

# Northwest

## Riding again thanks to *advanced ER care*

Keith Bandy rebounds from a  
remote dirt bike accident



### *Inside:*

#### Orthopedic care for your family

A mom and son find  
treatment success

#### Northwest's second freestanding ED

Learn about our new 24/7  
emergency services!

Compliments of

 **Northwest Texas  
Healthcare System**

# FROM THE CEO



As the lead trauma facility for the Texas Panhandle, Northwest Texas Healthcare System provides vital services for people throughout the region. The talented doctors, nurses and care team at Northwest continually strive to make care more accessible to everyone in Amarillo and throughout the Panhandle so you and your family do not need to go far when urgent and emergent medical issues arise. Especially in an emergency, having a high-quality healthcare provider nearby is important. To

improve your ability to receive emergent care in a timely manner, Northwest has opened our second freestanding emergency department to provide 24/7 services. Northwest Emergency on Georgia is conveniently located at 4121 S. Georgia St., directly east of Interstate 27.

Whether you're seeking care for yourself or a family member, finding providers you can trust is important. At Northwest, we are committed to understanding your needs and offering a full continuum of care to support you and your loved ones every step of the way, from diagnosis to treatment to recovery and rehabilitation.

You can find reassurance in knowing that Northwest holds a number of awards and accreditations demonstrating our commitment to providing the highest level of service and the highest quality care. We are proud of our staff for the recognition they recently earned for exceptional care in stroke services and for treating patients needing breathing support with a ventilator. When you choose Northwest, you can be confident you are getting a higher level of care from an exceptional group of doctors and nurses. Thank you for making Northwest the Panhandle's hospital and YOUR HOSPITAL.

Sincerely,

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

## IN THIS ISSUE

- 4 "WE ARE VERY BLESSED"**  
Keith Bandy shares his life-changing ER experience
- 6 THE TRUST FACTOR**  
A mom tells how she chose Northwest
- 7 NOW OPEN!**  
Learn about our new freestanding ED

## Recognized **AGAIN** for advanced stroke care

Northwest Texas Healthcare System has earned The Joint Commission's Gold Seal of Approval® and the American Heart Association/American Stroke Association's Heart-Check mark for Advanced Certification for Primary Stroke Centers again for 2019. These are both symbols of quality from their respective organizations. Recognizing the **"BE-FAST"** warning signs of a possible stroke and calling 9-1-1 right away if you see symptoms are key to surviving and having the best possible outcome. The acronym stands for: **B**alance, **E**yes, **F**ace, **A**rms, **S**peech, **T**ime.

Learn more at [nwths.com/strokeinfo](http://nwths.com/strokeinfo).



American Heart Association  
American Stroke Association  
**CERTIFICATION**  
Meets standards for  
**Primary Stroke Center**

## Giving a voice to ventilated patients

Being able to talk during recovery can be game-changing for patients with a breathing tube (or “trach tube”). Northwest Texas Healthcare System is committed to advancing this objective and recently became the first trauma facility in the U.S. to be designated a PassyMuir® Center of Excellence for its work in this area.

The award recognizes outstanding teamwork, education and utilization of the PassyMuir Valve, a device that enables patients to speak and eat while they are on a ventilator. “This gives patients a sense of hope, empowerment and motivation,” says Buffy Buchanan, supervisor of speech pathology. A key to success involved forming a multidisciplinary trach team to care for patients and provide training on the valve. Subsequently, Northwest has seen a decrease in ventilator dependence, a decrease in the occurrence of aspiration pneumonia, and a 50 percent reduction in patients’ length of stay!



The Northwest team with the distinguished PassyMuir award.



## Recognized DIABETES SUPPORT *here for you!*

Did you know that the Northwest Texas Healthcare System (NWTHS) diabetes self-management education program offers support to help you keep your health on track? This service was recently recognized by the American Diabetes Association® for the 23rd straight year for achieving national standards of care.

A free diabetes education class is held the second Thursday of each month for participants who complete a mandatory assessment. Also, other services are offered through the NWTHS Diabetes Center.

