

*To Your*  
**HEALTH**

SPRING 2015

*A health and wellness resource provided by Jefferson Healthcare*

The Future of Healthcare  
in Jefferson County  
*Looks Like This!*



Jefferson  
Healthcare



## Dear Neighbors,

Welcome to the spring issue of To Your Health. Each issue gives me an opportunity to highlight what's new at Jefferson Healthcare, our accomplishments, and our work toward improving the patient care experience. This spring is a historic time for Jefferson Healthcare because it signals the beginning of an exciting project that will impact the care

we provide to residents of Jefferson County for years to come.

May 18 marked the start of the ESSB construction project with a groundbreaking ceremony. Jefferson Healthcare Commissioners, representatives from Aldrich Construction and Collins Woerman Architects, Representative Steve Tharinger, and I were able to gather with a group of local municipal and county officials, business leaders, and staff to commemorate this occasion. Phase 1 of the project will be underway through early July, and the work will be concentrated on the north side of the campus, near the Emergency Department. Phase 1 includes roadwork on a section of 9th St., improvements to the north parking lots, and utility upgrades. There will be some interior work being completed near the Medical Short Stay wing, creating new interior access routes for our patients. Our food service area will be modified, so we will have a limited menu for our visitors and staff for a few months. We have been actively communicating with our patients, visitors, neighbors, and staff about what is happening. I encourage everyone to keep up to date with the phases at our website, [www.JeffersonHealthcare.org/ESSB](http://www.JeffersonHealthcare.org/ESSB). This is a complicated project because we will be fully operational while we are under construction.

You will also read about a significant achievement related to our work to continuously improve the quality of care we provide to our patients. After three years of excelling at a variety of organizational and internal quality improvements, Jefferson Healthcare was awarded ISO 9001 status. Jefferson Healthcare is now the only ISO 9001 certified healthcare organization on the Olympic Peninsula. This is a big deal for a critical access hospital in a rural community, and I'm proud we've achieved this prestigious certification.

In addition, you will learn about a new piece of state-of-the-art equipment in our Respiratory Therapy department. This equipment gives us the ability to conduct pulmonary function tests that provide accurate diagnosis to those with chronic obstructive pulmonary disease, asthma, and other breathing problems. With the proper diagnosis, we can then provide the support needed for monitoring and follow-up care.

We also wrapped up our second year as the main sponsor of the Jefferson Healthcare Rhody Run. The Run is a great way to engage with our community in a challenging but fun event. Not only do we sponsor the Rhody Run and the Jefferson Healthcare Cup, but we provide an opportunity for kids to be a part of the day with our Kids Sprint for Health. There were more runners and kids registered this year than in 2014. This is the 37th year of the run, and we look forward to being a part of it in the future.

These are exciting times for Jefferson County and Jefferson Healthcare. I want to thank you for your ongoing support of Jefferson Healthcare. Please feel free to drop me a note any time at [mglenn@jeffersonhealthcare.com](mailto:mglenn@jeffersonhealthcare.com).

Sincerely,

Mike Glenn  
Chief Executive Officer  
Jefferson Healthcare



## Higher Standards for Patient Safety and Care

Jefferson Healthcare is newly certified as an ISO 9001 hospital—the only one on the peninsula.

The process of becoming ISO certified required us to follow a set of standard rules and develop procedures to help protect and serve our patients. ISO 9001 is different than other quality certification programs because it requires continuous improvement of our processes. That means we can't meet the standards at one moment in time and then rest on our laurels. Even after we meet the standard, we have to keep getting better.

This accreditation directly affects the quality of the care we provide. While undergoing the accreditation review, we had to make critical decisions about processes that affect patient care.

"Safety and streamlining processes have always been priorities here," says Laura Showers, RN, MSN, Accreditation Specialist and Infection Preventionist at Jefferson Healthcare. "Earning ISO 9001 certification is just a new way to let the community we serve know that they can put their trust in us."

