

HEALTH NEWS from

SUMMER 2018

# Northwest

## *The* **POWER** *of cuddling*

How special programs are helping families in the NICU

### Ask the Doctor

What to do when wounds won't heal

### Senior Advantage

Join our free wellness program today!

Volunteer Judy Solomon lends a comforting hand as a "cuddler" at Northwest.

Compliments of

 **Northwest**

# Northwest FROM THE CEO



School may be out for the summer, but the team at Northwest Texas Healthcare System is in full swing, ready to support the different health needs that you or your family may have. In this issue, we highlight services we provide for all different ages and stages of life – from specialized care in the neonatal intensive care unit (NICU), to our Senior Advantage program for older adults, and dedicated behavioral support for men and women in uniform.

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In our cover photo, we are pleased to introduce you to one of the volunteers in our Cuddle Program – a special initiative to support our tiniest patients who are born prematurely or with special needs. You'll also learn about NicView™ cameras and how this technology is fostering healthy starts in the NICU. Later, on page 6, be sure to check out our "Ask the Doctor" article on specialized treatment for hard-to-heal wounds.

As you plan your summer schedule, remember you can find a variety of educational classes, support groups and other programs in the event calendar on our website. We hope you can join us for an upcoming activity, and wish you a happy, healthy season!

Sincerely,

**Ryan R. Chandler, MHA, FACHE**  
Chief Executive Officer

## Get to know our new CEO

Ryan R. Chandler was inspired to pursue a career in hospital administration by his father and says his two great passions in life are to be the "best dad" to his daughters and to be a great leader. His goals as CEO are to help make Northwest "the very best hospital it can be," with a dedicated focus on patient safety, as well as patient satisfaction and employee engagement. Chandler considers himself "blessed to be leading an organization and working with a team of people that heals and cares for people."

He earned his undergraduate degree in Management and Master of Healthcare Administration from Louisiana State University Shreveport. When he's not working, he enjoys running, playing tennis and "doing almost anything active."





## INTRODUCING NORTHWEST'S Physician of the Year



Kind, patient, compassionate ... these are just some of the ways nurses at Northwest describe the doctor they helped nominate as Physician of the Year for 2017: **Mazin Adnan Saadaldin, MD.**

As a hospitalist and internal medicine physician, Dr. Saadaldin cares for patients who are admitted to Northwest with acute and often complex health issues. This involves confirming the correct diagnosis and getting patients going "in the right direction" as quickly as possible, he says.

"Communication is very important," says Dr. Saadaldin, who regularly takes time out of his day to visit with patients and their families. His mission is to respect everybody, listen carefully to others, and treat people as he would want his family to be treated. "People will remember how you made them feel," he says.

**For help finding a doctor, call our free referral service at 800-887-1114, or visit [nwths.com/find-a-doctor](http://nwths.com/find-a-doctor).**

## Weight-loss surgery program recognized

The bariatric surgical center at Northwest Texas Healthcare System

has been accredited as a Comprehensive Center with Adolescent Qualifications by the

Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP®). This recognition demonstrates Northwest's commitment to safety and quality. Earning accreditation with adolescent qualifications means that the center is designated to care for patients at all levels of obesity, age and comorbid conditions.



**To learn more about treatment options visit, [nwths.com/options](http://nwths.com/options).**

## Behavioral health support for our heroes

The Pavilion at Northwest provides a dedicated, 16-bed behavioral health inpatient unit for veterans, active duty and uniformed service personnel, including law enforcement, fire fighters, emergency medical technicians and other first responders. Among the many services provided are crisis stabilization; medication management; chemical dependency and addiction treatment; and evidence-based treatment for post-traumatic stress disorder, anger management, depression, grief and loss, and anxiety.



### The Pavilion

Northwest Texas Healthcare System

**Referrals are accepted 24/7. To learn more, call 800-537-2585 or 806-354-1810.**





# *Nurturing* OUR TINIEST ARRIVALS



Mayra Gonzales used the camera system in the NICU to stay connected with her daughter, Sophia, while she waited to bring her home from the hospital. Being able to see her baby any time was comforting, Gonzales says.

