

HEALTH NEWS from

SPRING 2018

Northwest

Passion. Commitment. Experience.



Bundle of JOY!

The Eilers tell what made their childbirth experience special

Inside:

New ER physicians

Meet the highly skilled emergency medicine team

Ask the Doctor

Learn more about seasonal family safety

Compliments of

 **Northwest**

Northwest FROM THE CEO



Welcome to the spring issue of *Health News*. I'm pleased to introduce myself as the new chief executive officer of Northwest Texas Healthcare System. My transition to the leadership team comes at an exciting and busy time, as Northwest joins the Blue Cross Blue Shield of Texas network of providers. I'm committed to advancing the high level of care provided and continuing the tradition of excellence at Northwest.

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Meet the caring and experienced ER doctors

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The Eilers tell why they chose Northwest

10 BIKE HELMETS, "FLOATIES" AND MORE
Safety reminders parents need to know

This issue of *Health News* provides a great way to learn more about the hospital's services. On page 4, we introduce you to the physicians in the emergency room and discuss recent updates in the ER. You can also read about Northwest's Level III trauma services, learn tips to keep your family safe this season, and find out about our hospitalist program to support patients during a hospital stay. Finally, in our cover story, we introduce you to Kyla and Alexander Eilers, who tell how the Childbirth Center supported them in having their first baby.

Ensuring a safe, quality, positive patient experience is the top priority at Northwest. In my previous executive roles, I was proud to help lead initiatives that resulted in improved quality and patient safety scores, as well as greater patient, physician and employee satisfaction. I'm excited to take this experience to Northwest and build upon the comprehensive healthcare services for the people in the Panhandle.

Sincerely,

Ryan R. Chandler, MHA, FACHE
Chief Executive Officer



HAVE YOU HEARD?

We now accept Blue Cross Blue Shield!

Blue Cross Blue Shield of Texas (BCBSTX) members now have in-network access at all Northwest Texas Healthcare System facilities, including the designated trauma center, Heart Hospital, Children's Hospital and others. The agreement took effect December 15, 2017, and enables in-network care for BCBSTX members in the Amarillo-area with Blue Essentials, Health Select, PPO and Traditional plans.

This is great news for the community and marks the first time in 20 years that Northwest has been part of the BCBSTX network of providers. Learn more at nwths.com/blue.

Supporting community health and economic growth in the Texas Panhandle

Northwest Texas Healthcare System takes pride in providing comprehensive, quality healthcare to residents of the Panhandle while contributing to local economic growth. Here's a snapshot of our specialty services and positive impact in the community.

SPECIALTY SERVICES

Emergency care

- Northwest is a Level III Lead Trauma Center treating cardiac, stroke, concussions and chronic conditions and providing emergency care for adult, pediatric, neonatal and high-risk pregnancy patients as well as victims of sexual abuse.

The Heart Hospital

- The Heart Hospital is an accredited Chest Pain Center with PCI, offering comprehensive cardiac care services complemented by The Rhythm of Life Cardiac Rehab Center, which is certified by the American Association for Cardiovascular and Pulmonary Rehabilitation.

Northwest Children's Hospital

- The Children's Hospital offers advanced pediatric subspecialties including cardiology, gastroenterology, hematology, oncology, orthopedics and intensive care.

Maternity care

- Our experienced delivery team is available 24/7 for women and their families, taking a family-centered approach to maternity care.

Women's Imaging Center

- We offer bone-density screenings, 3D and digital mammography, ultrasound and MRI breast imaging.

Behavioral health at the Pavilion

- The Pavilion provides inpatient and outpatient mental and behavioral health treatment for children, adolescents, adults and seniors with specialized care for military and first responders.

Northwest Surgical Hospital

- With the da Vinci® Surgical System, an advanced robotic platform, we can perform complex, minimally-invasive procedures.* Adult and pediatric services are provided.

To find a doctor or to learn more, call 800-887-1114 or visit nwths.com.

*Individual results may vary. There are risks associated with any surgical procedure. Talk with your doctor about these risks to find out if minimally invasive or robotic surgery is right for you.

Our Numbers*

Patient care

Admissions: 17,864

Emergency visits: 59,350*

Total surgeries: 11,237

Births: 2,909



Local economy

Total employees: 1,647

Salaries and benefits: \$119.7 million

Capital investment: \$9.25 million

Local/state taxes paid: \$4.7 million



*Based on 2017 data. Emergency visits include Northwest Emergency at Town Square.



