

HEALTH NEWS from

WINTER 2020

Northwest



A healthy delivery **HER WAY**

**New mom Lindsey C.
shares her story**

Diagnosing breast changes

Why imaging tests
are important

Driving to surgery

How mini-cars
are helping young
patients

Compliments of



**Northwest Texas
Healthcare System**

FROM THE CEO

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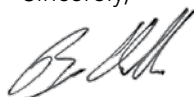
We want your experience to be the best it can be when you come to Northwest Texas Healthcare System for medical services. One way we work to achieve this is by following best practices and maintaining a continuous focus on safety and quality. We also strive every day to create an environment where you feel reassured and supported – whether you need specialized services for yourself or a loved one.

For moms who choose to deliver their babies at Northwest, we're very proud of the family-centered care we offer in our Childbirth Center. Often, having a baby can be the first experience that brings families to our hospital, and we are excited about the many babies we have the privilege of welcoming each year. Our goal is to support the wishes of each mom and ensure the safest, healthiest deliveries possible.

In other services as well, you can feel comfortable knowing there is a caring staff by your side if any questions or special needs arise. For young surgical patients, we're pleased to see how remote-control cars donated to Northwest Surgical Hospital are helping to ease anxieties and bring smiles.

As we begin a new year and a new decade, we're committed to building on the comprehensive, personalized care we provide for you and your family. On behalf of all of our staff, thank you for choosing Northwest.

Sincerely,



Ryan R. Chandler, MHA, FACHE
Chief Executive Officer



QUALITY DIABETES EDUCATION *for 23 years and counting!*

Northwest Texas Healthcare System's diabetes self-management education service (DSMES) in Amarillo was awarded continued recognition from the American Diabetes Association® (ADA) in 2019 for the 23rd consecutive year. The ADA Education Recognition Program is a voluntary process which ensures that approved education services meet national standards. Participants in the program learn self-care skills that promote better management of their diabetes treatment regimen.

To learn more about Northwest's services, including a free Diabetes Education Class, visit nwths.com/diabetes.

BREAST CARE WITH COMPASSION

“Northwest is my hospital for women’s imaging.” – Jaime Doyle

Jaime Doyle was still in her 30s and hadn’t yet begun regular screening mammograms when she felt a pain in her left breast and discovered a small lump. “It really concerned me,” she says.

Anxious to find out what it was, she went to see her doctor right away, then scheduled an imaging test at Northwest Texas Healthcare System.

“I went there, and everyone was really nice,” she says. “They had a great bedside manner. They talked me through the 3D mammogram. They also did an ultrasound.” The imaging results did not identify any concerns, and follow-up testing was recommended. A later appointment at Northwest found an abnormality, and a biopsy thankfully determined it was benign (noncancerous).

Diagnostic Breast Radiologist Angelena Ho, MD, explains that it was a fibrocystic change, which many women experience. This noncancerous condition can cause a number of

symptoms, including breast pain and tenderness that may come and go at different times of the month, as Doyle was having. “Fibrocystic changes are very commonly seen in women who are still menstruating, directly related to hormonal change, from teens to menopausal age,” says Dr. Ho.

Doyle is a busy mom of two daughters and says it was “definitely a relief” to find out that her symptoms were nothing to worry about. What really stood out was the supportive care she received, and how concerned everyone was with how she was feeling. She now considers Northwest her hospital for imaging services. “The people are the reason I come back,” she says. ■

Annual mammographic screening is recommended beginning at age 40 for women at average risk for breast cancer, according to the American College of Radiology (ACR®).

To schedule your mammogram or for other specialized breast care, visit nwths.com/imaging, or call 806-351-6266.



DIAGNOSING BREAST CHANGES

Women’s breasts are continually evolving and changing based on hormonal fluctuations and other factors. While certain breast changes can be normal, it’s important to have recommended breast cancer screenings and see your doctor if you have a lump, nipple discharge, nipple changes, or other new or different symptoms, says Diagnostic Breast Radiologist Angelena Ho, MD.

“The doctor can send the patient for imaging that will help catch something abnormal at the earliest stages possible, to give the patient more options of treatments and a better outcome,” says Mammography Technologist Irene S. Walker, BS, RT(R)(M). “Or testing will help to alleviate the worries of the patient if the change is something benign or normal for their breast.”

