the high-quality and compassionate service provided at Island.*



# As I See It...

By Vince Oliver, IH Chief Executive Officer

From its inception through 2009, Island Hospital was accredited by the Joint Commission on

Accreditation of Healthcare Organizations (JCAHO, with the name recently shortened to "Joint Commission"). In 2010, we switched to *Det Norske Veritas Healthcare* (DNVHC), an international independent foundation with 300 offices in 100 countries.

The Centers for Medicare and Medicaid Services (CMS) authorized DNVHC as an accrediting agency for U.S. hospitals. Accreditation is required to receive payment from CMS as well as most health-insurance companies.

Under the leadership of our Board of Commissioners and Administration, Island Hospital staff committed to achieve the highest levels of performance, quality and safety. Our goal was to conform to the strict quality standards set by the *International Organization for Standardization* (ISO). These quality-management standards, termed ISO 9001, are adopted by more than a million organizations in 170 countries. ISO 9001 requirements emphasize establishing processes that improve communication and coordination throughout the hospital leading to improved outcomes, both clinically and financially.

As a result of a diligent three-year effort, coordinated by Island Hospital's Director of Quality Improvement Anita McCoy RN and her staff, we realized our goal of ISO 9001:2008 certification.

The global adoption of ISO 9001 may be attributable to a number of factors. Study after study have shown that product/service quality, operational performance and overall results improve in organizations after they reach ISO 9001 standards. DNVHC supports the initiatives that we have instituted for patient safety as well as the development of best practices designed for the services we offer to our community.

DNVHC is the only hospital accrediting agency that has a process-improvement program built into its analysis, in addition to having experience with a number of unrelated fields. DNV's vast experience in these other industries can be utilized to improve healthcare delivery. For more information, visit [www.dnvba.com](http://www.dnvba.com).

I always encourage your comments, concerns and suggestions. Feel free to contact me at [voliver@islandhospital.org](mailto:voliver@islandhospital.org) or at (360) 299-1300 ext. 2411.

## Coming Soon!

### **myIslandHealth** – your health-info connection

Island Hospital and IH clinic patients will soon be able to access their personal health information on home computers, laptops, tablets and hand-held devices. myIslandHealth is a secure online portal that will allow patients to view their health record information, including:

- Recent visits
- Medications
- Allergies
- Immunizations
- Lab test results
- Billing activity.

In the future, myIslandHealth will expand to include functions to help expedite and improve care such as:

- Send non-urgent messages to your provider
- Renew prescriptions
- Request appointments
- Pay your bill.

#### Signing Up Is Easy!

Patients will be able to register for myIslandHealth at the hospital or one of its clinics. Look for additional information about myIslandHealth this summer on our website at [www.islandhospital.org](http://www.islandhospital.org). Call (360) 299-1300 or email [portalsupport@islandhospital.org](mailto:portalsupport@islandhospital.org) with any questions.



#### Our Mission:

We will deliver quality, compassionate and personalized healthcare to the communities we serve.

#### Island Hospital

(Skagit County Public Hospital District No. 2) is governed by a Board of Commissioners.

Correspondence to commissioners can be sent to:

COMMISSIONERS  
c/o Administration  
1211 24th St.  
Anacortes, WA 98221-2590

POSITION 1  
**Jan Iversen (President)**

POSITION 2  
**C.W. "Buzz" Ely MD**

POSITION 3  
**Paul Maughan PhD**

POSITION 4  
**Lynne M. Lang PhD**

POSITION 5  
**A.J. "Chip" Bogosian MD**

#### Heartbeats

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## Our Promise

Your best healthcare experience begins at Island Hospital. We always place your emotional and medical needs first and foremost.

# Tuesday IH farm stand will feature guest vendors

From June 10 through Sept. 9, Island Hospital will again host a farm stand on Tuesdays, from 11 a.m. to 4 p.m. Local produce from Schuh Farms will be featured, along with some fruit and vegetables from eastern Washington and much more, including:

- pies baked fresh with local fruit and berries
- local honey, jams and jellies
- fresh-baked bread from Avenue Bakery
- a new vendor, Old Wooden Spoon Bakery featuring gluten-free products.

“We are hoping to also get a commitment from a local flower vendor,” said Suzie DuPuis RD, Dietitian at Island Hospital. “And, we will consider other guest vendors who sell healthy, locally grown products.”



The farm stand will be located on the patio adjacent to the main hospital entrance on 24th St. Along with the farm stand, the Summer Wellness Fest will include wellness information, resources, information about wellness-oriented community classes and more. Recipes will be offered each week to encourage people to use more farm-fresh products.

For more information, contact Sherrie Veatch at 299-1377, or Suzie DuPuis at 299-1300 ext 2567. Visit Island Hospital's Facebook page for up-to-the-minute additions and specials available at the Tuesday farm stand.



*Island Hospital will host a farm stand every Tuesday from 11 a.m. to 4 p.m., starting June 10.*

Since 2007, Island Hospital has participated in the Farm-to-Healthcare initiative that has proven its value for the community, patients, employees and local farmers. Along with the obvious health benefits of eating produce that is pesticide-free, organic or otherwise less exposed to chemical treatment, the Farm-to-Healthcare program promotes better nutrition, supports local farmers, reduces air pollution by shortening the trip needed to deliver food and helps preserve the agrarian landscape of Skagit County.

## IH tax-credit program to end Dec. 31

The Island Hospital tax-credit program will end Dec. 31, 2014. Since the 1980s, property owners in Island Hospital's district have been allowed to deduct the hospital portion of property tax from their hospital bill. At the April 17 meeting of the Island Hospital Board, Commissioners voted unanimously to end the credit Dec. 31. The program began in the 1980s and is believed to be the only such program still active in Washington.

“With the current state of healthcare financing, the Board decided that we could no longer provide this discount to hospital-district resident property owners,” said Board President Jan Iversen. “Our community wants Island Hospital to remain independent and, to do so, we will need to take some steps such as this.”

## Auxiliary Easter Basket sale a sign of Spring

Patients, families, staff and visitors know winter is on the wane when the women of the Island Hospital Auxiliary hold their annual Easter basket sale. Eager buyers have been known to line up for the individually made, gaily decorated baskets and this year all 46 were sold.

According to Auxiliary Acting President Kathy Morgan, five of the treat-filled baskets were presented to children who were visiting the hospital – including one who was there to welcome a new baby to her family.

Earlier this year, Auxiliary members held their annual Valentine's Day candy-gram sale during which hundreds of chocolate bars were bought, exchanged and enjoyed by hospital staff, patients and visitors. The group will hold its yearly Penny Drive July 15, the same day as the regularly scheduled cholesterol screenings sponsored by the Island Hospital Foundation. Be sure to bring in your two cents and more.

All proceeds from Auxiliary fundraising events go to Island Hospital to fund the purchase of equipment and technologies that improve patient care.

The Auxiliary has welcomed several new members in recent months and hopes to add more “fun-raisers” before it adjourns for July, August and September. Want to know more about becoming a member of the IH Auxiliary? Call the Island Hospital Foundation at (360) 299-4201.



*Members selling Easter baskets at the Auxiliary's annual sale include (from left) Karen Toedte, Betty-Ann Ely, President Kathy Morgan, Karen Edwards and Claudia Dillman.*

# Rob Rieger MD selected HCAW Physician of the Year

Robert Rieger MD, of Island Family Physicians, was selected as the Home Care Association of Washington's Physician of the Year. He was presented the honor at the association's annual awards dinner.

Dr. Rieger has served as Medical Director of Island Hospital Home Health since 1996 and, as noted during the award presentation, "has been eloquent and tireless in communicating the value of home-health services to the residents and communities within Skagit and San Juan counties."

As Home Health Medical Director, Dr. Rieger is available to staff when the need arises and dedicated when addressing clinical, ethical and operational issues.

"Dr. Rieger's commitment and leadership

is vital in providing home healthcare to our community," said Penny Snarrenberg RN, Island Hospital Director of Home Health.

In recent years, Dr. Rieger has been essential to educate the IH Medical Staff about the Face-to-Face home-health initiative, required by the Centers for Medicare Services (CMS). Under this requirement, physicians must have a face-to-face encounter with a patient specifically for the reasons the patient is being referred to home-health services.

Island Hospital Home Health is the only locally owned and operated home-health agency in the area. For more information call (360) 299-1302 or visit [www.islandhospital.org](http://www.islandhospital.org).



Robert Rieger MD with Penny Snarrenberg RN at award ceremony.

## New Lab Services Center opens June 2



At the ready is Jenn Van Dyke who manages Gifts & More and has noted strong sales since its relocation.

Starting June 2, Island Hospital laboratory and patient-registration services will be available at the 24th Street entrance, following a renovation project that included the relocation of several services.

"This renovation project is focused on allowing patient registration at the 24th Street entry primarily for lab and surgery patients," said Michael Sharp, Director of Laboratory Services. "Our goal is to register and serve lab patients in 20 minutes."

Still underway are finishing touches of the Lab Services Center and marking out short-term parking near this entrance for expedited registration and lab service.