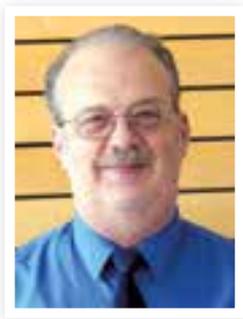
### BETTER AND BETTER

Showers received specialized training to act as an internal ISO auditor and worked with each department to examine existing standards and identify areas for improvement.

"Being ISO certified is about creating a safety net around our patients," says Joyce Cardinal, RN, Chief Nursing Officer at Jefferson Healthcare. "We do that by creating standard ways to handle everything, from paperwork to emergencies."

Recent advances include creating a standardized paperwork flow across the organization, better managing contracts with outside agencies and vendors, and implementing clinical care improvements like bedside point-of-care testing—a process that allows care for critically ill patients to begin even faster while still maintaining the strict quality controls that are so important at Jefferson Healthcare.

For more information about the qualities and standards that set Jefferson Healthcare apart, visit [www.jeffersonhealthcare.org](http://www.jeffersonhealthcare.org) and select "About Us."

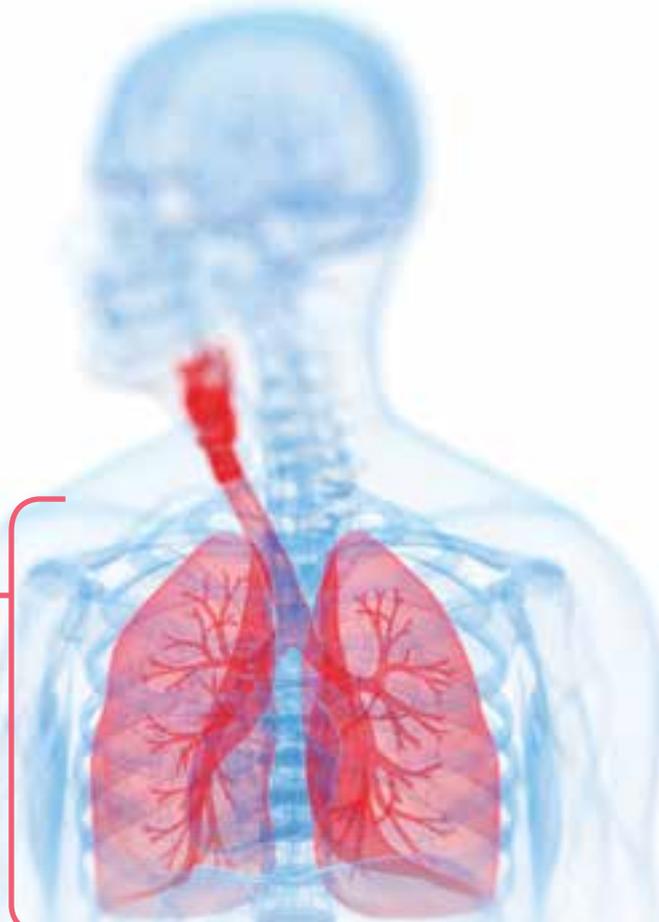


Hank Brakebush, RRT



Rebecca Corley, MD

# Every BREATHE You Take



Always feel like you're gasping for air? Jefferson Healthcare now offers specialized lung function testing to diagnose and monitor breathing issues.

With the recent purchase of a new Jaeger® pulmonary function laboratory, Jefferson Healthcare is the only facility on the Olympic Peninsula to offer pulmonary function testing that includes body plethysmography for conditions such as chronic obstructive pulmonary disease (COPD), bronchitis, asthma, and multiple types of restrictive lung disease.

During pulmonary function testing, a patient sits in a small, airtight box with clear plastic walls, known as a "body box." A therapist guides the patient through a variety of shallow- and deep-breathing exercises. Patients complete these tasks while breathing through a mouthpiece that is connected to a computer measuring breathing volumes and capacities.

"After 42 years as a respiratory therapist, I'm truly amazed that a small facility like ours offers such high-quality technology to residents," says Hank Brakebush, RRT, Respiratory Director at Jefferson Healthcare. "This technology provides improved accuracy, cutting testing time in half. Testing can be completed in as little as half an hour."

People who smoke are at higher risk for COPD, a condition that diminishes lung function over time.

