

Kootenai Health

ISSUE 1 | 2017

A HEALTHY PERSPECTIVE

After a heart attack, Jeff Calvert changed the way he views his health and health care

A walking miracle

Quick decision-making and great teamwork lead to a miraculous recovery

Getting back the joys in life

Deep brain stimulation helps patients overcome neurological disease



KootenaiHealth



First with new treatments.

Because John is first with his grandkids.

Our cardiologists were the first in the Inland Northwest to implement the innovative Watchman device, which protects against clots and replaces blood thinners. Kootenai Heart Clinics Northwest offers this treatment, because it's a path to recovery for patients such as John. And just as important, a path to time at the park with his grandkids.

**For more information call (208) 625-5250
or visit kh.org/hcnw**



**Kootenai Heart
Clinics Northwest**

MAYO
CLINIC

CareNetwork
Member

6-7

Jeff Calvert takes exercise and preventive care to heart.



Issue 1 | 2017

6-7 | A HEALTHY PERSPECTIVE

Surviving a heart attack inspired Jeff Calvert to improve his health and be proactive about his care.

12-13 | A WALKING MIRACLE

Aaron Haney is on the path to a full recovery, thanks to expert care by the Kootenai Clinic Neurosurgery team.

14-15 | HEALTHY BEGINNINGS

Did you know that Kootenai Health is a Baby-Friendly hospital? Find out about the support services available to new and expectant mothers.

16-17 | KNOW THE OPTIONS FOR YOUR CARE

When is it best to go to the emergency department, urgent care or your family doctor? Get the right care for your needs.

18-19 | GETTING BACK THE JOYS IN LIFE

Before receiving treatment for her tremors, Marj Spangler could barely write her own name. Now, her steady hands knit tiny hats for NICU babies.

20-21 | INVESTING IN CLINICAL EXCELLENCE

Find out how your generous donations fund needed services and scholarships for health care providers.





Opening Thoughts

FEBRUARY 2017



Jon Ness, CEO

THE HEART OF NORTHERN IDAHO

At the core of Kootenai Health's mission is the desire to provide every patient the level of care we would want our own family members to receive. As we work to provide comprehensive medical care in northern Idaho, cardiovascular care—taking care of people's hearts—is always an important part of our plan. Since the opening of our heart center in 2003 and the addition of Kootenai Heart Clinics Northwest in 2012, our program has become one of the best in the region.

In the years since, Kootenai Health has been recognized for providing excellent cardiovascular care. This past November, we were pleased to be named one of the Top 50 hospitals in the U.S. for cardiac care by Truven Health Analytics. Kootenai has also been designated a Blue Distinction Center for Cardiac Care and provides a nationally-certified cardiac rehabilitation program to help people recover following a cardiac event.

We continue to build this quality program by adding needed new services; often before they are available elsewhere. Kootenai Health was one of the first facilities in the country to offer the Watchman device, an implantable device that helps prevent stroke without the use of blood thinners. Kootenai Heart Clinics Northwest physicians are also providing minimally invasive transcatheter aortic valve replacement (TAVR) as an alternative to open-heart surgery.

As nice as it is to see the work of our community hospital recognized on a national level, it will never compare to the heart-felt stories of our friends and neighbors who have received care here. Being named in the Top 50 is great; what's even better is making every patient our No. 1 priority.

Wishing you good health,
Jon Ness

KOOTENAI HEALTH

2003 Kootenai Health Way
Coeur d'Alene, Idaho 83814

KH.org

(208) 625-4000

KOOTENAI HOSPITAL DISTRICT BOARD OF TRUSTEES

Liese Razzeto, *Chair*

Terence Neff, M.D., *Vice Chair*

Neil Nemec, M.D., *Secretary/Treasurer*

Paul Anderson, *Trustee*

Mic Armon, *Trustee*

Katie Brodie, *Trustee*

Robert Colvin, *Trustee*

James Eisses, *Trustee*

Ernest Fokes, M.D., *Trustee*

ADMINISTRATION

Jon Ness, *Chief Executive Officer*

Karen Cabell, D.O., *Chief Quality Officer*

Jeremy Evans, *Executive Vice*

President of Operations

Walter Fairfax, M.D.,

Chief Medical Officer

Michael Gaul, *Chief Information Officer*

Daniel Klocko, *Executive Vice*

President of Human Resources

Ron Lahner, *General Counsel*

Joan Simon, *Chief Nursing Officer*

Kim Webb, *Chief Financial Officer*

EXECUTIVE REGIONAL EDITOR

Kim Anderson

REGIONAL EDITOR

Andrea Nagel

COVER PHOTO

Andrea Nagel

Published as a courtesy of Kootenai Health four times a year. Models may be used in photos and illustrations. If you have any concerns or questions about specific content that may affect your health, please contact your health care provider.