Since construction started in February, the hospital gift shop, Gifts & More, has been relocated to the Central Registration area. The Pre-Anesthesia Clinic (previously called "Preoperative

Education") is now open adjacent to the Surgery Department, and the Surgery Information desk, staffed by Surgery volunteers, has moved to a nearby location. Also complete is the Main Entrance (24th Street) Information desk and the Financial Counselor's office in Central Registration.

The Main Entrance Registration offices are expected to open June 2 in coordination with the Lab Services Center.

Central Registration will remain in the central lobby, primarily for scheduled services (such as diagnostic imaging), with the Emergency Department Registration desk remaining at the 26th Street entrance.

*June Special*  
**10% OFF BOTOX**  
Through June 30, 2014

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- Liposuction • Eyelid Enhancement
- Face/Brow Lift • Tummy Tuck
- Breast Lift, Reduction • Nose Surgery
- Mommy Makeover • Body Lift
- and More!

**CENTER FOR AESTHETIC, RECONSTRUCTIVE & HAND SURGERY**  
AT ISLAND HOSPITAL

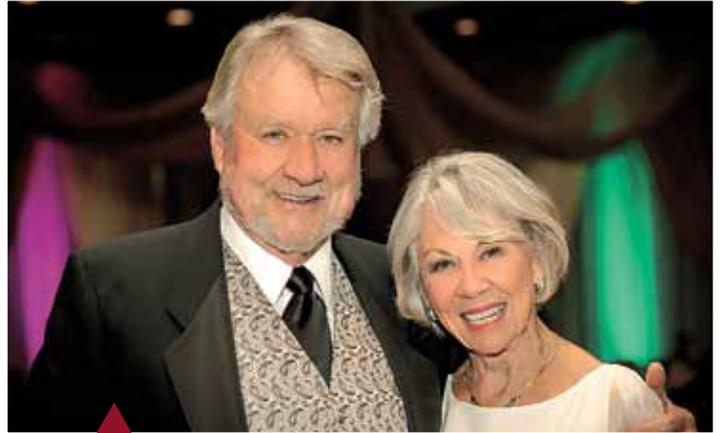
**360.588.2081** 2511 M Ave., Suite C, Anacortes, WA 98221  
[www.ihplasticsurgery.com](http://www.ihplasticsurgery.com)

## Jerry Barto is IH Foundation's newest emeritus member

A six-year member of the Island Hospital Foundation Board, Jerry Barto is a frequent and generous contributor to fundraising initiatives that help IH patients and promote quality healthcare in our community. He was recently named as an emeritus member of the Foundation in recognition of his contributions and service.

Barto and his wife, Jan, have been Signature sponsors of the annual Gala of Hope several times and their other generous gifts to the hospital include establishment of the Barto Birth Center Endowment, which funds special equipment and training to benefit patients, and the Barto Patient Assistance Fund, which provides a financial safety net for patients who may need help to pay for large or unexpected hospital bills.

Emeritus status is conferred by the Island Hospital Foundation board and Barto joins current emeritus members Duncan Frazier, Frank Hansen MD, Deanna Murray and Mary Vallentyne.



Jerry and Jan Barto

## Bill Horn named Director of Human Resources



Bill Horn has a proven record in managing human resources, leading change and implementing best practices in a range of healthcare, high-tech and manufacturing businesses and organizations. As the new director of Human Resources at Island Hospital, he says he'll be tapping his experience working in fast-paced environments

which require attention to detail and effective follow-through.

A graduate of the University of California, Santa Barbara with a Bachelors degree in Business Economics, Horn also earned an Masters degree from the College of Notre Dame, Belmont, CA. He is certified as a Healthcare Human Resources Professional by the American Hospital Association and as a Senior Professional in Human Resources by the Human Resources Certification Institute. He also holds certifications in cor-

porate coaching from the Corporate Coach University International and is a trained leadership development facilitator.

Before joining Island Hospital, Horn was Human Resources director at Wickenburg Community Hospital, Wickenburg, AZ where he managed human resources and payroll functions, provided leadership development and streamlined a range of employee-related programs. He also was Human Resources director at Haven Behavioral Health's Remuda Ranch in Wickenburg, an intensive-treatment center for women and girls suffering from eating and anxiety disorders.

Horn has held human-resources and leadership-development positions with Cardinal Health, Edison, NJ, a global provider of medical products and services; with Goodrich Aerospace, San Marcos, TX; with Kinetics Fluid Systems, Austin, TX; and with several other manufacturing and technology firms. He also served as a human-resources consultant and leadership coach for various individuals and organizations at Capstone Coaching in Lorena, TX.

Active in his community, Horn was a board member of the Arizona Healthcare Human Resources Association, past president of the Humane Society of Wickenburg and a board member of Faith Alive National Ministries. He loves the outdoors, motorcycle touring and golf.

## Anesthesiologist Jay Ham MD retires

*Anesthesiologist Jay Ham MD recently retired after 29 years at Island Hospital. Dr. Ham joined the IH Medical Staff in 1985 and twice served as Chief of Staff, most recently from 2009 - 11. Joining Dr. Ham (center) at his retirement reception are IH CEO Vince Oliver and CFO Elise Cutter. "Dr. Ham has provided exceptional service for the patients of Island Hospital for nearly three decades," said Oliver. "His leadership on our Medical Staff has also been exemplary."*



## David Brown MD to direct wound center

David H. Brown MD recently was named as Medical Director for the Wound Care & Hyperbaric Medicine Center at Island Hospital. Dr. Brown has been a partner at Island Internal Medicine for two years, serving as an internist and hospitalist.

“We welcome Dr. Brown to this new position,” said Penny Snarrenberg RN, liaison for the Center. “He brings a wealth of experience to our program and I’m sure our patients will benefit from his compassion and commitment to wound care.”

Dr. Brown is board certified in internal medicine and recently completed educational training in Hyperbaric Medicine and Wound Care. He will pursue certification in both of these areas moving forward while maintain-

ing clinical and operational oversight of the Wound Care & Hyperbaric Medicine Center located in the Medical Arts Pavilion.

Dr. Brown’s educational background includes a Medical Degree from Trinity College, School of Medicine in Dublin, Ireland and a degree in Mechanical Engineering from Boston University’s College of Engineering. He has completed residency programs in both Ireland and Tucson, AZ at the University of Arizona. Dr. Brown has also served as an Assistant Professor of Clinical Medicine at University of California, San Diego. He has been a staff physician at two hospitals in Dublin, Ireland and co-founded a medical device company.

The Wound Care & Hyperbaric Medicine



*Kara Bonnema CNA and David Brown MD.*

Center offers traditional and advanced therapies that aid and accelerate the healing process. For more about the Center call (360) 899-4600 or visit [www.islandhospital.org](http://www.islandhospital.org).

## Neibert named IH Health Information Manager



With a range of experience in data and information management in healthcare settings and proven hands-on communications skills, Jeannette Neibert is the newly appointed Health Information Manager at Island Hospital.

Efficient management of information -- getting it to the right place at the right time and displaying it in meaningful form -- streamlines processes throughout the hospital, improves communication within departments and care teams, while increasing patient satisfaction and safety.

Neibert received an Associate of Arts degree in Health Informatics from Tacoma Community College, Tacoma, WA and Bachelor of Arts degrees in American History and Art History from San Francisco State University, San Francisco, CA. She currently is

pursuing certification as a Registered Health Informatics Administrator (RHIA) from the College of St. Scholastica, Duluth, MN.

Prior to joining Island Hospital, Neibert served as Clinical Data Abstractor at Q-Centrix, Portsmouth, NH and at CARE Communications, Chicago, IL where she maintained physician databases, abstracted medical data from online medical charts and verified coding, billing and chart completion. She also worked as a health information decision support specialist at Grays Harbor Community Hospital, Aberdeen, WA; as a medical records technician at the Veterans Administration Hospital, American Lake, WA; as health informatics manager, Providence Mt. Carmel Hospital, Colville, WA and as health informatics administrator, CHARS, Washington State Department of Health, Tumwater, WA.

In her free time, Neibert enjoys volunteering in the community and teaching line dancing.

## Kathy McDermott retires after 26 years of service

*Kathy McDermott, who served as Island Hospital’s Director of Medical Records, retired after 26 years with the hospital. In April, a retirement party was held and attended by Medical Staff members and current and former employees. This photo represents three generations of Medical Record Department leadership that includes (from left) recently hired Health Information Manager Jeannette Neibert, McDermott and her predecessor Cheryl Reid, who worked at IH for 12 years.*



# Rodeman joins Physical, Occupational & Speech Therapy

With more than a quarter century of experience in a broad range of rehabilitation treatments, Kenneth J. Rodeman PT brings proficiency in outpatient orthopedics, sports medicine, work injuries, geriatrics, home health, injury prevention and wellness services to Physical Occupational & Speech Therapy at Island Hospital.



Rodeman's work background includes not only one-on-one patient assessment, educa-

tion and treatment, but communication with referral sources and working with staff members to achieve the best patient outcomes.

Rodeman holds a Bachelor's degree in Physical Therapy from the University of North Dakota, Grand Forks, ND. He is currently licensed as a physical therapist in Montana, Oregon and Washington.