"People who currently smoke or those who have smoked in the past can benefit from respiratory testing to assess lung damage and the possibility of COPD," says Rebecca Corley, MD, Pulmonary and Critical Care Medicine Physician at Jefferson Healthcare. "This testing could also be valuable to those who have been exposed to dust or chemicals at work or in the home."

Sometimes the initial test is all that is needed for a diagnosis. People with significant lung disease may require yearly follow-up monitoring as determined with their primary care physician.

If you are having issues breathing, discuss pulmonary function testing with your primary care physician to see if you could benefit from this specialized screening.



## Our Team Is Here for You

Answering questions and making patients comfortable before and during testing is an important part of the respiratory team's job.

"We spend a lot of time educating patients about their specific breathing issues and medications," says Hank Brakebush, RRT, Respiratory Director at Jefferson Healthcare. "We act as an extension of the care patients receive from their physician and pharmacist and can offer helpful tips to improve overall breathing."

Before testing, the team reaches out to patients to coordinate care, including advising which medications or activities—such as smoking—they should temporarily stop for a few hours before testing.

A new home for state-of-the-art and expanded departments



# FRAMING OUR FUTURE

As construction on the new Emergency and Specialty Services building begins, the Jefferson Healthcare staff looks forward to the improvements it will bring to patient care.

One of the most noticeable features of Jefferson Healthcare’s new building will be a prominent front entrance.

“When our patients park, they’re going to know exactly where to go,” says Mike Glenn, Chief Executive Officer of Jefferson Healthcare. “From the front entrance they’re immediately helped by registration, and they’ll be able to navigate to their outpatient services much more intuitively.”

State-of-the-art Oncology and Cardiology departments, as well as Medical Short Stay and the Orthopedics Clinic, will all move into the new space. It will also house an expanded Emergency Department that features improved psychiatric and behavioral care exam rooms.

“We’re not just investing in the here and now,” Glenn says. “Our expansion is about meeting the needs of our community over the next 10 years.”

## DIAGNOSTIC IMAGING: GETTING A CLEARER PICTURE

“We’re thrilled that the new building will allow us to have a ‘one-stop shop’ in the Women’s Imaging Center,” says Randy Holeman, Director of Diagnostic Imaging at Jefferson Healthcare. “Mammography, echocardiography, female ultrasound, and bone density scanning are all moving into the new building.”

It isn’t just the physical environment for Women’s Imaging that is improving. Jefferson Healthcare has invested in new technology like three-dimensional mammography, which captures a more detailed image of the breast than traditional mammography. This allows for better opportunities to diagnose any abnormalities and decreases unnecessary callbacks.

“Our radiologist is going to be stationed with Women’s Imaging, so if there are any questions our staff needs answered, they’ll be able to walk right around the corner to ask,” Holeman says. “We’re also growing our cardiac imaging program. These changes are all about ensuring that our patients get the care they require.”



Randy Holeman, Director of Diagnostic Imaging

An open and welcoming reception area



### CARDIOLOGY: HERE'S TO YOUR HEART

"Our new space is designed specifically for heart patients," says Judy Tordini, RN, Nurse Manager of Cardiac Services. "Rooms were created with the procedures they support in mind. For example, currently we're using a converted patient room for stress testing, and patients often get very hot when they're exercising. In the new space, we will have a room specifically designed for stress tests."



Judy Tordini, RN, Nurse Manager of Cardiac Services

Ambulatory monitoring will also have a dedicated space in the new building, something Tordini is excited about. Jefferson Healthcare is the only hospital on the North Olympic Peninsula that uses real-time telemetry. While other programs that monitor patients' heart rhythms look at data after the fact, Jefferson Healthcare's Cardiology Department is able to see the patient's heart rhythm in real time. The biggest benefit of the ambulatory monitoring program, however, is that patients can be monitored in the comfort of their own homes.

"Often, you can't detect arrhythmias in 24 or 48 hours, or even two weeks, so it's necessary to monitor patients long-term," Tordini says. "With this program, the patients can wear the monitor at home while our doctors and critical care nurses watch their heart rhythms on our computers or iPads. We have a large population of heart patients in our community, so it's huge for us to be the first in the area to offer this technology."