Kootenai Health complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Translation assistance services, free of charge, are available to you. Please call **(877) 746-4674**.

Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **(877) 746-4674**.

Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite **(877) 746-4674**.

2017 © Coffey Communications, Inc.
All rights reserved.



WHERE TO PARK Get current maps and directions and learn more about the next phase of Kootenai Health's expansion at KH.org/phase2.

New Operating Rooms Ready for Spring Opening

By Andrea Nagel

The first of several phases in Kootenai Health's emergency and surgical expansion is coming to a close, with two big reveals set for spring and summer.

OPERATING ROOM SHUFFLE

The finishing touches for the three new operating rooms (OR)—drywall, ceiling panels and wall fixtures—are being installed, and the equipment is being ordered.

"The space is starting to come together, and we are getting a sense of what it will look like when it's done," said Derek Miller, director of Planning and Property Management at Kootenai Health. "We are scheduled to move in to the new operating rooms in May. Once those are occupied, we can begin renovating the existing rooms."

In addition to the new OR's, the second-floor surgical waiting room will be open for the public to see—though not ready for use until the full project is complete.

"Since the completion of the east expansion last year, the surgical construction

area has been barricaded behind metal safety doors," Derek said. "Behind those doors will be a new, beautiful lobby and waiting area for patients and their families. We're excited to be able to show off our progress on that space before it is open for use."

EMERGENCY EXTERIOR WRAP-UP

The new south entrance may look complete from outside, but there is still a lot of interior work needed before the new entrance and lobby can open later this summer. Currently, crews are working on the framing and drywall in the new lobby, increasing anticipation to see the finished product.

"The South Entrance and lobby will have a clean, modern feeling, a lot like the north entrance," Derek said. "Even though there will be some similarities, it is important that we set up this area differently from the north entrance because we are seeing a different patient population with different needs."

POST FALLS GROWTH CONTINUES

The Kootenai Health Board of Trustees approved an additional \$2 million budget to continue work on the Kootenai Clinic Post Falls building.

"We're excited to continue to grow the services we offer to Post Falls residents," Derek said.

The additional space will house a new family medicine practice and a needed conference room. It will also be home for a new outpatient physical therapy center, which will be conveniently close to Kootenai Clinic Orthopedics.

"The new physician office will be set up for five physicians," Derek said. "As we work to bring more primary care doctors here to meet the community's need, this will give them a place to work and grow their practice."

Construction for this project began in December and is scheduled to be complete June 2017.

A Healthy Perspective

AFTER A HEART ATTACK, JEFF CALVERT CHANGED THE WAY HE VIEWS HIS HEALTH AND HEALTH CARE

By Andrea Nagel

At just 55 years old, Jeff Calvert has a lot of life left to live—a life that was almost taken away due to a sudden heart attack last March.

“I had what’s called a ‘widow-maker’ because it has a low survival rate,” he said. “At first I thought it was trapped gas, pressure in my stomach. I came inside the house, sat down at my computer and passed out.”

Once awake, Jeff asked a neighbor to take him to the emergency department. While en route to the hospital, he went into cardiac arrest and upon arrival required CPR for 30 minutes—nearly three times the average time frame for resuscitation.

“Having 30 minutes of CPR is very unusual and is successful less than 1 percent of the time,” Ronald Jenkins, M.D., interventional cardiologist at Kootenai Heart Clinics Northwest, said. “The staff in the ED that day saved his life. They know how to do CPR, and they know how to do it well.”

Once emergency staff were able to detect Jeff’s pulse, Dr. Jenkins successfully located the damaged artery and placed a stent to strengthen the artery and hopefully prevent future heart attacks.

As remarkable as Jeff’s case is, his change in perspective is what’s most inspiring. Before his heart attack, Jeff avoided the doctor’s office, smoked regularly and did not have an exercise regimen. After his procedure, Jeff gave up smoking and adopted an exercise routine as part of his cardiac rehabilitation at Kootenai.