Most recently, Rodeman was a staff physical therapist at Harada Physical Therapy, Oak Harbor, WA; and the owner/director of Move On Physical Therapy, Powell, WY. He also has served as an independent contractor in physical therapy for outpatient, inpatient and

home-health facilities in Wyoming, Montana and Oregon. Rodeman holds numerous certifications including study in orthopedics, sports medicine and rehabilitation to enhance functional outcomes.

In working with diverse patient groups in a variety of rehabilitative settings, Rodeman believes in incorporating experience, creativity and leading-edge techniques to treat patients.

Besides his passion for physical therapy, he enjoys the great outdoors, hiking with his dog, scuba diving, fishing and cooking.

## Island supports U.S. Army surgical team CPR training

Island Hospital Emergency Department Director Captain Greg Barley RN, an Army Reserve officer on deployment in Afghanistan, is helping Forward Surgical Teams and other U.S. Military healthcare providers maintain their ACLS (advanced cardiovascular life support) and BLS (basic life support) certificates, which are required for patient care.

Island Hospital received a letter of appreciation from Commanding Officer, Captain Gary Bilendy for Island Hospital's willingness to share online courses and help manage Barley's initiative.

"I want to thank Island Hospital for their support of the 915th Forward Surgical Team, FOB Fenty for facilitating CPT Barley in providing this much needed educational opportunity so far from home," wrote Capt. Bilendy.



*IH Emergency Department Director and Army Captain Greg Barley RN (right) helps front-line medical personnel keep life-support training current.*

"We are very proud of our active, reserve and veteran military," said Island Hospital Chief Executive Officer Vince Oliver, a retired

Navy Commander. "We are thankful for Greg's service to our country and are proud to support his efforts in Afghanistan."

## Holly Treadway PT named Real Hero

Holly Treadway PT loves to help student athletes stay healthy and injury-free. Her "real" job is as a physical therapist at Island Hospital, but perhaps her true passion is to help kids in athletics. She gets to do that as the Head Athletic Trainer for all sports at Anacortes High School. And sometimes, her presence saves lives and limbs.



Treadway was recently named a Real Hero by the Islands Chapter of the

American Red Cross for her response at a recent high-school basketball game.

At the regional basketball tournament against Fife High School, a Fife player, making an unbelievable effort, tried to save an errant pass from going out of bounds. The player extended his arm to protect himself from crashing at full speed into a door with a small rectangular window. The glass exploded and the young man's arm was lacerated to the bone, damaging the muscles and causing significant blood loss. Within seconds Treadway was attending to the young man's life-threatening wound. She quickly stabilized the threat by applying

direct pressure to the wound while applying a tourniquet. While Treadway treated the wound, the other trainer assisted and within a few minutes the EMTs arrived.

Today, the Fife athlete is regaining the feeling in his arm, and a full recovery is possible. Had Treadway and the other athletic trainer not been there he would have lost his arm or possibly his life.

Says Rick Mergenthaler, Assistant Principal and Athletic Director at Anacortes High School, "I have never seen someone so prepared as Holly was to save this young man's life. Our athletes, parents and high school are grateful to Holly and Island Hospital for their support and commitment to our school."

# Employee service honored at annual event

More than 900 years of service to Island Hospital was recognized at the 12th Annual Employee Recognition Dinner. Also honored were 2013 Employees of the Month, Employee of the Year and the Management Leadership Award winner.

\*Note: This event is held after Heartbeats went to press; please visit [www.islandhospital.org](http://www.islandhospital.org) to read about the Employee of the Year and Management Leadership Award selections.



Director of Patient Accounts Paula Fors (left) has given 30 years of dedicated service to Island Hospital.

## **5 YEARS**

Renee Ackron PSGT  
Nancy Akland RN  
Alicia Allen CMA  
Mark Backman MD  
David Ball PharmD  
Deniece Ballenger  
Michelle Bessler RN  
Rodney Bickley, EMT  
Ladonna Blackwood CRTT  
Teri Blanton RN  
Sasha Blouin  
Mary Booth RN  
Veldene Bowker LPN  
Cindy Bowles CMA  
Mark Boyd  
Reed Butterfield RPSGT  
Christine Childs LAC  
Danielle Childs  
Debra Christopherson  
Jacqueline Clifford RN  
Patricia Codd  
Anna Codd  
Kevin Connor MD  
Les Conway MD  
Kathleen Dale RN  
Laura Dickman CMA  
Jessica Dumbuya CNA  
Emily Easterwood CNA  
Lisa Edwards RN

Dulcie Entermann RN  
Judy Evans  
Krisan Fergusson  
Rachelle Fisher  
Azile Franciose ARNP  
Kathleen Garde MD  
Sylvia Gonzales  
Lisa Halstead CMA  
Joan Harris RN  
Kathleen Hartman RN  
Jason Hogge MD  
Marie Holloman  
Kessa Holm RN  
Vicki Holte  
Anne Ijams  
Deanna Iverson  
Terri Jenkins  
Crista Jones  
Don Jones PharmD  
Michael Kelly  
Andrea Kunze RN  
Mistie Lamay-Pratt CNA  
Raymond Leone RN  
Jayne Mardesich RN  
John Mathis MD  
Susan McMoran  
Amber McHenry  
Molly Montgomery  
Francisca Murray RN  
Jeanne Olmsted MD  
Sherry Pabona RN

Marie Phillips  
Gerard Pringle RN  
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Patsy Rowland RN  
Julia Rust RN  
Sharron Sauder CMA  
Jewell Saunders RN  
Austin Schafer  
Debra Sexton  
Janet Stapleton  
Kay Steiner  
Regina Stone RN  
Tamara Sutter RN  
Christina Taylor  
Melissa Wheeler  
Jodi Yeager RN

## **10 YEARS**

Sara Beadles RN  
Arthur Childs  
Kathy Corrion RN  
Kenneth Crane CRNA  
Ruth Davidson  
Alice Harstad RN  
Robert Holt CT  
Vicki Jacobs RN

Denise Jones RN  
Karol Kiser  
Shannon Leedom  
Patricia Lehman RN  
Anita McCoy RN  
Tore Nelsen CT  
Ken Noltensmeyer  
Enid Oates RN  
Ray Ould, RT, NMT  
Sandra Sheikh RN  
Kathleen Umble CPC  
Careisa Whitford  
Michiel Young

## **15 YEARS**

Elizabeth Graham MLT  
Dennis Richards  
Carl Walch Jr MT

## **20 YEARS**

Catherine Doherty ARNP  
Kathi Tjeerdsma

## **25 YEARS**

Kellie Carrion RN  
Brian Dodds EMT  
Linda Haun RN  
Catherine Wood RN

## **30 YEARS**

Paula Fors

## ***2013 Employees of the Month***

January – Ken Crane CRNA  
February – Kerry McNeil  
March – Tammy Hutchinson RN  
April – Jayne Mardesich RN  
May – Carin Fors  
June – Barb LeDuc  
July – Ladonna Blackwood CRTT  
August – Steve Johnson  
September – Kody Anderson  
October – James Utigard CNA  
November – Deniece Ballenger  
December – Christine Adkinson

# Volunteer Hours

Volunteers are an important part of the care and services at Island Hospital. At the end of each year, these hours are tabulated and recognized at the Annual Volunteer Recognition Celebration. In 2013, Volunteers contributed more than 16,000 hours of service to the hospital. This amounts to a contribution of more than \$350,000! These are probably low numbers since Volunteer hours are typically underreported by at least 20%. *Our current Volunteer staff has contributed more than 107,000 hours over the years to Island Hospital!*

## **UP TO 99 HOURS**

Sharon Baggs  
Richard Carey  
Violet Critchley  
Robert Cummings  
Karen Edwards  
Mary Fewing  
Rebecca Flint  
Joan Fossum  
Karin Gandini  
Ann Giboney  
Kelsey Graf  
Laura Hamel  
Rich Horak  
Marla Hovey  
Maryann Hoyt  
Nic Huffman  
Ann Marie Humphries  
Bill Johnson III  
Terry Kratzer  
Christopher Kube  
Linda Kube  
Joanne Liantonio  
Jeri Liggitt  
Lisa Lyons  
Brook McKinley  
Lisa Mealey  
Gary Mohr  
Floy Ann Montee  
Michael Moss  
Ashleigh Neitzel  
Elaine Oliphant  
Terry Oliver  
Kim Padgett  
Lenore Peterson  
Betty Phillips  
Margaret Read  
Nancy Rota  
Tamara Satko  
Roslyn Saville  
Ginny Sharp  
Lorraine Smith  
Danielle Stettler  
Carol Strandberg  
Lyle Tiberghien  
Karen Toedte  
Sandra Tucker  
Carla Van Rooyen  
Patricia Van Skyhawk  
Anam Williams

Rhiannon Williams  
Margaret Wilson  
Fred Winyard  
Kevin Xue  
Aliya Zaheer

## **100 HOURS**

Jeanne Belanger  
Patti Bjarnason  
Danette Carol  
Elizabeth Cope  
Peggy Groundwater  
Margaret Hillard  
Corrollei Lamoureux  
Shirley Lewandowski  
Lindsey Loving  
George Meekins  
Michael Stark  
Lily Van Wey