## *We're focused on keeping mom and dad close to their newborn.*

Special camera technology in the NICU, provided through the Children's Miracle Network, enables parents to see their babies 24/7, via secure, live streaming video that they can access on their smartphones or computers. "We give parents a user ID and password," explains Charge Nurse Karen Chapman, RNC. The sign-in access is totally private, and parents who opt to use the camera system can share the password with grandparents and other family members and friends, if they wish.

Often, moms who deliver at Northwest live outside the area, Chapman notes. This was the case for Mayra Gonzales, who lives about two hours away and chose to go to Northwest to receive specialized care for her high-risk pregnancy.

"It's hard," she remembers of waiting to bring her daughter, Sophia home during the six weeks she spent in the NICU. During that time, Gonzales stayed at the Ronald McDonald House® and visited the NICU daily, while her husband stayed at home with their son, and went to see them on weekends.

Gonzales says that being able to see their daughter on the NicView™ cameras was a great comfort. "Before I'd go to sleep, I'd watch her to make sure she was okay," she recalls.

Today, Sophia is busy trying to keep up with her big brother, who turns 9 this year. He was also born prematurely at Northwest and received care in the NICU. Both children are doing great.

Gonzales gets emotional when she thinks back on those early days. Even though it was hard, the staff in the NICU supported her family, and she knew her babies were in good hands. "Northwest was where my doctors told me to go the first time, but the second time it was my choice," she says. "It's where I wanted to be." ■

**To see a video of Mayra Gonzales' story, visit [nwths.com/view](https://nwths.com/view). To arrange a free tour of Northwest's maternity facilities, call 806-351-7610.**



Established in 1974 as a pioneer in neonatal intensive care, The Children's Hospital at Northwest Texas Healthcare System has the Panhandle's largest Level III neonatal intensive care unit (NICU) designated by the Texas Department of State Health Services. As part of the specialized services provided, here are two ways the NICU is helping to support healthy starts.

### *Taking extra time for cuddling helps support babies and parents!*

The Cuddle Program at the hospital was started more than a decade ago to provide caring volunteers who can hold sick or premature infants when mom or dad can't be there themselves. "We know that babies grow when they're sleeping," says Child Life Specialist Becky Imel, MA, CCLS. Cuddling can help get them into that good sleep, she says. "That's when their best growth happens." For parents who live out of town or who cannot be at the hospital due to work or other personal demands, the program can be comforting.

Judy Solomon (pictured right), a grandmother and retired teacher, says she got involved as a volunteer with the program 10 years ago because she loves babies and wanted to do something to "help and bless others."

"Cuddling allows me the opportunity to not only comfort and help the babies, but it also aids the parents and nurses. I view it as a ministry," she says.

Imel notes that all of the cuddlers receive special training, immunizations and a background check, and there's an extensive waiting list of people who want to volunteer. "Everyone is working toward the same goal of caring for the babies in the NICU," Imel says. ■



**Northwest  
Children's Hospital**

To learn more about our Childbirth Center,  
visit [nwths.com/deliver](https://nwths.com/deliver).



# Should I see a doctor about my *wound*?



Medical Director  
of Northwest  
Wound Care  
and Hyperbaric  
Oxygen Therapy

**Amanda Hartman, MD**, says, if you have a wound that hasn't healed in four weeks or is exhibiting concerning symptoms like redness or painful swelling, those are signs to seek help. Here she answers questions about this important health topic.



## **Q: What are some common types of chronic wounds?**

We treat wounds associated with different conditions, but the most common ones we see are diabetic ulcers, venous ulcers and pressure ulcers. Sometimes, people with diabetes may suffer nerve damage and lose sensation in their feet. This can be a problem because even a small cut may go unnoticed and become serious.