“I have a different view about what health is, what

it looks like,” he said. “I’ve always eaten well, but through my cardiac rehab program I now know how important exercise is. Work isn’t exercise. Work is what you do if you just want to live. Exercise is what you do if you want to live healthy.”

In addition to his new healthy habits, Jeff now also appreciates the importance of seeing a primary care provider regularly.

“I’ve never been a proponent of doctors, and this has changed my view because I’ve stumbled on to a group of great doctors here,” Jeff said.

In all, Jeff believes his life changed for the better due to his heart attack. He has a new proactive approach to his health and plans to maintain a healthy lifestyle. He has a better understanding of the health care system and how to navigate it, and he now feels comfortable speaking up about the importance of preventive care.

“I tell people not to be selfish, to stop putting off doctor appointments,” he said. “The only true way to prevent a heart attack is by preventive care. It’s just as important for those who love you as it is for your own health.”



STAY ON TOP OF YOUR HEART HEALTH

Find a primary care provider by calling our Appointment Center at (208) 625-6767. If you need a heart specialist, call Kootenai Heart Clinics Northwest at (208) 625-5250.

PREVENTIVE CARE:
 Jeff Calvert adopted
 an exercise regimen
 as part of his cardiac
 rehabilitation at
 Kootenai Health.



PREVENTION

Cardiac events are often preventable. Follow these tips to reduce your risk of heart attack:

- ▶ Quit smoking
- ▶ Stay within a healthy weight range
- ▶ Manage your blood pressure and cholesterol
- ▶ Know your family history

- ▶ Prevent or carefully manage diabetes
- ▶ Eat a healthy diet
- ▶ Exercise daily

Detection

Sometimes it can be hard to detect a heart attack. If you experience some of these symptoms, call 911.



▶ Chest pain or pressure



▶ A sweaty, light-headed or nauseated feeling



▶ Shortness of breath



▶ Pain radiating to other parts of the body, such as the arms, back, neck or stomach

Better Care for Trauma Patients

By Andrea Nagel

Kootenai Health has been designated a level II Trauma Center by the Idaho Time Sensitive Emergency System. Every year, hundreds of people seek care at Kootenai Health's emergency department. Trauma center designation offers important reassurance to patients that they are receiving excellent care.

To receive designation, Kootenai Health had to verify that it has the hospital resources needed for trauma care and to be able to provide the entire spectrum of care to meet all of an injured patient's needs. In addition, Kootenai remains a Level III Trauma Center verified by the American College of Surgeons, a national designation.

"Level II designation is a great accomplishment that Kootenai Health would not have been able to achieve without the support and collaboration of Kootenai County EMS, the Idaho Time Sensitive Emergency System, surgeons, specialty surgeons and emergency physicians," said Dershi Bussey, trauma program manager. "Obtaining our level II designation is not the end of our journey, but the continuation of superior quality trauma care."

Reviewers evaluated every phase of patient care at Kootenai, including how patients are handled before they reach the hospital and after



A STELLAR TEAM: From left, Jennifer Rennison, Kootenai Health trauma registrar; Chris Way, Kootenai County EMS chief; Dershi Bussey, Kootenai Health trauma program manager; and Luke Emerson, Kootenai Health trauma clinical navigator

they move on to rehabilitation.

"Having trauma designation shows that we're continually raising the level of care for trauma patients," said Todd Putren, executive director of Critical Care and Emergency Services. "Until this year, we didn't have a state designation to apply for, so we were verified through the national program."

Trauma verification is not mandatory; rather, it is a voluntary process that helps providers evaluate and improve trauma care in the communities they serve. Nurses, emergency physicians, surgeons and other staff members all volunteered to take extra seminars, classes and certifications to help make this a reality.

"It fits perfectly with our vision to be the regional medical center for our area," Todd said. "It gives our patients peace of mind that they will receive the best care possible with the best possible outcomes, all while staying close to home."

Elements of level II trauma centers include:

- ▶ A comprehensive quality assessment program

- ▶ 24-hour immediate coverage by emergency medicine physicians and the prompt availability of general surgeons and anesthesiologists
- ▶ Transfer agreements for patients requiring more comprehensive care at a level I trauma center
- ▶ Back-up care for rural and community hospitals
- ▶ Continuing education for nursing staff, allied health personnel and the trauma team
- ▶ Prevention efforts, including an active outreach program for referring communities

"We're proud to be the only level II trauma center in northern Idaho," Todd said. "It's great to get recognition for our quality of care and hard work."