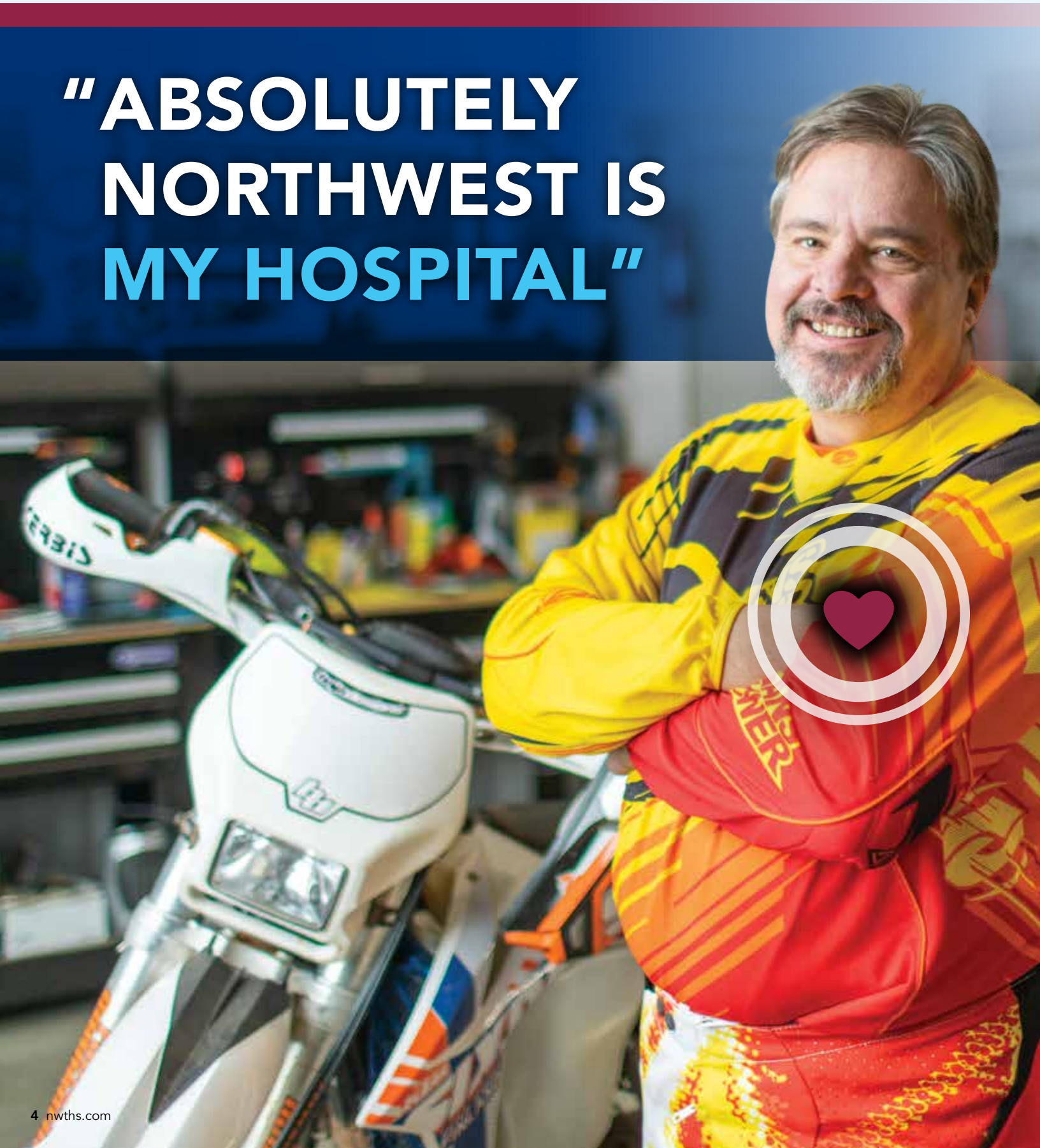
To learn more and register for the next class, visit [nwths.com/reg](http://nwths.com/reg).



## Steering clear of the jitters

Surgery can be scary. However, thanks to a generous donation of remote-control cars, young patients at Northwest Surgical Hospital can get their minds off their procedure and onto something more fun by driving themselves to the operating room. The miniature cars were donated by Chauncey’s Automotive and are equipped with safety belts and a horn, for use by children between the ages of 3 and 10 years old. “We are hopeful that this is something that children will look forward to,” says Keisha Bailey, BSN, CNOR, director of surgical services at Northwest.