GET TO KNOW

the ER physician team

You can take comfort in the proven experience at Northwest Texas Healthcare System.



Since forming an alliance last year with TruePartners Emergency Physicians, Northwest has continued to focus on building a caring, cohesive team of doctors to provide the best possible treatment for you and your family. Even though you might not spend a lot of time in the emergency room, the interaction you have with your ER physician can be very meaningful. With this in mind, Northwest has brought together a highly skilled group of ER doctors who are board-certified and bring extensive experience to the community. ►

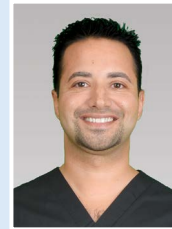
Physician team



David Stone, MD
ER Medical Director

Medical school: University of South Carolina

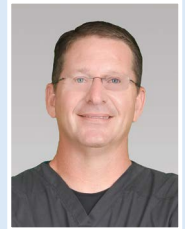
Residency: Palmetto Richland Memorial Hospital



David Darrigan, DO,
FACEP, FAAEM

Medical school: The University of North Texas Health Sciences Center

Residency: UTSW/Parkland Memorial Hospital



Eric Babb, DO

Medical school: Des Moines University

Residency: University Medical Center in Lubbock

Utilizing our emergency resources to the fullest

As the Lead Trauma Facility for the Panhandle area, Northwest is specially equipped to handle serious medical emergencies. The physicians in the ER have an in-depth knowledge of the facility and work closely with nurses, paramedics, hospital staff and medical specialists to deliver coordinated, personalized care.

ER Medical Director David Stone, MD, who joined Northwest last year, leads the team. His philosophy is to engage providers to enhance efficiency and provide safe, high-quality care in as timely a manner as possible.

Combining quality care and compassion

The emergency physicians at Northwest bring a special mix of life experience and professional accomplishments to the ER. Trent Duncan, DO, is the dad of two high-schoolers. David Darrigan, DO, FACEP, FAAEM, hosts a morning radio talk show segment titled "ER Talk with Dr. Dave." Stephen M. Howard, MD, has personal ties to the community and moved back to Amarillo to be closer to his family. And Eric Babb, DO, is a nationally ranked expert in cheerleading safety.

One thing they all share is a passion for helping people. As described by Warren Boone, MD, his guiding philosophy is: "Do the right thing for the patient in front of you." ■

In addition to Northwest's hospital-based emergency services, emergency care is also provided 24/7 at our satellite facility, Northwest Emergency at Town Square, located at 8960 Hillside Road in Amarillo. Learn more about our emergency services at nwths.com/fastcare.

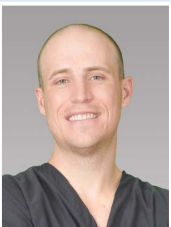


We've updated our ER!

To support more streamlined care and a better overall patient experience, a number of renovations and changes have been made to the emergency room at Northwest Texas Healthcare System, says ED Director Todd Farina, MHA, BSN, RN, CEN.

New laminate wood flooring and fresh paint provide a more welcoming appearance from the moment patients arrive. "The area is more functional now," says Farina, explaining how they've relocated the charge nurse to allow for more efficient communication, and added eight new bays with recliners where patients with less serious medical conditions can receive treatment and await test results. Also, last year the hospital purchased new cardiac monitors, so that monitors are available in all of the ER rooms.

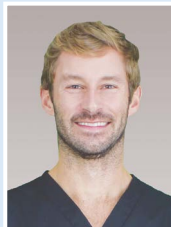
Key goals are to minimize wait times for patients and improve the flow through the ER so that people can be seen and treated as quickly as possible. The teamwork-oriented approach of the ER physicians is contributing to that effort, Farina says.



Stephen M. Howard, MD

Medical school: UT Southwestern Medical School in Dallas

Residency: University Medical Center in El Paso through a residency with Texas Tech University Health Sciences Center in El Paso



Warren Boone, MD

Medical school: University of Arkansas for Medical Sciences, College of Medicine

Residency: Medical University of South Carolina



Trent Duncan, DO

Medical school: Oklahoma State University College of Osteopathic Medicine

Residency: Tufts University Baystate Medical Center

The Eilers' *extra-special* delivery at Northwest

"Our whole experience was wonderful."

When Kyla and Alexander Eilers found out they were having their first child, they wanted a birth plan that outlined the entire experience. It included hypnotherapy during labor, skin-to-skin contact right after birth, and lots of love. ►





Kyla and baby Lyla Grace are pictured here with nurses Hannah Murdock, RN (left), and Heather Sullivan, RN.