BE PREPARED

To learn more about trauma and emergency care at Kootenai Health, visit KH.org/emergency.

Preparing for Parenthood

NEW SMALL GROUP PRENATAL CARE FOR EXPECTANT PARENTS

By Stacie Jones

As anxious parents-to-be await the arrival of a new child, it can help them to know they're not alone on their journey to parenthood. Kootenai Clinic OB-GYN's team of certified nurse-midwives is offering a new way for expectant parents to prepare for their new babies together as a group, while they also receive the prenatal care they need.

The clinic's new Small Group Prenatal Care program is an alternative approach to preparing for childbirth.

"This community model is a great way for moms and dads to meet like-minded parents who are due with their babies around the same time," said Ronda Williamson, a Kootenai certified nurse-midwife who helped develop the program. "It's a supportive community of midwives and other parents with whom they can share difficulties and triumphs as they welcome a new child into the world."

Small groups of 4 to 10 couples learn about preparing for birth and

discuss common challenges and issues that face expectant parents. Topics include nutrition and exercise, breastfeeding, pregnancy discomforts, labor and delivery, postpartum care, and infant care. The program also includes private, one-on-one visits with the midwife for physical exams. After the births, the group reunites—with their newborn babies.

"We get to spend a lot more time on education and really establish that personal relationship with the patients," Ronda said.

The approach has been shown to improve outcomes for both mother and baby.

"There's good evidence that these types of small-group classes decrease certain complications, such as preterm labor and postpartum depression," Ronda said.



WANT TO JOIN A SMALL GROUP?

Call Kootenai Clinic OB-GYN at (208) 625-4970.



COMMUNITY MODEL: Faith Krull, certified nurse midwife for Kootenai Clinic OB-GYN, leads a prenatal small group at their Post Falls location.

SAFE SLEEP FOR INFANTS



In September, Kootenai Health became one of the first hospitals in Idaho to be named a Gold Safe Sleep Champion for best practices and education on safe infant sleep by the National Safe Sleep Hospital Certification Program. The certification recognizes the hospital's commitment to providing staff, parents and the community the training, education and tools they need to ensure a safe sleep environment for babies in both the hospital and home.

Out of every 100,000 babies born in Idaho, 83 will die from sudden infant death syndrome (SIDS) and sudden unexpected infant death (SUID). These are the leading causes of death for infants between 1 and 12 months of age. Hoping to change this statistic, Kootenai encourages staff and parents to follow the safe sleep guidelines recommended by the American Academy of Pediatrics to prevent sleep-related deaths due to accidental suffocation.

To keep your infant safe, remember the ABCs of safe sleep: baby sleeps **A**lone, on his or her **B**ack, and in a **C**rib or bassinet.

To learn more, visit KH.org.

MEET
OUR NEW
PROVIDERS



CHRISTINE FIORINTINO, N.P.
Kootenai Clinic Cancer Services

TELL US ABOUT YOU AND YOUR FAMILY:

I grew up on Long Island, New York. This is also where I raised my now 23-year-old daughter. My relatives are spread across the country, which gives me plenty of places to visit.

WHY DID YOU PICK YOUR SPECIALTY?

I was called to oncology relatively early in my studies. I love the relationship I develop with my patients and their families.

WHAT CAN PATIENTS EXPECT AT THEIR FIRST APPOINTMENT WITH YOU?

A warm smile, an understanding heart and a true desire to help them in whatever way they need. I really feel that we are partners in this journey.

WHAT ARE SOME OF YOUR HOBBIES?

I really love all the outdoors has to offer, including hiking, fishing and camping. I also enjoy cooking, gardening and canning. I have four dogs and a cat right now who keep me busy.

WHAT DREW YOU TO KOOTENAI HEALTH?

When I came to interview, I was greeted by a wonderful and welcoming staff. Add to that a great hospital with a growing oncology program, and this job was a dream come true. I am so excited to be a part of this great team.



CODY REESE, P.A.
Kootenai Heart Clinics Northwest

TELL US ABOUT YOU AND YOUR FAMILY:

My wife and I grew up in the Lewiston/Clarkston area and moved to McCall, Boise, and then Spokane. We enjoy the Northwest and spending time outdoors with our Rhodesian ridgeback.