MY BABY, MY WAY

First-time mom Lindsey C. had very specific wishes about her baby's birth when she was planning for her delivery. "I just wanted as little medical intervention as possible, with the assurance that we would do anything to keep our baby safe," she says.

When it came time to choose a birth center, she remembered hearing that Northwest supports the mom's wishes for labor and delivery, which was just what she wanted. "After the tour, we knew Northwest was it. The staff was amazing, and I liked that the unit had a tub and other things available like the peanut labor balls (which can be used for certain birthing positions)."

The Childbirth Center at Northwest provides patient-centered care and is well-equipped to support moms and babies in the event that specialized care is needed. Obstetrician/gynecologists, maternal-fetal medicine specialists, neonatologists, nurse anesthetists and neonatal nurses are available 24 hours a day. Also, the hospital's Level III NICU is the largest neonatal intensive care unit in the northwest Texas region, with advanced medical technology required for a wide range of health concerns, from respiratory and infectious conditions to babies born prematurely. ➤



Knowing that these services were there was reassuring when the day came for Lindsey to have her baby. "Northwest was very accepting of my birth team. I was grateful for my doulas to be in the room," she says. The staff was encouraging and also respected her birth plan and her desire for her daughter to come on her own.

She wanted to be at Northwest in case any medical needs arose, and it turned out that she needed medical assistance post-birth and was swiftly cared for by her skilled team at Northwest. "My baby went to observation for a few hours, and my husband went with her," she says. "I was thankful to be at the hospital."

For the rest of her stay, Lindsey was together with her baby in the same room as part of the hospital's specialized couplet care. "I love how Northwest allows you to have your baby with you all the time," she says. "The lactation nurse was wonderful," she adds. "The quality of care was phenomenal."

While some adjustments needed to be made in her birth plan to keep her and her baby safe, Lindsey fulfilled her most important wish of delivering her baby safely, and without medication. "Giving birth is not one-size-fits-all. It is awesome that the hospital respected my wishes," she says. "Northwest was 100-percent supportive from before we arrived at the hospital all the way through. Northwest is my hospital." ■

"I love how Northwest allows you to have your baby with you all the time."

**To learn more
about Northwest's
childbirth services,
visit nwths.com/birth.**

**To schedule a tour
of the Childbirth Center,
call 806-351-7610.**



Family time with their new baby girl!

CLASS TIME!

To help you plan for your delivery and get off to a healthy start with your baby, Northwest offers classes throughout the year including:

Childbirth Education:

Provides pregnant women and their support person with information about childbirth, including: pregnancy changes, physical and behavioral changes during labor and birth, breathing, relaxation and coping strategies for labor and delivery.

Prenatal Breastfeeding:

Covers the basics of breastfeeding and the keys to success, including: benefits of breastfeeding for both mom and baby, helpful techniques for positioning and latch, milk supply, infant feeding patterns, pumping and more.

**To register and learn more
about these and other
upcoming classes, visit the
hospital's event calendar at
nwths.com/class.**



Designated
BlueDistinction®
Center+
Maternity Care

In recognition of demonstrated expertise and a commitment to quality care, Blue Cross Blue Shield of Texas has recognized Northwest Texas Healthcare System with a Blue Distinction® Center for Maternity Care designation as part of the Blue Distinction Specialty Care Program.

KEEPING YOUR HEART HEALTHY

Do you know your numbers?

ARE YOU AT RISK?

According to the American Heart Association® (AHA), heart disease continues to be the number-one killer in the U.S.

The Heart Hospital of Northwest Texas is dedicated to helping you reduce your risks for heart disease, so we encourage you to help monitor your blood pressure, cholesterol, blood glucose and body mass index (BMI). Keeping these numbers in check can lower your chances of developing heart disease.

For more information on these critical numbers, visit the AHA at heart.org.

Risk Factors for Heart Disease

You can control many of the risk factors for heart disease.

- High blood pressure
- High cholesterol
- Diabetes (high blood glucose)
- Smoking
- Being overweight or obese (high BMI)
- Physical inactivity

If you have questions about your specific risk factors, talk with your doctor.