In the months leading up to the big day, they attended childbirth and nursing classes at Northwest to help them prepare for labor and parenthood. Even though they were planning an all-natural birth, they had a chance to learn about different options and scenarios. That proved to be helpful because Kyla was diagnosed with high blood pressure and was admitted to the hospital. "Every step and obstacle we came up against was met with a knowledgeable staff," she says.

As her contractions began, she worked closely with her maternity team – including Hannah Murdock, RN – to manage her pain in accordance with her birth plan. "Hannah supported us 100 percent and never mentioned pain meds as an option unless I suggested it," says Kyla, who had specific preferences about medication.

When more complications arose, Kyla and Alexander decided with their medical team that a Cesarean section would be the safest and

best way to bring their baby into the world. Their surgeon spent time before the procedure telling them about everything they could expect. This reassurance helped them to feel more comfortable. "Our surgeon was wonderful," says Kyla. Just hours later, she remembers her husband holding their baby girl next to her. "It was perfect," she says.

As part of the family-centered approach at Northwest, the Childbirth Center offers specialized couplet care, which allows mom and baby to stay together from birth to hospital discharge (see sidebar). This was important to the Eilers and helped facilitate bonding and breastfeeding. Kyla says she loved being able to watch everything that was happening in her room as the nurses examined and cared for their daughter, Lyla Grace. She also appreciated how their room accommodated their big family and enabled everyone to be together comfortably.

"Our most enjoyable experience was naturally our first moments with our baby girl," says Kyla. "Apart from that were all the small things the staff did to comfort and soothe us through our stay."

"We have been so blessed with this hospital and all the help offered," she says. "Our whole experience was wonderful." ■

Watch a video of the Eilers' story at nwths.com/baby.



How does couplet care work?

Couplet care is available as an option after delivery at Northwest. It enables mothers to be with their baby in the same room throughout their hospital stay. Nurses coordinate with moms to plan a daily schedule, and they provide routine care for baby in the room.

For moms who choose to breastfeed, couplet care can allow uninterrupted feeding schedules and help to establish milk supply. It can also help to promote family bonding and provide an opportunity for families to learn about caring for their newborn as they prepare for the transition home.

Read more about the Childbirth Center on page 8.

Getting ready for baby ...

DISCOVER THE NORTHWEST DIFFERENCE: A personalized, family-centered approach to care

"I think patients love coming to deliver at Northwest because of the patient-centered care that we give," says Hannah Murdock, RN. "It's all about the patient and their family and the way they want things to go."

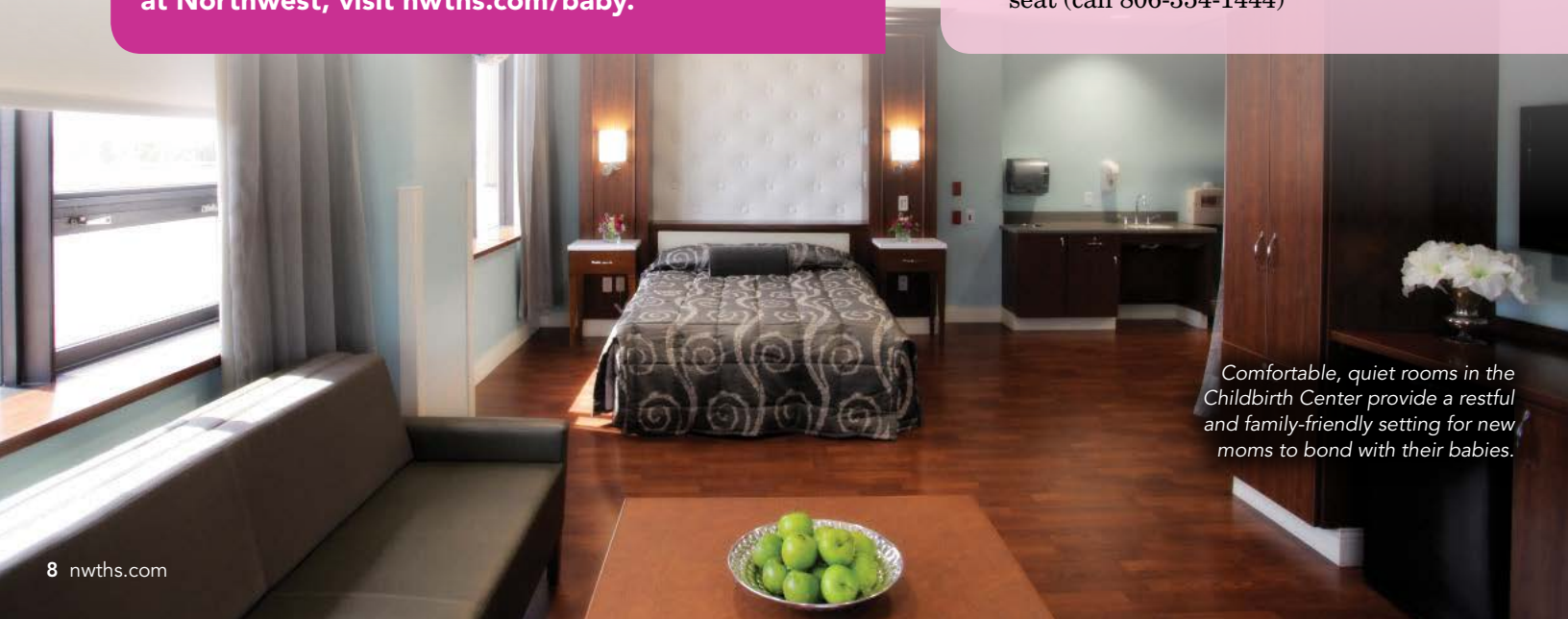
She notes that many patients, like the Eilers (see prior page), prepare a birth plan ahead of time and have specific preferences about their delivery. The highly trained staff and physicians in the Childbirth Center work together to follow each birth plan to the greatest extent possible and support a safe, healthy delivery for mom and baby. Staff and specialists at Northwest include obstetricians/gynecologists, maternal fetal medicine specialists, neonatologists, anesthesiologists and neonatal nurses. "We have excellent teamwork," says Murdock.