WHY DID YOU PICK YOUR SPECIALTY?

I chose cardiothoracic surgery because I enjoy the hands-on part of surgery and find the cardiovascular system interesting.

WHAT CAN PATIENTS EXPECT AT THEIR FIRST APPOINTMENT WITH YOU?

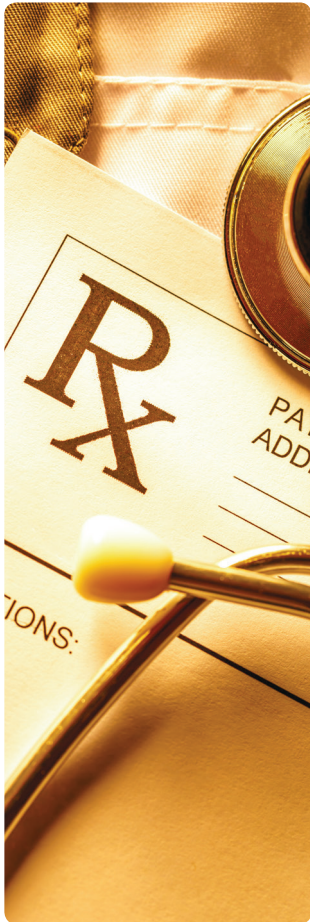
They can expect someone who will listen to them and get to know them as a person, while helping them navigate their health concerns and issues.

WHAT ARE SOME OF YOUR HOBBIES?

I enjoy fly-fishing, camping, hiking and skiing.

WHAT DREW YOU TO KOOTENAI HEALTH?

Kootenai provided me with the opportunity to work with great surgeons, and the staff has been awesome. We love Coeur d'Alene and are looking forward to becoming members of the community.





STU SHARP, P.A.
Kootenai Heart Clinics Northwest

TELL US ABOUT YOU AND YOUR FAMILY:

I have been a physician assistant (P.A.) for 13 years, mostly in cardiac surgery. I have a large family, and any time we can get out and enjoy nature, we take it.

WHY DID YOU PICK YOUR SPECIALTY?

I chose cardiothoracic surgery because as a P.A., there is a good deal of autonomy and intraoperative responsibility. It is amazing to see very sick patients get better and leave the hospital.

WHAT CAN PATIENTS EXPECT AT THEIR FIRST APPOINTMENT WITH YOU?

I look forward to seeing patients in the office for follow-up. I tend to handle them with caring and humor, and it is easy to develop a good rapport with them.

WHAT ARE SOME OF YOUR HOBBIES?

Hiking, camping and pretty much whatever I can do with the kids. I also plan to do some woodworking in our new shop.

WHAT DREW YOU TO KOOTENAI HEALTH?

I initially looked in this area for work because of Coeur d'Alene's size. Mostly, Dr. Burnett has built a successful cardiothoracic program here, and it will continue to grow. I am excited to be a part of that.



ELIZABETH ST. JOHN, P.A.
Kootenai Clinic General Surgery

TELL US ABOUT YOU AND YOUR FAMILY:

I was born and raised in Hayden, Idaho, and received my undergraduate degree at the University of Idaho. When I'm not working, I enjoy spending time with my family, friends and silver lab puppy, Chunk.

WHY DID YOU PICK YOUR SPECIALTY?

While doing rotations at Kootenai, I had the opportunity to spend a month with Kootenai Clinic General Surgery and enjoyed working with its providers and staff.

WHAT CAN PATIENTS EXPECT AT THEIR FIRST APPOINTMENT WITH YOU?

Every patient I work with can expect the care and service that members of my own family would receive.

WHAT ARE SOME OF YOUR HOBBIES?

I really enjoy the outdoors, like swimming, hiking, snowboarding and camping.

WHAT DREW YOU TO KOOTENAI HEALTH?

I'm honored to be a part of a group of physicians and providers that have the highest integrity with their work and respect for their patients.



MEGAN STROWD, P.A.-C.
Kootenai Clinic Neurology

TELL US ABOUT YOU AND YOUR FAMILY:

My husband, our pug and I just relocated from San Diego. I spent many years in Seattle for work and training, but I'm from the Boise area originally.

WHY DID YOU PICK YOUR SPECIALTY?