## **200 HOURS**

Donna Anderson  
Jean Garner  
Bill Harpham  
Sharon Horak  
Robert McGary  
Vicki Meyer  
Erin Soucy  
Sarah Tobien  
Jean Vaughen

## **300 HOURS**

Chris Anderson  
Claudia Dillman  
Dixon Elder  
Doug Fakkema  
Brigida McCollum

## **400 HOURS**

Barbara Allan  
Martha Bufkin  
Julie Edwards  
Carolyn Kloke

## **500 HOURS**

Merilee Huffman  
Peggy Insull  
Mac Langford  
Wendy Patterson  
James Thomas



*Enjoying the party – Volunteers (from left) Maddie Rose, Merilee Huffman and Danette Carol at the Annual Volunteer Recognition Celebration.*

## **600 HOURS**

Pam Birchfield  
Jo Fuqua  
Ann Huston  
Anna Rosenthal

## **700 HOURS**

Robert Crovella

## **800 HOURS**

Ed Mazur

## **900 HOURS**

Donnalee Acosta  
Mike Jackets  
Shirley Smith

## **1000 HOURS**

Ginny Brightwell  
MaryEllen Dorsey  
Sally Kilpatrick

## **1100 HOURS**

Joan Hallenbeck  
Jack Withrow

## **1200 HOURS**

Shellie Bogosian  
Diane Groves  
Anne Jackets

Judy Matye  
Karen Maughan  
Diane Ramerman  
Betsy Rogers

## **1300 HOURS**

LouAnn Curtiss  
John Insull  
Brian McKee  
Pat Weeth

## **1400 HOURS**

Mimi Chambers

## **1500 HOURS**

Glenda Bolicek  
Diane Crawford  
Barbara Kiver

## **1600 HOURS**

Jack Dunphy  
Maddie Rose

## **1700 HOURS**

Peter Dowden  
Louise Kelly  
Austin Schafer  
Curt VanHyning

## **1800 HOURS**

Penny Rustad

## **2000 HOURS**

Gail Koller  
Win Stocker

## **2300 HOURS**

Jeri Strom

## **2400 HOURS**

Betty Adams

## **2500 HOURS**

Laurie Mueller

## **3200 HOURS**

Nancy Husted

## **3300 HOURS**

Betty Ann Ely

## **3500 HOURS**

Pat Bell

## **7500 HOURS**

Craig Smith

## **9000 HOURS**

Marge Sargent

## **15,000 HOURS**

Kydie McKee



The Patient Accounts Department takes a moment to gather for a group photo with Director Paula Fors (second from right in front row).

## Support Department Spotlight

# Patient Accounts – Our business is helping you!

Billing and accounting offices are thought of as drab, data-driven places, where codes, numbers and singularly focused workers are concerned only with “the bottom line.” But fortunately, and by design, the Island Hospital Patient Accounts Department is in the business of continuing the care patients receive in the hospital and affiliated clinics.

The well-trained Patient Accounts staff works to spare you the frustration of dealing with the complex issues of hospital and

clinic bills. They help you understand what your insurance will cover, your co-pay rates and other information vital to your quality of care and peace of mind. The staff not only submits, but follows up on insurance claims submitted on your behalf.

The department comprises 24 employees who encourage you to ask questions and find out everything you can about hospital and clinic charges.

“Please, call us!” says Paula Fors, Director of Patient Accounts. “We understand how

complex it is. We’re here to help you.”

Sometimes charges may be difficult for a family to pay, but there are options according to Fors: “We will help to arrange a payment plan that will work for you. We will also advise you when you might be eligible for charity care or another program. We do our best when we are doing our best for you.”

Isn’t it nice when you are placed way above the bottom line? To contact IH Patient Accounts, call (360) 299-1378.



Amanda Smith (left) and Marsha Walters handle self-pay patients.

## New Rules for Commercial Driver Physicals

By Frank Bjorseth MD  
Island Family Physicians PLLC

Starting May 21, 2014, new federal rules require a change in who can provide medical certification for commercial truck and bus drivers, especially if they will be driving across state lines. While in the past most primary medical-care providers have been allowed to perform the physicals and complete the forms, now there is a requirement that only providers on the National Registry of Certified Medical Examiners can do this. In order to be a Certified Medical

Examiner (CME) a provider must complete special training and successfully pass a test. Only a few local providers will be doing this. For more information online: <https://nationalregistry.fmcsa.dot.gov/>.

From the website: The goal of the National Registry is to promote and preserve the highest level of professional standards, training and care among medical examiners. Therefore, the National Registry requires that medical examiners performing CMV (commercial motor vehicle) driver examinations be trained and certified.

In the past many have had their driver physi-

cal done by their regular doctor at the time of their routine physicals. This may not be possible in the future. You should continue to see your regular doctor for routine physicals, but will need to schedule with a CME for the drivers exam.

Worth noting is that people with certain medical conditions cannot be certified, and those with other medical problems may need to bring additional information to their appointments. Call for details.

Local Commercial Medical Examiners include:

- Frank Bjorseth MD, (360) 293-9813
- Charles Blackadar MD, (360) 299-4211
- Vicki L Fishfader, PA-C, (360) 293-4343
- Susan Hill ARNP (360) 293-4343.

# Merle Cancer Care Center

## Providing high-quality cancer care, recognizing that the needs and choices of each patient are unique and personal

In 2012, Island Hospital's cancer program moved to a facility designed and built specifically for the delivery of the highest-quality medical care possible, personalized nursing services and patient and family comfort. The center was renamed the Merle Cancer Care Center (MCCC) to recognize a large donation by Elden "Bud" and Ann Merle, in gratitude for care received at Island Hospital.

Serving patients from Fidalgo, Guemes, Whidbey and the San Juan islands, as well as west Skagit County, the MCCC provides comprehensive treatment and extensive support services for patients (see adjacent article).

The Merle Cancer Care Center – accredited by the Commission on Cancer of the American College of Surgeons– provides state-of-the-art pre-treatment, staging, treatment and clinical follow-up for cancer patients. Also provided are a broad spectrum of outpatient infusion services, including:

- Chemotherapy
- Medication administration
- Blood-product transfusion
- Private visits with physicians and a nurse practitioner
- Referral to radiation therapy.

### Infusion Therapy

At the Merle Cancer Care Center at Island Hospital, physicians and registered nurses provide intravenous (IV) treatments for patients on an outpatient basis. Some patients are scheduled for just one visit, while others come for infusion services regularly over several weeks or months.

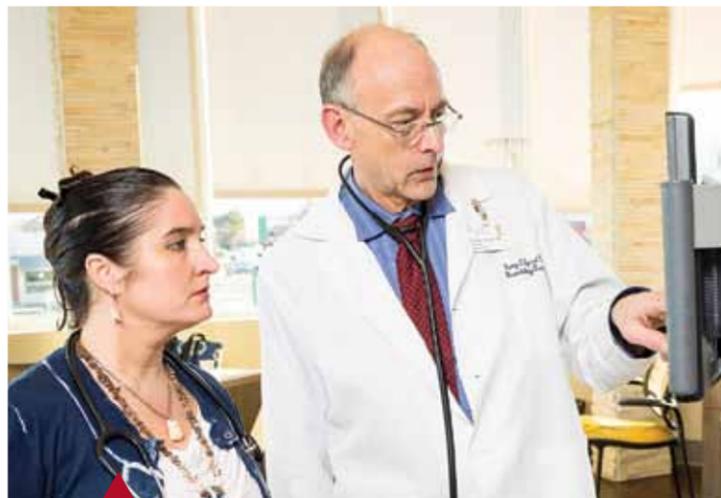
Infusion services include:

- Blood transfusions
- Injections
- Antibiotic therapy
- Intravenous (IV) therapy
- Chemotherapy.

### Providers bring exceptional experience, training

MCCC providers are caring professionals who have a passion for fighting cancer. They understand that the cancer patient's experience reaches beyond the physical to include emotional, mental and spiritual well-being. In addition to providing exceptional medical treatment, their goal as cancer specialists is to provide compre-

◀ Dr. Theodore Kim with patient.



George Gjerset MD and Rebecca Hobbs RN



Ra Young Chung ARNP.

hensive, individualized care by offering a wide range of support services designed to meet the unique needs of each cancer patient.

The center is staffed with two medical oncologists – George Gjerset MD and Theodore Kim DO – and nurse practitioner Ra Young Chung ARNP. Drs. Gjerset and Kim are board certified in hematology/oncology and Chung has specialized training in oncology. The center's registered nurses have certification in cancer care through the Oncology Nursing Society.

### Dedicated Oncology Pharmacy

A satellite pharmacy dedicated to providing chemotherapy and infusion services significantly enhances care in the Merle Cancer Care Center.

For patients, having an oncology pharmacy ensures the highest level of patient-medication safety, multidisciplinary care coordination, and patient and family satisfaction. A dedicated pharmacy also enhances communication among members of a patient's treatment team, assessment of medications and patient education. The opening of the satellite pharmacy and its dedicated Pharmacist Bernadine Feist have brought about safer, more-efficient and more-personalized pharmacy care. As a result, preparation times for medications have been reduced from an hour or more to 30 to 40 minutes.