The setting at Northwest is designed to provide a comfortable and nurturing environment, while also providing access to advanced services and medical technology. In the event that specialized care is needed, the Level III Neonatal Intensive Care Unit is just steps away. ■

To learn more about childbirth and women's services at Northwest, visit nwths.com/baby.

Our services include:

- Specialization in high-risk deliveries and neonatal care
- Level III Neonatal Intensive Care Unit (NICU)
- Obstetrician/gynecologists, maternal-fetal medicine specialists, neonatologists, nurse anesthetists and neonatal nurses available 24 hours a day
- The Panhandle's only high-risk OB and neonatal transport team with a neonatal and labor and delivery nurse available 24/7
- Board-certified lactation consultants
- Childbirth and sibling classes (call 806-354-1701 for information)
- Breastfeeding help hotline 24 hours a day (call 888-691-6667)
- Tours of our maternity facilities (call 806-351-7610 for information)
- Help with buying or installing a child car seat (call 806-354-1444)



Comfortable, quiet rooms in the Childbirth Center provide a restful and family-friendly setting for new moms to bond with their babies.

Supporting *safe and healthy* hospital stays at Northwest



Internal medicine physicians on the hospitalist team L to R: Mohammed Bahaa Aldeen, MD; Mazin Saadaldin, MD; Omar Bazzaz, MD; and Manu Singh, MD.

Northwest has teamed up with Sound Physicians – a national, physician-founded organization – to provide dedicated, round-the-clock care for hospitalized patients.



“A hospitalist is a doctor who has expertise in managing patients in the inpatient setting,” explains Northwest Chief Medical Officer Brian Weis, MD, PhD. Having hospitalist care available 24/7 means doctors are able to promptly address any changes in a

patient’s condition or medical needs that may arise, any time of the day or night.

They can also follow up on test results, discuss patients’ cases with specialists, examine patients’ responses to treatment and adjust treatments as needed. When patients are ready to leave the hospital, hospitalists communicate with their outpatient doctors to help facilitate smooth transitions and optimal recoveries.

“The hospitalist program really stresses quality and patient satisfaction,” says Dr. Weis. Having this specialized care can minimize the risk of complications and also provide a helpful resource for family members, who may have questions about their loved ones’ care and treatment.

Doctors serving through Sound Physicians must be board-certified in either internal or family medicine, which means they have met standardized requirements for expertise in their field, Dr. Weis says.

He notes that Northwest has had hospitalists for many years, but through this new collaboration the physician team is growing. Northwest also continues to provide hospitalists for pediatric patients and some adult patients through Texas Tech Physicians, the medical practice of the Texas Tech University Health Sciences Center School of Medicine.