I fell in love with the study of the nervous system in high school while involved in a summer project at the University of Washington for spinal cord injury research. I was privileged to work in inpatient neurology in San Diego, mostly focused on acute stroke and seizure management.

WHAT CAN PATIENTS EXPECT AT THEIR FIRST APPOINTMENT WITH YOU?

Patients can expect a professional and compassionate provider who listens to their experience and concerns.

WHAT ARE SOME OF YOUR HOBBIES?

I enjoy anything in the water—surfing, swimming, boating. I'm an avid yoga participant and love to cook and explore.

WHAT DREW YOU TO KOOTENAI HEALTH?

It's a comprehensive medical center with multidisciplinary services, and it has a well-known reputation. Kootenai has an unwavering commitment to its community and outreach programs.

A Walking Miracle

QUICK DECISION-MAKING AND GREAT TEAMWORK LEAD TO A MIRACULOUS RECOVERY

By Andrea Nagel

Aaron Haney is your typical 16-year-old boy. He loves riding dirt bikes in the mountains and going mud bogging with his friends. Unlike most boys his age, Aaron now spends his days in outpatient rehabilitation and at home due to a car accident that dislocated his spine last September.

“I won’t be able to ride dirt bikes anymore because of the risk,” Aaron said. “But I’m looking forward to hiking, swimming and lifting weights again.”

On Saturday, Sept. 10, Aaron was brought in to Kootenai Health’s emergency department after a high-speed vehicle accident where he had been ejected from his truck. After being examined by general surgeon, Ed DeTar, M.D., it was quickly determined a neurosurgeon would be needed to examine his spine. Katie Huynh, D.O., with Kootenai Clinic Neurosurgery, was on call that day.

“When I first examined him, Aaron could not move or feel his lower extremities. He was paraplegic,” she said. “Imaging showed he had a fracture dislocation of his thoracic spine and severe compression on his spinal cord.”

Dr. DeTar and Dr. Huynh discussed the possibility of transferring Aaron to a children’s hospital once his parents arrived. While waiting for Aaron’s family, Dr. Huynh concluded his best chance for recovery would be to decompress his spine as soon as possible.

“To transfer him to another facility would delay care



Aaron Haney sustained a fracture dislocation of his thoracic spine from a car accident last fall. Today he is working on rehabilitation and getting back to his normal routine.



Ed DeTar, M.D.

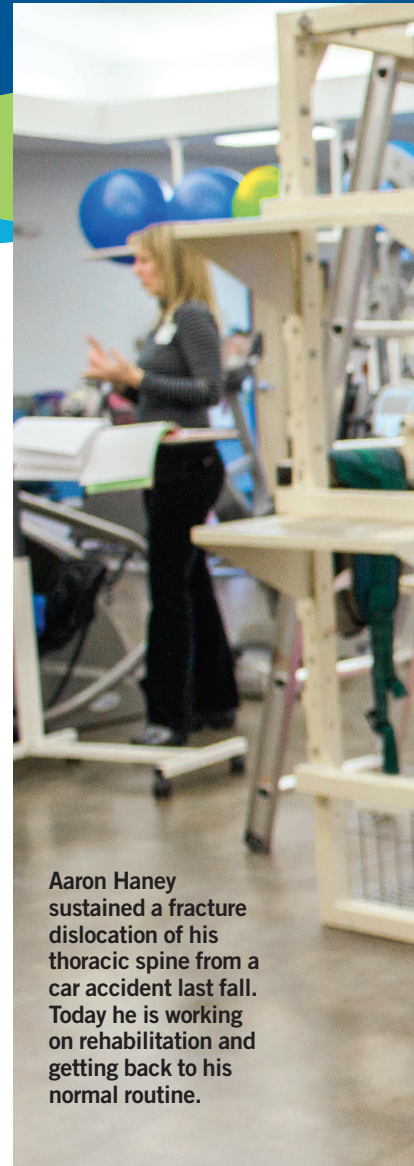


Katie Huynh, D.O.

and possibly cause more complications,” she said. “Even though he was considered a pediatric patient because of his age, at nearly 6 feet tall, he was the same size as an adult. The staff and I felt confident in providing the level of care he needed.”

Aaron’s parents agreed that the sooner he could be cared for, the better.