## **Q: How can I prevent a chronic wound?**

If you have diabetes, check your feet daily and avoid going barefoot or wearing shoes that rub. Circulatory issues, including poorly functioning arteries and veins, can also contribute to chronic wounds by limiting the supply of oxygen needed for healing. Talk with your doctor if you have concerns. Delaying treatment can lead to infection and in severe cases, possible amputation.

## **Q: What treatments are available?**

We use a multidisciplinary, comprehensive approach, with advanced modalities that are specialized for each patient. We may consult with other doctors and conduct testing, such as an assessment of blood flow to identify and treat circulatory issues. Working as a team, we have an acute focus on quality and monitoring to support the best possible healing rate.

## **Q: What is hyperbaric oxygen therapy?**

This is an advanced modality that may be offered for select patients in conjunction with other therapies. It involves lying in a clear, pressurized chamber and breathing in 100 percent oxygen. This can stimulate the body to make tiny new vessels, and support healing. We have three chambers for people with specific diagnoses that are recommended for this specialized care. ■

**Northwest Wound Care and Hyperbaric Oxygen Therapy was named a 2017 Center of Distinction by Healogics™, the nation's largest provider of advanced wound healing services, and had a healing rate in 2017 of 94 percent. To find a wound care specialist affiliated with Northwest, call 800-887-1114.**





# Northwest Senior Advantage

At Northwest, our Senior Advantage Program is about wellness and you! If you're 55 or better, you can be a member **FREE** of charge and take advantage of special health and wellness benefits, from free cholesterol and blood pressure checks to discount prescription drugs and movie tickets.

## THERE'S MORE!

- 10% discount in hospital gift shop
- 15% discount in hospital cafeteria & Lobby Café
- Reserved parking
- Private room when you're hospitalized
- Medicare deductible waiver for inpatient stay (if applicable)
- Personal visit from the Senior Advantage coordinator while hospitalized (when available)
- Travel Club - Join other Senior Advantage members as they travel nationally and internationally
- Quarterly newsletter and seminars

For more details visit [nwths.com/seniornews](http://nwths.com/seniornews) or call us at 806-354-1721.

## UPCOMING SENIOR EVENTS

### Medicare 101 & Plan Options

A free seminar will be offered multiple times in October to provide helpful information about Medicare coverage. For dates, times and more information, please contact **Wyndella Kelly** at 806-354-1721.

### Save the Date: Senior Fall Festival

Thursday, October 18, 9 a.m. - 1 p.m.

### Amarillo Civic Center Heritage Room

Free health fair for seniors, with health screenings, educational offerings and more!

Learn about other upcoming community events at [nwths.com/community](http://nwths.com/community).

# "Senior" means privilege!

## SENIOR ADVANTAGE APPLICATION FORM

Complete this form and return it to us.

Name \_\_\_\_\_

Date of birth \_\_\_\_\_

Name (2<sup>nd</sup> applicant) \_\_\_\_\_

Date of birth \_\_\_\_\_

Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Telephone \_\_\_\_\_

Email address \_\_\_\_\_

How did you hear about us? \_\_\_\_\_

Return this application to:

**Senior Advantage**

**Northwest Texas Healthcare System**

**1501 South Coulter Street, Amarillo, TX 79106**



Join Senior  
Advantage  
TODAY!



# ER IS EASIER



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**Northwest  
Emergency**

Visit [nwths.com](http://nwths.com)

at Town Square

a service of Northwest Texas Healthcare System

ER Reserve should be used only if you decide your care can wait until the time you select. Do not wait if your symptoms or conditions worsen or if you need immediate care since delays may complicate your condition. If you are unsure of your condition or if your condition worsens, then please go to the nearest emergency room or call 9-1-1. Some insurance plans may not cover an ER visit if it is deemed urgent care or may apply a different copay. Please check your covered benefits with your insurance provider for details.

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HEALTH NEWS FROM  
NORTHWEST TEXAS HEALTHCARE SYSTEM

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