**"ABSOLUTELY  
NORTHWEST IS  
MY HOSPITAL"**



*Keith Bandy says he knew the team at Northwest was going to do everything they could when he needed emergency care. And they did.*

**T**he rugged beauty of the Palo Duro Canyon attracts off-road bike riders from throughout the Texas Panhandle and beyond to enjoy its scenic cliffs and trails. That's where Keith Bandy was riding his dirt bike when his unexpected accident occurred.

"I remember the whole thing vividly," he says. He was in the canyon with some other guys working on building a race track for an upcoming off-road event. "I don't race, I never have," he says, but he's loved dirt bike riding since he was a kid. "We were done for the day and were heading back to the truck." He's not sure why, but suddenly the front wheel of his bike came off and was thrown over his head, causing him to go soaring into the air and crashing to the ground. Initially the wind was knocked out of him and he couldn't breathe. "I laid there for a second thinking, am I okay?"

The guys he was with rushed to help him, and after being taken to the nearest hospital, he was airlifted to Northwest, where X-rays and other tests revealed broken ribs, a broken shoulder, a

cracked sternum and two shattered vertebrae. "It was all done in rapid succession," says his wife, Shelbie, of the testing conducted to confirm the extent of his injuries. "They were an awesome team."

Thankfully, despite the many broken bones, he did not suffer a spinal cord injury and has no neurological deficit. "I'm just grateful," Shelbie adds. "God was with him."

He spent the next two weeks at the hospital, where he had two bars implanted into his spine to stabilize his body while it healed. For his wife, a nurse by training, her biggest concern was that he be kept comfortable and still so his spine would be protected from potential damage. "It really struck me how involved the entire facility was in how he was doing," she recalls. At the time, she was working in the emergency room for a different hospital outside the area, but when her husband's health stabilized, she applied for a nursing position at Northwest and has been working there ever since.

Today, Bandy has recovered and is back to his routine. He says his shoulder area tires more easily than it used to, but other than being



*Keith Bandy with his wife, Shelbie.*

a little more fatigued, he can do the things he enjoys. "It's nothing like it could have been," he says, grateful for the emergency care he received.

He and his wife recall how Northwest has been there for them and their family over the years, including when their daughter, now 22, was born prematurely and spent 3 ½ months in the neonatal intensive care unit (NICU), which is the largest in the region. Having the support of the caring hospital team has changed their lives in more ways than one. "Absolutely Northwest is my hospital," Bandy says. "We are very blessed." ■

**Watch a video of Keith Bandy's story at [nwths.com/bandy](http://nwths.com/bandy).**

*Northwest is the leading trauma center for the Panhandle and cares for more than 57,000 patients each year in its emergency department. Physicians and staff members provide emergency care and stabilization, which may include transfer to a higher level trauma center, if necessary. In addition to the main hospital, 24/7 emergency care is provided at Northwest Emergency at Town Square and the newly opened Northwest Emergency on Georgia. See page 7 for details. **IN AN EMERGENCY CALL 9-1-1 IMMEDIATELY.***

# Reassuring care ... from hip to collarbone



When Jessica Blaser, a busy mom of six, needed help for her hip pain, she was concerned about what treatment might entail. Finding a doctor she could trust was important to her. When she met with orthopedic surgeon Blake Obrock, DO, of Northwest Texas Physician Group at Ridgeview, she was immediately reassured by his skilled assessment and his honesty.

"A lot of times, treatment does not involve surgery, and you can give people the stability they need by working on functional mechanics," Dr. Obrock explains.

For Blaser, the problems she was experiencing were centered in her hip and her back, and he recommended that the best course of treatment would be physical therapy. He was very encouraging about her getting a second opinion, which she appreciated. "I want a doctor who can look at other sides," she says. The second doctor confirmed Dr. Obrock's recommendation, and physical therapy proved to be just what she needed.