His surgery lasted eight hours, the longest spinal





segment fusion Dr. Huynh had ever done. She and the operating room staff stayed with him from the morning of the accident until 2 a.m. the next day. Once the surgery was complete, he was moved to the critical care unit and began to wake up.

“As we wheeled him into his room, he began to move around and accidently kicked me,” Dr. Huynh said. “I’ve never been so happy to be kicked before. He was able to move his feet and bend his knees, which he was unable to do before surgery.”

Aaron’s mother, Nicole, remembers Dr. Huynh’s excitement when she was able to share the good news.

“She ran out of the critical care unit into the waiting room because she was so excited,” she said. “She had a huge smile on her face. That was a huge indication that everything was going to be OK.”

Just two days later, Aaron was walking down the halls of the hospital.

“I couldn’t have done it without the staff,” Dr. Huynh said. “Val from the operating room moved other cases around to make room for this young man, and Cassie, a scrub tech, stayed well past the end of her shift to help with his case. Everyone went above and beyond. Everything had to go exactly right to have it come together the way it did.”

Dr. Huynh said Aaron is doing phenomenally, and she expects him to make a full recovery.

“It’s amazing how fast he’s progressing and getting back to normal,” Nicole said. “We are so thankful to Dr. Huynh and all the staff at Kootenai. They were all amazing. We’ll be forever grateful.”



LEARN MORE about Dr. Huynh’s services at [KH.org/neurosurgery](https://www.kh.org/neurosurgery) or by calling Kootenai Clinic Neurosurgery at (208) 625-6799.



Brittany Deal, infant nutrition technician, prepares breast milk in Kootenai Health's milk room in the neonatal intensive care unit.

Healthy Beginnings

SUPPORT FOR BREASTFEEDING GIVES MOMS AND INFANTS A STRONG START

By Stacie Jones

They call it liquid gold. It nourishes. It protects. It strengthens. Breast milk is nature's perfect food. Experts agree: its benefits are plentiful.

"Breastfeeding is extremely beneficial for both mother and baby," said Eileen Bagan, lead lactation nurse at Kootenai Health. "Infants who are breastfed have a lower risk of developing allergies, asthma, colds, certain cancers, diabetes and obesity. For moms, breastfeeding decreases postpartum bleeding, promotes a faster return to pre-pregnancy weight, decreases postpartum depression, and lowers the risk for breast and ovarian cancer. It also promotes skin-to-skin contact and increases bonding between mother and baby."

As one of only about 300 Baby-Friendly hospitals in the nation, Kootenai is dedicated to giving mothers and babies the care, education and support they need to

breastfeed successfully, right from the start.

"The Baby-Friendly designation represents the highest standard of care for mothers and babies through breastfeeding in a hospital setting," Eileen said.

Kootenai, which first received the Baby-Friendly distinction in 2002, follows the "10 Steps to Successful Breastfeeding" to keep the status, which is a global designation supported by the World Health Organization, UNICEF and the American Academy of Pediatrics. Some of the steps include providing facility-wide staff training, educating pregnant mothers about breastfeeding, and showing new mothers how to breastfeed and express milk.

"There's a big education component," Eileen said. "The designation is very difficult to obtain and retain because of the amount of education that is required for families and our staff."

The hospital is also committed to feeding infants only breast milk—no formula—unless medically necessary. This is made easier by the hospital's rooming-in policy,

PUMPING AND STORING BREAST MILK: WHAT YOU NEED TO KNOW

Follow these tips to keep expressed breast milk safe and nutritious for your baby:

- ▶ Wash hands before pumping or handling breast milk
- ▶ Use clean containers and storage bags made especially for expressed breast milk
- ▶ Discard any unused milk at each feeding
- ▶ Don't mix fresh milk with previously frozen milk



- ▶ Clearly label expressed milk with the date it was pumped; use the oldest milk first
- ▶ Thaw milk in refrigerator, heat in warm water; avoid microwaves
- ▶ Don't refreeze thawed milk

Storage guidelines

Fresh:

- ▶ Room temperature: 6 to 8 hours
- ▶ Insulated cooler: 24 hours
- ▶ Refrigerator: 5 days

Frozen:

- ▶ Refrigerator-type freezer with separate doors: 3 to 6 months
- ▶ Deep freezer: 6 to 12 months

which keeps baby and mom in the same room instead of placing the baby in a nursery. Eileen said this practice encourages a mother to learn her baby's hunger cues and to breastfeed on demand.