BLOOD PRESSURE



Normal: Less than 120/80
Elevated: 120-129/less than 80
Hypertension: 130/80 or higher

BLOOD GLUCOSE (FASTING)



Normal: Lower than 100 mg/dL
Prediabetes: 100-125 mg/dL
Diabetes: 126 mg/dL and above

BODY MASS INDEX (BMI)

Normal weight:



BMI
18.5 to 24.9

Overweight:



BMI
25 to less
than 30

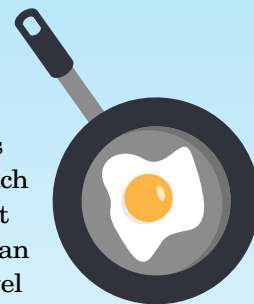
Obese:



BMI
30 or
greater

CHOLESTEROL

While an updated 2018 cholesterol guideline takes a more personalized approach to determining ideal target levels, studies suggest that an optimal total cholesterol level is about 150 mg/dL, with LDL-C (the “bad” cholesterol) at or below 100 mg/dL, according to the AHA.



Talk with your doctor about your numbers and how to best protect your heart health. Need help finding a doctor? Visit nwths.com/find.

To learn about specialized care in the Heart Hospital at Northwest, visit nwths.com/cardiac.

Next exit, *orthopedic surgery*

Driving himself to the operating room helped make surgery a smooth ride for 6-year-old Bentley Bailey.

The young athlete was having surgery because he'd broken his left arm in two places in a fall before a football game. When he arrived at Northwest Surgical Hospital the morning of his procedure, he was excited to see the miniature Mercedes-Benz® waiting for him.

"He was like, 'Yes, I want to drive it,'" says his mom, Brittaney Bailey, who gave her permission to let him "drive" after talking with the staff. "He literally gave me a kiss, got into the car and off he went!"

Brittaney says she was a little hesitant at first because she wasn't going back to the operating room with Bentley, but the staff explained everything to her, and she knew he was in good hands. Bentley was the first patient to use one of the remote-control cars donated by Chauncey's Automotive to help make surgery less scary.

"The nurse is the one actually controlling the remote," says Brittaney. "Bentley would stop, then go back and forth. He thought that was the funniest thing ever. He went back into the operating room laughing ... I knew he was having a good time, and if he wasn't scared then I wasn't going to be scared."

When Bentley came out of surgery he was a little groggy but was back to his normal self after about 20 minutes. "We had the follow-up appointment one week after surgery," says Brittaney. "The doctor said his arm was healing perfectly."

Getting back to good health was a priority for Bentley, who is now in second grade and loves sports and staying active. From the moment they were referred to Northwest by their doctor at Amarillo Bone & Joint Clinic PLLC, the process went smoothly.

"Northwest is our hospital because everyone is so kind."

– Brittaney Bailey

"The staff is so friendly and professional, they make you feel very welcome," says Brittaney of their care at Northwest.

"I would choose Northwest Texas any day just because the staff is so amazing. It was a great experience." ■

A wide variety of outpatient procedures are performed at Northwest Surgical Hospital for patients of all ages. Northwest is the first hospital in the Texas Panhandle to have the da Vinci® Surgical System at a surgery center. This robotic platform enables doctors to perform complex procedures using a minimally invasive approach. **To learn more about surgical services, visit nwths.com/surgery.**



Highlights from 2019

A look back at special awards
and accolades

Top: The team from Northwest Wound Care and Hyperbaric Oxygen Therapy received a signed proclamation by Governor Greg Abbott for the Sixth Annual Healogics® Wound Care Awareness Week. The wound program provides specialized treatment for chronic or non-healing wounds associated with diabetes, inadequate circulation, immobility and other conditions. To learn more, visit nwths.com/healing.

Bottom: Susan Meikle, MD, Palliative Care and Hospice; Richard Murray, MD, Radiology and Interventional Radiology; and Joy Obokhare, MD, Otolaryngology Head and Neck Surgery, Facial Plastic and Reconstructive Surgery, were voted Top Doctors in their respective specialties in 2019 in *Amarillo Magazine*! Northwest is proud to recognize their dedication to the community!



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WITH US!**

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806-354-1000

HEALTH NEWS FROM
NORTHWEST TEXAS HEALTHCARE SYSTEM

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