The oncology pharmacy also ensures that chemotherapy patients have consistent access to prescribed drugs through close collaboration with MCCC physicians.

For information call the Merle Cancer Care Center at (360) 299-4200 or visit [www.islandhospital.org](http://www.islandhospital.org).

## At Merle Cancer Care Center, you're more than a number



Eight years ago, Mike Nettles and his wife, Violet, who are residents of Whidbey Island, decided they would go to Island Hospital for their future healthcare needs. Then, two years ago, Nettles was diagnosed with multiple myeloma. Since that time, the former Naval officer and electrical engineer has been under the care of a myeloma specialist in Seattle, but he has received his prescribed medications regimen under the direction of Theodore Kim DO at the Merle Cancer Care Center at Island Hospital.

"I believe I have the best of both organizations," says Nettles. "I see a physician who specializes in my form of cancer, but I don't have to drive to Seattle to receive excellent, hands-on care and I can receive my chemotherapy regimen close to home. In Seattle I may be a number, but here I am greeted by the staff of the cancer care center by name and my overall treatment has been personal, compassionate and professional."

Now on his second round of chemotherapy, Nettles is usually in the hospital four days a week, where he especially appreciates the convenience of the IH Oncology Pharmacy and the professionalism of Pharmacist Bernadine Feist. "In addition to compounding and monitoring medications and dosages for a large number of patients, Bernadine is very knowledgeable about drug interactions and side effects," says Nettles. "That means a lot to patients like me."

Nettles had an opportunity recently to share his observations and a few concerns with Island Hospital CEO Vince Oliver, and he believes Oliver is guiding the hospital well and using resources wisely. He sees Island as a valuable asset to local communities and hopes it will remain an independent public hospital for as long as possible.



◀ Cancer patient Mike Nettles grows tomatoes at his home on Whidbey Island, overlooking Skagit Bay.



Kelsey Jenison

### Abundant support services improve care

The Merle Cancer Care Center (MCCC) team includes Patient Navigator Kelsey Jenison, who helps families progress through the processes of cancer treatment.

As Patient Navigator, Jenison can:

- Advocate for the patient within the healthcare system
- Connect the patient and family to resources and support services such as home care, hospice, nutrition, transportation and accommodations
- Provide access to financial support for medications and co-payments
- Facilitate communication with healthcare providers
- Provide information about diagnosis and treatment

Along with patient-navigator services, MCCC also provides:

- Financial assistance through the Merle Cancer Care Center Support Fund and outside agencies
- Free hotel room stays for patients at an area hotel
- Access to no-cost drug programs or co-pay assistance for uninsured patients
- Advance Directive assistance
- Look Good Feel Better classes
- Art and Healing support group for patients and caregivers
- Referral to social services, spiritual and emotional support
- Pharmacy counseling and support
- Clinical trials through the Southwest Oncology Group (SWOG)
- Patient and community-education nook
- Oncology podcast program
- iPad loan program

For more information, contact Jenison at (360) 299-4200, or [kjenison@islandhospital.org](mailto:kjenison@islandhospital.org); or visit [www.islandhospital.org](http://www.islandhospital.org).

**New Grief Support Group starting, p. 17**  
**IH Cancer patient given Disneyland trip, p. 23**

# Health & Wellness

## Classes, Screenings & Support Groups

Prepayment is required.

Please note that some classes cannot be held without a minimum number of participants. You will be notified if a class is cancelled. A full refund will be granted if the class is cancelled or if your cancellation is received at least 24 hours prior to the start of class.

### THREE EASY OPTIONS FOR REGISTRATION



Visit [www.islandhospital.org/classes](http://www.islandhospital.org/classes)



Email [communityed@islandhospital.org](mailto:communityed@islandhospital.org)



Call (360) 299-4204

## Classes

### ADVANCE HEALTHCARE DIRECTIVES

#### Living Wills & Durable Power of Attorney for Healthcare

Do you have someone to make medical decisions for you if you are not able? Do you have a living will? Join us to learn about completing these important documents so your personal preferences about your medical care will be known.

When: Monday, Aug. 11, 10 – 11 a.m.

Where: Fidalgo Room

Cost: FREE

### BIRTH AND BEYOND

#### Childbirth Education Class



This six-week class is designed to prepare parents-to-be for the arrival of their new baby. Participants will learn essential skills and develop confidence as they approach the end of pregnancy, labor, birth and

early parenting. Prenatal health, stages of labor, coping techniques, pain relief options, breastfeeding, newborn care and more will be covered. Class is a blend of discussion, DVD's, hands-on practice and guest speakers.

When: Tuesdays, July 1 – Aug. 5, 6 – 8:30 p.m.

Tuesdays, Sept. 2 – Oct. 7, 6 – 8:30 p.m.

Where: Fidalgo/Burrows Rooms

Cost: \$95 (Apple Health Pregnancy Medical covers class fee)

Registration: 299-1309

Instructor: Teri Shilling MS, LCCE, CD(DONA), IBCLC

#### Weekend Childbirth Education Class

This two-day class is for those unable to attend the six-week session. Prenatal nutrition, stages of

labor, coping techniques, pain relief options, breastfeeding, newborn care and more will be covered. Class is a blend of discussion, DVD's and hands-on practice. Class must meet minimum registration requirements to be held.

When: Sat. & Sun., June 7 & 8, 10 a.m. – 6 p.m.

Sat. & Sun., Aug. 2 & 3, 10 a.m. – 6 p.m.

Where: Fidalgo/Burrows Rooms

Cost: \$130 (Apple Health Pregnancy Medical covers class fee)

Registration: 299-1309

Instructor: Teri Shilling MS, LCCE, CD(DONA), IBCLC

#### Breastfeeding Matters



Topics include getting started with breastfeeding, its benefits and breastfeeding in the early weeks of postpartum, in special situations and while working. Specific questions are welcome and will be addressed.

This class is open to pregnant and postpartum women and their babies.

Effie-Jo Lindstrom BA, BSN, IBCLC has been a lactation consultant for over 20 years.

When: Monday, July 14, 5 – 6:30 p.m.

Monday, Sept. 15, 5 – 6:30 p.m.

Where: Fidalgo Room

Cost: \$10 or fee waived for those with Apple Health

Instructor: Effie-Jo Lindstrom BA, BSN, IBCLC

#### Car & Booster Seat Clinic



Drop in to have your car and booster seats checked by nationally trained car seat technicians from Skagit EMS. They will check your seat for safety,

make sure you are using it correctly and show you how to properly install the seat in your car. No appointments required, please just drop in.

When: Thursday, June 12, 3 – 5 p.m.

Thursday, Aug. 14, 3 – 5 p.m.

Where: Island Hospital's 24th Street parking lot

Cost: FREE

Questions: 299-1309

#### Modern Cloth Diapering

Does your child have sensitive skin or are you worried about the chemicals in disposable diapers? Did you know an average of \$1600 is spent on disposable diapers for a baby by the age of two? Learn all about modern cloth diapering and how by using them you can save money and reduce your environmental impact.

Stephanie Rice is the owner of Babyzagogo and is a cloth diaper loving mom.

When: Thursday, June 19, 5 – 6 p.m.

Thursday, Aug. 14, 5 – 6 p.m.

Where: Fidalgo Room

Cost: FREE

Instructor: Stephanie Rice

### CANCER CARE RESOURCES

#### Look Good...Feel Better

This class is a free, national service that teaches techniques to help restore appearance and self-image during chemotherapy and radiation treatments. Each two-hour session is comprised of hands-on demonstrations of the 12-step skin care and make-up program, proper care for nails and instruction on options related to hair loss, including use of wigs, scarves and other accessories. Each participant receives a free kit of cosmetics donated by the cosmetic industry. A minimum of 3 participants is necessary to hold the class.

This program is sponsored by the American Cancer Society along with the Personal Care Products Council and National Cosmetology Association.

When: 3rd Monday of each month, 1 – 3 p.m.

Where: Merle Cancer Care Center Conference Room

Cost: FREE

Registration: 299-4200

### CARDIOPULMONARY CARE CENTER PROGRAMS

#### Cardiac Rehabilitation

If you have stable angina or have had a heart attack, heart bypass surgery, valve surgery, angio-



# Classes, Screenings & Support Groups

plasty, or stent placement in the past year, this monitored exercise program will help you increase your endurance and provide you with the necessary education you need to make lifestyle changes for better cardiac health. Call 299-4242 for more information.

## Pulmonary Rehabilitation

Are you unable to do the things you used to do because of shortness of breath and fatigue? Pulmonary Rehabilitation may be the answer. An Exercise Specialist will teach participants exercises that will increase strength and decrease fatigue. Also, learn about the cardiopulmonary system, medications and nutrition to maximize strength and endurance. This course is Medicare-approved and may be covered by insurance. Call 299-4242 for more information.