The WellHearts program also will be located in the new building. WellHearts' aim is to educate patients about prevention, wellness, and lifestyle change. The hope is that this community education will get patients to be proactive and focus on taking care of themselves.

"Preventive cardiology is my passion, and providing this coordinated care in one place allows us to offer that more effectively," Tordini says. "This new space will allow us to help patients focus more on preventing heart disease, rather than merely treating heart attacks after they happen."

### EMERGENCY DEPARTMENT: WHEN MINUTES MATTER

"Our individual rooms and areas in the Emergency Department are going to be larger, better appointed, and much more modern, which we're excited about," says Kent Smith, DO, Emergency Medicine Physician at Jefferson Healthcare. "The current arrangement isn't soundproof, and our new layout is going to be much improved in that sense, which helps us maintain patient privacy."

The Emergency Department in the new building is also going to be a secure lockdown ED, which will help ensure patient safety. It will also be visually more appealing, with the space being brighter and closer to the street, something Dr. Smith believes will encourage patients to come to Jefferson Healthcare for treatment.

"We have a wonderful staff that provides a great service, so it's hard when the space doesn't quite match that," says Dr. Smith. "Our hospital has great leadership in all areas—from the executives to the nurses—and the investment we're making in improving patient care and comfort is terrific."



Kent Smith, DO, Emergency Medicine Physician

**ONCOLOGY: KEEPING CANCER CARE IN THE COMMUNITY**

“Currently, we have three providers—myself and two oncologists—but only two exam rooms,” says Rebecca Kimball, ARNP with Jefferson Healthcare. “As our population ages and our community grows, we need our space to grow in order to better provide timely care.”

Jefferson Healthcare is located in one of the oldest counties in the state, demographically, and the number of residents with a cancer diagnosis is high. Traveling, and the physical and financial strain it puts on patients, only adds to the obstacles that come with the diagnosis. Because of this, Jefferson Healthcare views access to quality cancer care close to home as a necessity, not a luxury.

“In addition to growing the space, we were careful to ensure the new building design preserved our incredible view of the water,” says Jeinell Harper, RN, OCN, Oncology Department Director. “Creating a calm, restful environment has a real impact on patient healing, so it was important that we provide our



Rebecca Kimball, ARNP



Jeinell Harper, RN, OCN, Oncology Department Director

patients with this space while they receive their therapies.”

Care will be provided with private space for consulting with nutritionists, pharmacists, and psycho-social services. Richard Foxlee, MD, a radiation oncologist who comes to Port Townsend, will have his own space, something the department cannot currently provide. There will also be an area earmarked for education and family conferences.

“Our staff does so well in our current space, and I’m really looking forward to seeing them grow and expand in the new building,” says Ann Murphy, MD, Oncologist with Jefferson Healthcare. “We have a warm, friendly, supportive environment for our patients, and we’re going to continue that—we’ll just have more room in which to provide it.”



Visitors will be welcomed by a more convenient and more private registration process

**CUSTOMER SERVICES: CENTRALIZED CONVENIENCE**

“When you walk through the main entrance of the new building, the registration staff will be located front and center,” says Ted Syverson, Executive Director of Revenue Cycle Operations at Jefferson Healthcare. “Our financial counselors will also be located close to registration, with more private space to meet with patients.”

Syverson feels the overall organization of departments and services is more complementary than in the current building, which will allow patients to navigate to the

Emergency Department and to ancillary services more easily. The new entrance will also be much more pleasing to the eye.

“Incorporating the local artistic community into the design and decoration of the entrance area is something else we’re very excited about,” Syverson says. “It keeps our building from feeling like simply a hospital and really embraces the culture of Jefferson County.”

Construction is expected to conclude in early 2016.

To keep up to date with the building process, visit [www.jeffersonhealthcare.org/ESSB](http://www.jeffersonhealthcare.org/ESSB).

# My Story

by Jan North

In December, I received a wonderful Christmas present—a new knee—and a great experience at Jefferson Healthcare. I have been an active hiker all my life, so my knees are important.