Around that same time, Blaser's 13-year-old son, Duke, broke his collarbone in a football game and also went to see Dr. Obrock. This time, surgery was recommended. Dr. Obrock, a fellowship-trained sports medicine surgeon, explains that treatment for collarbone injuries is evolving, and letting them heal on their own is not always advised. "If a clavicle (collarbone) shortens up too much, it really affects people's overhead strength, it affects their ability to throw a ball ... and sometimes when it doesn't heal right they may be plagued with pain for the rest of their life."

Duke's outpatient procedure at Northwest Surgical

Hospital took about an hour, and he was able to remove his sling and use his arm after just a couple of days. "They were very gentle with him and very careful," says Blaser. Today she and Duke are both doing great, but if she needs hip surgery in the future, she knows where she can go. "I'm sure I'll be at Northwest," she says. ■

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**NORTHWEST IS  
OUR HOSPITAL!**  
Jessica Blaser and her son, Duke  
Northwest Orthopedic Patients

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**To request an appointment with an orthopedic doctor at the Northwest Texas Physician Group at Ridgeview, call 806-398-3627 or visit [nwtpg.com/ortho](http://nwtpg.com/ortho).**

**Physical therapy can play an important role in overcoming orthopedic conditions, and the providers at Northwest work together to help provide a seamless experience for patients. Comprehensive inpatient and outpatient services are offered. To learn more, visit [nwths.com/pt](http://nwths.com/pt).**



**NOW OPEN!**

# A new freestanding ED

To expand access to emergency care, Northwest Emergency on Georgia has opened at the intersection of I-27 and Georgia (4121 S. Georgia Street) in Amarillo. The new freestanding emergency department provides comprehensive 24/7 treatment backed by the full resources of Northwest Texas Healthcare System. Laboratory and imaging services are also offered. Most insurance plans, including Medicare, Medicaid, and most BCBS®, are accepted.

Jason Madsen, Associate Administrator at Northwest, says that one of the goals is to enhance access to services in the south and east sides of Amarillo since there were no emergency rooms on that side of town. "In an emergency, this will save a lot of time."

Northwest Emergency on Georgia is staffed with the same personnel and equipment available in Northwest Texas Healthcare System's hospital-based emergency room. For conditions that warrant admission to a hospital, the staff can assist patients with a direct admission to Northwest or a transfer to a hospital of their choice.

Expansive lab services are available on an outpatient basis for individuals with a physician's order and include: CT scans, digital X-rays, complete blood counts (CBCs), lipid profiles (to check cholesterol and triglycerides), diabetic screenings, infectious disease screening (flu, hepatitis, etc.), thyroid function testing and others.

On the other side of town, patients can continue to receive 24/7 care at Northwest Emergency at Town Square. Both Northwest facilities are the only freestanding emergency departments operating under a hospital license in the area. ■

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## OUR FREESTANDING EMERGENCY DEPARTMENT LOCATIONS:

*Open 24 hours a day, 7 days a week*

**Northwest Emergency on Georgia**  
4121 S. Georgia Street  
Amarillo, Texas 79110  
806-351-7700

**Northwest Emergency at Town Square**  
8960 Hillside Road  
Amarillo, Texas 79119  
806-351-6987

**NOW OPEN!**

**ER + Reserve**

*ER Scheduling Online*

*ER Reserve\* lets you request a time to be seen for non-life-threatening illnesses and injuries up to 12 hours in advance. It is available at Northwest Emergency at Town Square and Northwest Emergency on Georgia.*

**To request a time online, go to [nwths.com/request](http://nwths.com/request).** We cannot guarantee the time you'll be seen, but we'll make every effort to honor your request.

*\*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 immediately 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.*

# NOW OPEN!

## Northwest Emergency on Georgia

Your newest neighborhood emergency department has opened its doors, offering quality care, 24/7.

- » Convenient location, at I-27 and Georgia
- » On-site laboratory and imaging services
- » Direct admission to Northwest Texas Healthcare System, or a transfer to a hospital of your choice
- » Most insurance plans accepted (Medicare, Medicaid, most Blue Cross®/Blue Shield®, etc.)

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

**Northwest  
Emergency**

on Georgia

A Service of Northwest Texas Healthcare System

4121 S. Georgia St.  
Amarillo, TX 79110  
806-351-7700



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HEALTH NEWS FROM  
NORTHWEST TEXAS HEALTHCARE SYSTEM

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