## DIABETES EDUCATION

### Diabetes Self-Management Education Program

Island Hospital offers an outpatient diabetes education program accredited by the American Association of Diabetes Educators (AADE). Education includes diabetes self-management skills such as healthy eating, being active, monitoring, taking medications, problem solving, healthy coping and reducing risks of complications. Physician referral is required. For more information, please call 588-2083.

## DRIVER'S SAFETY

### AARP Smart Driver

During this two-session class intended for those 50 and older, you will refresh your defensive driving techniques, review the rules of the road, learn new traffic laws and much more! Get a discount on your auto insurance for completing the course. Classroom instruction only.

*When: Thursday & Friday, Aug. 7 & 8, 9 a.m. – 1 p.m.*

*Where: Fidalgo/Burrows Rooms*

*Cost: \$15 AARP members, \$20 non-members*

*Instructor: Jack Porter*

## HEALTH INSURANCE

### Medicare 101: Understanding Your Medicare Choices

Do you need help deciphering the Medicare puzzle? Join us to learn more about traditional

Medicare coverage, Medicare Advantage plans, prescription drug coverage, gaps, enrollment and fraud protection.

*When: Monday, June 23, 1 – 2:30 p.m.*

*Monday, July 21, 1 – 2:30 p.m.*

*Monday, Aug. 18, 1 – 2:30 p.m.*

*Monday, Sept. 15, 1 – 2:30 p.m.*

*Where: Fidalgo Room*

*Cost: FREE*

*Instructor: SHIBA Volunteer*

## PATIENT PORTAL



### Enroll, Access and Explore

Learn how to access your personal health record from anywhere with an Internet connection (computer, tablet, smartphone) through Island Hospital's new patient portal, myIslandHealth. With myIslandHealth you can securely view your recent visits, allergies, medications, immunizations, lab results and billing activity. Class will cover features of myIslandHealth, enrollment and proxy access for parents and family members. Participants are encouraged to bring a laptop or tablet to class.

*When: Monday, July 14, 1 - 2 p.m.*

*Thursday, July 24, 6:30 - 7:30 p.m.*

*Where: Fidalgo/Burrows Rooms*

*Cost: FREE*

## PHYSICAL THERAPY PROGRAMS

### Life & Therapy After Joint Replacement Surgery

For those planning on having a total knee or hip replacement, join a physical therapist to get answers to your questions about returning to an independent lifestyle after surgery. Post-operative exercises and adaptive equipment will be discussed.

*When: Thursday, July 24, 1 – 2:30 p.m.*

*Thursday, Sept. 25, 1 – 2:30 p.m.*

*Where: Fidalgo Room*

*Cost: FREE*

*Instructor: Island Hospital Physical & Occupational Therapists*

## Golf Fitness



Learn how strength, flexibility and coordination can influence your golf swing. Try out some exercises to help improve your game.

Malcolm McPhee is a Doctor of Physical Therapy at Physical, Occupational

& Speech Therapy at Island Hospital and is a certified Titleist Performance Institute Golf Fitness Instructor.

*When: Wednesday, July 30, 2 – 3 p.m.*

*Where: Fidalgo/Burrows Rooms*

*Cost: \$10*

*Instructor: Malcolm McPhee DPT*

## Urinary Leakage



Are you having a tough time staying dry after childbirth, power walking or even after sneezing? If so, there are physical therapy interventions that can help. Come learn ways to strengthen your pelvic floor muscles to

help prevent urinary leakage.

Reiko Nystrom is a Physical Therapist at Physical, Occupational & Speech Therapy at Island Hospital.

*When: Tuesday, Aug. 5, 10 a.m. - noon*

*Where: Fidalgo/Burrows Rooms*

*Cost: \$10*

*Instructor: Reiko Nystrom MPT*

## Osteoporosis: Exercise and Nutrition

Learn what types of exercises are most beneficial for your bones and which foods will help keep your bones strong. Come prepared to try some exercises you will be able to do at home.

Linda Lewis is a Physical Therapist at Physical, Occupational & Speech Therapy at Island Hospital and Suzie DuPuis is a Registered Dietician at Island Hospital.

*When: Wednesday, Aug. 6, 3 – 5 p.m.*

*Where: Fidalgo/Burrows Rooms*

*Cost: \$10*

*Instructor: Linda Lewis PT & Suzie DuPuis RD*

# Classes, Screenings & Support Groups

## SELF-CARE

### Meditation for Everyday Living



Meditation has been clinically proven to reduce stress, blood pressure and anxiety and help with restful sleep. This gentle three-session class includes breath awareness, mindfulness techniques and guided exercises.

Jan Hodgman, MA spent eight years in a Japanese Zen monastery and has more than 40 years of experience with meditation.

*When: Wednesdays, June 18, 25 & July 2, 6:30 – 8:30 p.m.*

*Where: Fidalgo Room*

*Cost: \$48*

*Instructor: Jan Hodgman MA*

### Skin Care from Nature



Learn to make healing skin and hair care products using essential oils, jojoba oil, vitamin E and more! Create a blend for your skin and/or a hair treatment to take home. Discussion will include topical remedies for a

wide variety of skin concerns.

Michelle Mahler of Circle of Healing Essences has been leading workshops at Puget Sound area co-ops and schools since 2004.

*When: Tuesday, June 24, 6 – 7:30 p.m.*

*Where: Fidalgo Room*

*Cost: \$25, includes supplies*

*Instructor: Michelle Mahler*

### Improving Your Aging Memory



Is your memory not quite how it used to be? Join Island Hospital's Speech-Language Pathologist, Alisha Kleindel, to learn strategies and activities to improve your memory and keep your mind sharp.

*When: Wednesday, July 23, 10 – 11:30 a.m.*

*Where: Fidalgo Room*

*Cost: FREE*

*Instructor: Alisha Kleindel MS, CCC-SLP*

### Stress Relief with Aromatherapy

Learn to make your own naturally stress-relieving therapy oils and sprays using essential oils. Create your own blend to take home.

See "Skin Care from Nature" for instructor's information.

*When: Monday, Sept. 8, 6 – 7:30 p.m.*

*Where: Fidalgo Room*

*Cost: \$20, includes supplies*

*Instructor: Michelle Mahler*

## SPECIAL EVENTS

### Reducing your Blood Pressure



Join naturopathic physician Alethea Fleming ND to learn simple steps you can take to lower your blood pressure naturally.

*When: Wednesday, July 23, 2 – 3 p.m.*

*Where: Fidalgo/Burrows Rooms*

*Cost: FREE*

### Keeping Your Kidney's Healthy



Did you know 1 out of 7 American adults has some form of chronic kidney disease? Nephrologist Pamila Keech MD of Puget Sound Kidney Centers (PSKC) will discuss how your kidneys work, what they need to stay healthy and practical tips and tools you can use to slow the progression of the disease. Dr. Keech is the Chief of Medical Services at PSKC and an instructor specializing in kidney health for over twenty years. Refreshments will be served.

*When: Wednesday, August 13, 6 – 7:30 p.m.*

*Where: Fidalgo/Burrows Rooms*

*Cost: FREE*

## WEIGHT MANAGEMENT

### Overweight?

Over time, weight seems to just creep onto us, yet it does so at a cost to our health, mobility and agility. Meet with our registered dietitian, Suzie DuPuis, for an individual dietary session. Please call 299-1300, ext. 2567 for more information. Insurance may cover cost.

### Weight Watchers™

Ready to look and feel your very best? Find the boost you need by attending Weight Watchers™ meetings every week!

*When: Thursdays, 5 p.m. (weigh-in 4:30 p.m.)*

*Where: Island Hospital Cypress Room*

*Cost: \$39.99/month (includes use of online eTools)*

*Contact: Renee McKinnon, (360) 333-2864,*

*rjmck1070@gmail.com*

## OTHER RESOURCES

### HIV/AIDS Training for Licensure

Island Hospital offers a DVD based 4- or 7-hour HIV/AIDS Training. Free for residents of Skagit, Island and San Juan counties. Please call 299-1309 for schedule.

### Island Prenatal Care Center

Provides Maternity Support Services to low-income families, bringing the knowledge and skills of a registered nurse, social worker, infant case manager and dietician to meet the unique needs of each mother and baby. Education about pregnancy, childbirth, diet, exercise, baby care and infant feeding is included. Assistance with accessing community services is also offered. IPCC is located at 2601 M Ave., Suite C, Anacortes. Call 293-6973 for more information.

### Lifeline

Island Hospital Lifeline is an easy-to-use personal response system that allows older adults living at home to get quick assistance whenever it is needed. Participants press their waterproof Personal Help Button whenever they need help, calling a certified Lifeline monitor who assesses the situation and summons appropriate help. Island Hospital Lifeline can be reached at 293-7563 or [jinsull@islandhospital.org](mailto:jinsull@islandhospital.org).

### SHIBA HelpLine

Need free help understanding Medicare or finding affordable health insurance? All of this and more is available at Island Hospital's SHIBA HelpLine. Volunteers trained by the Office of the Insurance Commissioner are available to give free, unbiased information. SHIBA helps people of all ages with choices and problems involving: Medicare, COBRA, long term care insurance, private and non-profit health insurance, children's health insurance and "extra help" programs. Please call the SHIBA (Statewide Health Insurance Benefits Advisors) HelpLine at 299-4212 for an appointment.