Four years ago, I had a total right knee replacement here by Dr. Greenwald. The surgery was very successful, and in months I was back to hiking and kayaking.

In succeeding years, my left knee became painful. I was able to continue to hike with the help of David King, MD, who prescribed injections of artificial synovial fluid. These worked well until accelerated pain intensity said it was time to have a second knee replacement. I attended the Total Joint Replacement

Seminars and heard all about Jefferson Healthcare's joint replacement program.

Dr. King prescribed physical therapy starting two months before the surgery. After surgery, I was in their swing bed program and was well cared for close to home! I worked with the same physical therapist at Jefferson Healthcare, Sarah Grossman, which has made a positive difference in my recovery.

Now I'm at six weeks post-surgery, and my surgical recovery was faster and less painful than my first knee replacement. Although I know full recovery will take many months before I'll be back to active mountain hiking, I am very positive about the benefit of



staying local with Jefferson Healthcare. I plan to send you all a photo from the top of Mt. Townsend this summer!

Did you have a great experience at Jefferson Healthcare? We want to hear about it. Please send your story to [kburke@jeffersonhealthcare.org](mailto:kburke@jeffersonhealthcare.org) or call (360) 385-2200, ext. 2014.

## OVEN-BAKED QUINOA CRUSTED SALMON

WITH ARRAN STARK



We're so proud of the healthy and delicious food Chef Arran prepares for patients and staff that we want to share it with the community! Stop by for lunch soon from 11:30 a.m. to 1:30 p.m. at the Jefferson Healthcare Café and taste for yourself.

### INGREDIENTS

4 five-ounce pieces of fresh Pacific salmon (skin off and all bones removed)  
Kosher salt and fresh ground black pepper to taste

#### Remoulade

½ cup mayonnaise  
1 tablespoon fresh lemon juice  
1 tablespoon finely diced red onion  
½ teaspoon chopped, fresh garlic  
1 teaspoon whole grain or Dijon mustard  
2 tablespoons chopped, fresh parsley

#### Quinoa coating

1 cup cooked and cooled quinoa  
1 tablespoon chopped, fresh dill

### DIRECTIONS

1. Place fish (skin side down) onto a baking sheet lined with parchment paper. Lightly season the fish with kosher salt and fresh ground black pepper.
2. Combine the remoulade ingredients in a small bowl. Spoon the remoulade onto the fish, covering the top.
3. Combine the quinoa coating in a small bowl. Spoon on the quinoa mixture on top of the remoulade, then compact and mold it with your clean hands.
4. Place prepared salmon pieces into a 375-degree oven for about 7 minutes or until its internal temperature is about 115 degrees. Pull from the oven and allow to rest for 7 minutes, then flash in the oven for 1 minute.
5. Serve with your favorite salad or rice and spring asparagus.

A background image of three women smiling and hugging each other. The woman in the center is wearing a white top and has her arms around the other two. The woman on the left is wearing a purple top, and the woman on the right is wearing a white top. They are all smiling warmly.

# INTRODUCING

*a whole new*

# DIMENSION

*in the*

# FIGHT AGAINST

*breast cancer.*

Being diagnosed with breast cancer is never easy. But catching the disease in its earliest stages can be a lifesaver. That's why Jefferson Healthcare is proud to offer you the latest in 3D mammography: a revolutionary new way to detect invasive breast cancer 40% earlier than conventional 2D mammography alone.

Our 3D mammography system offers a superior mammogram for all breast types. It is designed to give patients a more relaxed, comfortable experience while allowing doctors to thoroughly examine breast tissue one layer at a time. When combined with 2D mammography, this enhanced visualization results in greater accuracy, earlier detection and decreased false positives.

***Now there's no need to travel to get the very latest in mammography imaging. To learn more or to schedule an appointment, call us at (360) 385-2200 ext 2100.***

- Improves overall breast cancer detection by more 25%
- Detects invasive cancer 40% earlier than 2D mammography alone
- Reduces false positive rates by up to 40%
- Reduces number of unnecessary biopsies and tests
- Improves detection of multiple tumors