The new collaboration with Sound Physicians is one more way Northwest is working to elevate the patient experience, Dr. Weis concludes. “They have a top-notch group of doctors, bringing high quality and practice standards,” he says. “The expertise they bring will help to assure the highest quality of care.” ■

For help finding a doctor, call 1-800-887-1114 or visit nwths.com/find-a-doctor.



SEASONAL SAFETY TIPS *for families*



Spring and summer can be a great time for fun and recreation, but

they can also be a common time for trauma as people are outside more and kids tend to be a little more independent, says **Samuel Zuckerman, MD, FAAP, FCCP**, medical director of the pediatric ICU at Northwest Texas Healthcare System. Here, Dr. Zuckerman shares tips and information to help keep your family safe.

Q: What medical emergencies are associated with the spring and summer?

Unfortunately, drowning is a concern. Typical scenarios are a crowded community pool, where nobody notices that a child has gone into the deep end, or a private pool where a child goes into the water and nobody realizes it. We also see bike accidents where children aren't wearing helmets and experience head trauma. For adolescents, alcohol-related injuries and traffic accidents can be more prevalent.

Q: How can some of these problems be avoided?

If you own a pool, all of your kids should have swim lessons; and an adult should always watch them until they are older and responsible. Inflatable armbands should never be used as a babysitter, as kids can take them off and risk drowning. Whenever riding their bikes, even on the driveway, kids should always wear a helmet.

Q: How can kids stay safe in the heat?

It's important to be aware of the potential risks and take precautions. Before participating in organized sports, kids should get well-hydrated. Also, they should have unlimited access to water while exercising. Dizziness and lightheadedness are signs to stop, take a rest and drink some water. Not heeding the warnings of heat exhaustion can lead to possible heat stroke, which can be life threatening.

Q: What can families expect in the pediatric ICU at Northwest?

Our 12-bed unit is specially equipped to care for young patients, and our highly skilled staff are certified in pediatric advanced life support. Parents can visit their children 24-hours a day while they are here. The dedication and skill of our nurses and staff set us apart, as does our designation as the Lead Trauma Facility for the Panhandle. (See next page.) ■

For a referral to a pediatrician affiliated with Northwest Texas Healthcare System, call 800-887-1114.

The highest level of *trauma care* in the Panhandle



When a serious medical emergency occurs, you need the right combination of resources, manpower, surgeons and experience, says

Muhammad Nazim, MD, medical director in charge of trauma at Northwest Texas Healthcare System. "I can tell you Northwest has all that," he says.

Northwest is designated by the Texas Department of State Health Services as the Lead Trauma Facility for the top 26 counties within the Texas Panhandle and has consistently maintained Level III advanced trauma designation. Achieving this status requires a "very robust" program that meets strict guidelines related to resources, availability of physicians, standards of care and other criteria, says Dr. Nazim.

Key members of the trauma team include in-house credentialed doctors from Texas Tech Physicians, Department of Surgery. They work closely with emergency room physicians who are credentialed in trauma care, as well as

neurosurgeons, orthopedic surgeons, registered nurses who are specially trained in trauma, and other medical specialists to deliver swift, potentially life-saving treatment 24/7/365.

LIFESTAR air medical transport services provide specialized emergency care for patients throughout the region, and the team at Northwest collaborates with other facilities and EMS agencies, as needed.

For trauma patients who are taken to Northwest, a specialized alert system informs the ER so that the appropriate team can be ready when patients arrive. Comprehensive lab and radiology services, as well as advanced operating capabilities and a 22-bed surgical ICU, provide critical support. Patients are followed throughout their care through recovery.

"For a Level III facility, the volume of patients we see is very high," says Dr. Nazim. Having this experience means that the team is specially equipped to handle emergencies swiftly, capably and with great care to help patients achieve the best possible outcomes. ■

Our credentials speak to our high standard of care:

- Level III Trauma Facility
- Certified Primary Stroke Center
- Accredited Chest Pain Center with PCI



ACC Accreditation Services



In collaboration with American Heart Association Hospital Accreditation



Texas Tech Physicians.

Learn more about our trauma and emergency services at nwths.com/fastcare.

Northwest
Senior Advantage

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DOB _____

Name (second applicant) _____

DOB _____

Address _____

City/State/Zip _____

Telephone _____

E-mail _____

How did you hear about us? _____

Return this application to:
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1501 South Coulter Street | Amarillo, TX 79106



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means privilege!

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There's more!

- 10% discount in hospital gift shop
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- Quarterly newsletter and seminars

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HEALTH NEWS FROM
NORTHWEST TEXAS HEALTHCARE SYSTEM

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Rachel K. Smith
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