REGISTRATION  
OPTIONS

1.

visit [www.islandhospital.org/classes](http://www.islandhospital.org/classes)

## Anacortes Teen Clinic

We offer confidential family planning services for teens on Wednesdays from 2 – 5 p.m. We are located at 2601 M Ave., Suite C, Anacortes. Please call 293-6973 or drop in.

## Support Groups

The following meet at Island Hospital (1211 24th Street).

### Art & Healing for Cancer Patients

1st & 3rd Wednesday, 1 – 3 p.m.  
Merle Cancer Care Center Conference Room  
Contact: 299-4200, registration required

### Grief

Every Wednesday, 3:30 – 5 p.m. **NEW!**  
Guemes Room  
Contact: Doug, 202-1699

### Parkinson's

3rd Thursday, 1:30 – 3 p.m.  
Fidalgo/Burrows Rooms  
Contact: Jerry, 293-2185

### Prostate Cancer

3rd Wednesday, 11 a.m. – 12:30 p.m.  
Fidalgo Room  
Contact: Carl, 299-3892

### Willis-Ekbom Disease (Restless Leg Syndrome)

Call for dates/times  
Fidalgo/Burrows Rooms  
Contact: Charlotte, 293-7328

## OTHER ANACORTES SUPPORT GROUPS

### Alzheimer's Association - Caregivers

2nd & 3rd Monday, 1 p.m.  
Westminster Presbyterian Church,  
1300 9th St. Anacortes  
Contact: Ann, 299-9569

*Rooms and times are subject to change. Please call contact before attending any support group. For more information about these support groups, please call 299-1309.*



## Grief Support Group starts June 11

**Y**ou may associate grief with the death of a loved one, but any loss can cause grief, including the loss of a relationship, your health, your job, or a cherished dream. After significant loss you may feel all kinds of difficult and surprising emotions -- shock, anger, and even guilt. Sometimes it may feel like the sadness will never let up. While these emotions can be very painful, accepting them as a part of the grieving process and allowing yourself to feel what you feel is necessary for healing.

As you deal with your loss, remember that there is no timetable for grief. Everyone grieves differently, but there are healthy ways

to cope and heal from the pain. Sharing your grief in a support community can be a first step toward that healing. The Pastoral Care team at Island Hospital is sponsoring a Grief Support Group starting June 11. The group will meet every Wednesday, 3:30 - 5 p.m. in the Guemes Room at Island Hospital. Facilitated by Lenore Peterson, a gifted chaplain with a heart for healing after loss, the Grief Support Group provides a safe place for sharing to happen and healing to begin.

All are welcome. No fees or registration required and drop-ins are welcome. For information contact Rev. Doug Fakkema, Pastoral Care Coordinator, at (360) 202-1699.

## Blood Pressure Checks

Every Wednesday!

**FREE**

**9 a.m. - noon**

Island Health Resource Center

**Call 299-1309**

for more information.



**2.** Email [communityed@islandhospital.org](mailto:communityed@islandhospital.org)

**3.** Call (360) 299-4204

# Classes, Screenings & Support Groups

## Health Screenings

Sponsored by the Island Hospital Foundation

### Ongoing Blood Pressure Checks

Blood pressure indicates the health of your heart and blood vessels. Untreated, elevated blood pressure can result in stroke. Get your blood pressure checked regularly at one of the following locations:

Island Health Resource Center  
every Wednesday, 9 a.m. – noon

Anacortes Senior Activity Center  
last Tuesday of the month, 9 – 10:30 a.m.

### Swallow Screening

Concerned about your swallow? Do you cough or clear your throat frequently when eating or drinking, have wet sounding vocal quality, have congestion with repetitive colds or pneumonia, have difficulty with chewing and/or require multiple swallows with bites or sips? If you are experiencing one or more of these symptoms meet with a Speech Language Pathologist to determine if you might have a swallowing disorder. Appointments are required!

*When: Tuesday, June 10, 1 – 3 p.m.*

*Where: Physical, Occupational & Speech Therapy at Island Hospital*

*Cost: FREE*

### Sleep Apnea Screening

Do you feel tired during the day? Have you been told you snore? Meet with a Registered Polysomnographic Technologist to determine your risk of suffering from sleep apnea, a condition characterized by pauses in breathing or shallow breathing while sleeping, which can increase the risk of high blood pressure, heart attack, stroke, obesity and diabetes, as well as the risk of accidents while drowsy. Appointments are required!

*When: Friday, June 27, 10 a.m. – 2 p.m.*

*Where: Island Hospital Sleep Wellness Center, 1110 22nd St.*

*Cost: FREE*

### Memory Awareness Screening

Are you or a loved one becoming more forgetful or maybe have started to misplace things more often? Have you become lost in a familiar place or noticed a change in mood, behavior or personality? If so, this screening can be a first step in helping determine if you might suffer from memory loss. This examination consists of a series of questions and tasks designed to test memory, language, thinking and other intellectual functions. Appointments are required!

*When: Tuesday, July 1, 9 – 11 a.m.*

*Tuesday, Sept. 9, 9 – 11 a.m.*

*Where: Island Health Resource Center*

*Cost: FREE*

### Cholesterol & Glucose Screening

This blood test determines your total cholesterol, HDL, LDL, triglyceride and glucose levels, which can be indicators of cardiovascular disease or diabetic tendencies. A 12-hour fast is required with water and needed medications only. Your results will be sent to you in the mail. No appointment required. First come, first served. Call 299-1309 for questions.

*When: Tuesday, July 15, 8 – 11 a.m.*

*Where: Island Health Resource Center*

*Cost: \$10*

### Bone Density Screening

This non-intrusive test provides an estimate of your bone density by scanning your heel. If you already have a diagnosis of osteoporosis confirmed by a more complex imaging test, this is not the screening for you. This screening is accurate for women only. Appointments are required!

*When: Tuesday, July 29, 9 – 11 a.m.*

*Where: Island Health Resource Center*

*Cost: \$5*

## TO SCHEDULE A SCREENING APPOINTMENT



Email [communityed@islandhospital.org](mailto:communityed@islandhospital.org)



Call (360) 299-1367

### Balance Screening

Our physical therapists can help determine where your body is vulnerable and help you develop strategies to prevent falls. Appointments are required!

*When: Tuesday, Aug. 12, 9 a.m. - noon*

*Where: Physical, Occupational & Speech Therapy at Island Hospital*

*Cost: FREE*

## Are you or a loved one traveling out of the area for cancer care?

The Merle Cancer Care Center at Island Hospital, provides compassionate, patient-directed care that is accredited by the Commission on Cancer of the American College of Surgeons.

Services include:

- **Chemotherapy**
- **Medication administration**
- **Blood product transfusion**
- **Private visits with physicians and a nurse practitioner**
- **Referral to radiation therapy**

For info call (360) 299-4200 or visit [www.islandhospital.org/cancercarecenter](http://www.islandhospital.org/cancercarecenter)

# One Arabian night demonstrates community support for Island Hospital

Inspired by temptress Scheherazade and her tales of 1001 Arabian Nights, the Island Hospital Foundation created an exotic setting and lavish entertainment for its annual Gala of Hope on April 26. The much-anticipated, black-tie event once again succeeded in capturing the imagination of its audience for one special evening and raised more than \$250,000 to support Island Hospital and maintain high-quality healthcare in our community.

This year, the popular community event enjoyed the generous support of Jan and Jerry Barto, signature sponsors; Dakota Creek Industries, gold sponsor; and Trident Seafoods, silver sponsor. Skagit Radiology, Whidbey Island Bank and Swinomish Casino & Lodge shared the bronze sponsorship.

Patron table sponsors were Anne and Ron Smith, Troy Kunz, Island Hospital Administration, Shell Puget Sound Refinery, Fidalgo Medical Associates, Skagit State Bank, Merchant's Credit Association and North Puget Oncology. Event sponsors included the Island Hospital Medical Staff, Amerinet, Burton Jewelers, Cap Sante Marine and Anacortes Walgreens.

Fully in theme, the reception area of the Swinomish Casino & Lodge was transformed into a bustling Arabian bazaar. Gala guests were tempted to get more into costume with colorful accessories and to purchase tickets for the popular Diamond Raffle which promised a \$2,000 shopping spree at Burton Jewelers for the right number. The lucky winner was Rebecca Hobbs RN.

Guests continued the evening's festivities under a huge Arabian tent draped to be the envy of any oasis, and tables featuring rich, golden accents and bright, jewel-toned table settings -- all to create an exotic environment for one Arabian night. Prior to a tempting four-course meal, guests enjoyed a demonstration of belly dancing and a skit performed by hospital and community participants.

Always the Gala's main event, a live auction featured sought-after items ranging from lemon-drop martini rounds, wine lots and belly-dancing lessons, to an Italian cooking and dinner party, a Sonoma wine oasis and a personally selected collection of books, plus gift certificates for more good reading. Bidding was spirited and the gold medallion raffle, which allows winners to choose among auction items, was won by Mary Staley, who chose a date night package at Teatro Zinzanni in Seattle.

The special Heartstrings appeal, which raises funds to purchase urgently needed equipment or technology at Island Hospital, saw guests raising their paddles for \$85,000 to fund a new surgical tower dedicated to gynecological procedures. Underlining the need for this specialized technology were several prominent women from Island Hospital and the community. Kathy Garde MD explained the surgery tower's benefits for female patients.

This year's Gala was chaired by Anne Smith and Kelsey Ekstrom-Garcia, who thanked sponsors, donors, staff and an energetic, creative group of committee members and volunteers who help make the Gala a success year after year.





*This year's Island Hospital Classic again will be held at the beautiful Skagit Golf & Country Club in Burlington.*

## Go for the Green

**A**ttention golfers: Mark your calendars for Monday, August 4 and join friends and colleagues for the 13th annual Island Hospital Golf Classic. This popular event sells out fast, so be sure to register early.

The Skagit Golf & Country Club will again host the Classic which features a full day of golf, curbside bag drop, range balls, golf carts, a delicious barbecue lunch and on-course beverages. Later enjoy a hosted cocktail hour, awards dinner and a tournament gift for each participant. Registration is at 10:30 am, with a shotgun start at noon.

Proceeds of the annual Golf Classic go to purchase new equipment and technologies and fund charity care at Island Hospital. For more information about registration, costs and sponsorships, call Kim Graf or Vince Oliver at (360) 299-1327.



*Last year's tournament earned \$83,000.*

## Remembering

*Island Hospital Foundation has received caring donations recognizing those listed here.*

### IN HONOR OF:

(Through April 30, 2014)

Dr. Elisha Botnick	Carollee Allen, RN
Dr. Justin Curran	Kim Brotemarkle, RN
Dr. Kim and Staff	Peggy Nordeen, RN
Dr. Joseph Mulcahy	Kelly Moore, RN
Annette McCartney, RN	Carla Arayata, CNA
Maria Pfeffer, RN	Liz Marin, CNA
Kristine Zeidner, RN	Prescious Jappah, CNA
Carrie McFarlin, RN	James Utigard, CNA
Angela Walker, RN	Emily Easterwood, CNA
Kat Dale, RN	Alice and Dale Huggins

### IN MEMORY OF:

(Through April 30, 2014)

Larry Azure	Annetta Miller
Joni Sue Watson Graves	Dr. Eric Pihl
Helmer and Alma Leno	Stew Sterling
Gene E Markel	June Thomas

*To remember or honor someone with a donation, please make check payable to "Island Hospital Foundation" and mail to:*

*1211 24th Street  
Anacortes, WA 98221*

**Info: (360) 299-4201**

**You Can Save a Life –  
You Have it in You!**

Please give blood at Island Hospital

**Friday, July 11  
Friday, September 5  
10 a.m. - 4 p.m.**

**Island Health Resource Center  
Conference Rooms**

Call 299-1309 for an appointment or info.



*Rosemary Kaholokula, the Chief Criminal District Prosecuting Attorney for Skagit County, spoke at the Sexual Assault Nurse Examiner training session.*



*Registered Nurses Sue Jones, Kessa Holm and Kirty Morse view wound-care materials.*

## Nursing: A lifetime of learning

Nursing education at Island Hospital is dynamic and hands-on work. To earn a registered nurse license, years of comprehensive education is necessary. However, “that’s just the start,” noted Kathy Corrion RN, Nursing Education Coordinator at Island Hospital.

“We promote career-long learning and high-quality patient care by providing education, training and skill development to all of our nurses,” Corrion said. “We utilize evidence-based best-practices principles and the latest technology.” Coursework is guided by the Island Hospital Promise, American Nursing Association Standards of Practice and continual assessment based on the needs of the community.

“Education is vital to the growth, development and training of nurses, who fill a multitude of roles in hospitals,” said Lois Pate RN, Island Hospital Chief Nursing Officer. “Our nurses serve in surgery, emergency, acute care, critical care, birth center, quality improvement and many other areas. They are not only care providers, but leaders and critical thinkers trying to make our delivery of care better every day.”

Recently, IH nurses had their annual skills workshops and specialized training in wound care and sexual-assault examinations. The Sexual Assault Nurse Examiner (SANE) course – facilitated by Sheryl Robinson RN, IH Emergency Department – drew 10 IH nurses and 25 more from Oregon, Idaho and Montana.



*Kathy Corrion RN, coordinates nursing education at Island.*



*Jodi Yeager RN (left) and Brandi Hardy RN work at wound-care station.*

# IH Diabetes Education renews AADE accreditation

The Diabetes Education program at Island Hospital recently renewed its status as an accredited program by the American Association of Diabetes Educators (AADE).

Diabetes education is a collaborative process through which people with or at risk for diabetes gain the knowledge and skills to modify behavior and successfully self-manage the disease and its related conditions. The education program is provided by certified diabetes educators.

“Trends show that diabetes education is moving out of the hospital and into the community, so AADE’s accreditation program was created, in part, to encourage diabetes education where the patient is seeking care,” said Leslie E. Kolb RN, BSN, MBA, Program Director, Diabetes Education Accreditation Program. “Island Hospital is exactly the type of program we envisioned when we set up our accreditation program in 2009.”

## Diabetes support at Island Hospital

Diabetes Education at Island Hospital can help people live better with diabetes and support them every step of the way with options, answers and education. Diabetes educators provide extensive education for patients and their families living with diabetes. The program is a covered benefit by most health insurance plans including Medicare.

The Diabetes Education program can help those who:



- are newly diagnosed with pre-diabetes, Type 1, 2 or gestational diabetes
- need to update diabetes knowledge
- need help managing wide fluctuations in blood glucose
- need to start, or learn how to adjust insulin
- are having lifestyle issues that affect glucose control
- need help managing diet
- want to learn about new technologies such as insulin pumps.

For information or help with the required physician referral, call (360) 588-2083.

## Anacortes Soroptimist clubs give to Prenatal Care Center

Soroptimist International of Anacortes and Fidalgo Island held a Community Baby Shower to benefit the Island Prenatal Care Center (IPCC). Enough infant clothing, blankets and accessories were donated to fill 10 large tubs. All items received were greatly appreciated by the IPCC on behalf of new moms and moms-to-be who need help.

The event was greatly supported by the community, including Ace Hardware, members of the Fidalgo Island Quilt Guild, Walgreens and The Market; as well as many generous individuals who made blankets and other accessories and purchased baby items.



Soroptimist International of Anacortes and Fidalgo Island club members deliver infant supplies to Island Prenatal Care Center staff. In photo (from left) are Tere McCarroll, Carol Garner, IPCC Lactation Specialist Effie-Jo Lindstrom RN, Cheryl Gilman, Carol Brown, Bonnie Riley, IPCC Clinic Coordinator Katy Hetterle, Katie Tibbetts, Diane Goetz, IPCC Supervisor Carin Fors, Michelle Hawkins and IPCC Social Worker Kylee Fick.

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 ISLAND HOSPITAL

# Drill brings together multiple responding agencies

With a scenario of a major earthquake on Fidalgo Island, a community-wide disaster drill brought coordinated response from a wide range of public agencies and volunteer groups.

The April drill was the culmination of months of planning by a team representing Island Hospital, Skagit County Fire District 13, Skagit County Emergency Management, Anacortes Police and Fire departments, Anacortes Public Works, Swinomish Tribe, Skagit County Amateur Radio Emergency Service, Medical Reserve Corps, Anacortes Auxiliary Patrol and other private and public organizations. Also involved were Islands Red Cross Chapter and Anacortes School District.

The focus of the drill was to hone the skills of the West Skagit Community Emergency Response Team (CERT) in the event of a widespread catastrophic earthquake.

The day-long drill allowed the CERT to practice skills – as well as facilitating coordination with responding public agencies – that would be necessary in an actual disaster. During the drill, CERT members worked on urban search and rescue, fire suppression and medical assessment.

A major part of the drill was a staged bus accident that involved 18 victims who were triaged on the scene and brought to Island Hospital. Hospital staff involved in the



*CERT member Alberta Horn holds drill victim Michael Stark while waiting for transfer to Island Hospital.*

Saturday drill, included the Emergency Department, The Walk-In Clinic, Diagnostic Imaging, Patient Registration and others.

“My staff who participated in the ‘quake’ drill on Saturday tell me the group that performed the best during the drill was the hos-

pital staff,” said Anacortes Police Chief Bonnie Bowers. “They handled everything that was thrown at them and had contingency plans in place for when they ran out of supplies and space.”



*Sam Blackadar MD, Anacortes Family Medicine, directed triage for critical patients in the drill, assisted by Kathy Corrion RN.*

## Dream trip to Disneyland for cancer patient

*Merle Cancer Care Center patient Beth Balthazor (center) and her partner Martin Monahan were awarded a trip to Disneyland by the Dream Foundation. MCCC staff supported her application and a surprise presentation took place at the cancer center in March with Minnie Mouse (Katie Ohtake), Cinderella (Molly Bissett) and Rapunzel (Heather Freeborne).*

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[www.islandhospital.org](http://www.islandhospital.org)

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