But what if a preterm birth or other birth complications prevents mom and baby from being together?

"We have many systems in place to ensure a new mom can provide her baby breast milk, even if they do have to be separated in the hospital," Eileen said.

For example, as part of Kootenai Health's recent 100,000-square-foot expansion, the hospital added a milk room to the neonatal intensive care unit (NICU). Specially trained staff use the designated room to manage, store and prepare breast milk that new mothers express for their babies in the NICU. Nurses or the parents feed the mother's milk to the baby with a specialized bottle or, if necessary, through a tube.

Tamara Smith, Kootenai Health's clinical nutrition manager who oversees the NICU milk room, said the program is just one of many important ways the hospital supports breastfeeding mothers and their babies.

"Breast milk is always considered the gold standard for infant nutrition," she said. "Mom's milk is made specifically for her baby and provides the essential nutrition and antibodies to help the baby grow and to protect it from dangerous infections...this is especially important for preterm babies."

Even if a mother is unable to breastfeed or express enough breast milk for her baby, infants in Kootenai's NICU may still get the nutritional benefits of human milk obtained from a human milk donor bank that

follows the guidelines of the Human Milk Banking Association of North America and/or the Food and Drug Administration.

"We think it's important to provide parents the option to use donated human milk instead of formula to supplement if needed," Eileen said.

Kootenai's commitment to supporting breastfeeding mothers and infants is hospital-wide. For example, nursing staff recently consulted with the Mayo Clinic—a benefit of Kootenai's membership in the Mayo Clinic Care Network—to find ways to help patients in other areas of the hospital who happen to be breastfeeding.

"Because we're a Baby-Friendly hospital, we wanted to come up with a good solution to help breastfeeding mothers who aren't OB patients, but who are separated from their babies because of a hospital stay," said Anna Werner, NICU nurse manager. "We looked to the Mayo Clinic for their best practices."

With Mayo Clinic's recommendations, Kootenai implemented a program that gives breastfeeding patients access to a hospital-grade electric breast pump during a hospital stay. Staff educate families on how to express, store and transport the milk safely home to the nursing baby.

"It's pretty amazing to see how Kootenai Health has grown its support for breastfeeding mothers and babies throughout the hospital," Eileen said.

Know Where to Go

FAMILY DOCTOR, URGENT CARE OR EMERGENCY DEPARTMENT?

By Kim Anderson

Being prepared for an emergency includes planning what you will do if an emergency happens. Not all situations call for the same response, so knowing which response is appropriate for the situation is part of being prepared.

In northern Idaho, we are fortunate to have a number of excellent options for health care events. Knowing how to make the best choice for your situation ensures you receive timely, appropriate care. Here's a look at the types of care available to you, along with general guidelines on when to choose that level of care.

DOCTOR'S OFFICE

If your symptoms come on gradually or you already know the diagnosis, such as an ear infection, you may want to try to get a same-day appointment with your primary care provider. When you visit your doctor for an illness or injury, he or she knows your health history, including any underlying conditions, and can make informed choices about your treatment and needed tests.

If you do not have a family doctor, it can be hard to know how to find one. Kootenai Clinic offers an Appointment Center to help people find a doctor that's right for them, make an appointment and answer any questions they may have. The Appointment Center helps people find doctors who are accepting patients, including those with Medicare and

Medicaid. To find a primary care provider, call **(208) 625-6767**.

URGENT CARE

If your doctor's office is closed and you need to be seen right away, but you don't need the level of care available at an emergency room, an urgent care is a great option.

Urgent care offices are same-day clinics that can handle a variety of conditions that need to be treated right away but are not true emergencies. Symptoms that can be treated at urgent care include:

- ▶ Fever without rash
- ▶ Sinus, eye and ear infections
- ▶ Minor trauma, such as muscle sprains and strains
- ▶ Lacerations and foreign body removal
- ▶ Painful urination or urinary tract infections
- ▶ Eye irritation and redness
- ▶ Diarrhea, vomiting or dehydration
- ▶ Severe sore throat and cough
- ▶ Cold and flu symptoms
- ▶ Allergic reactions
- ▶ Minor burns
- ▶ Punctures and animal bites
- ▶ Department of Transportation, sports, and pre-employment physicals
- ▶ Testing for sexually transmitted infections

EMERGENCY DEPARTMENT

Emergency departments are designed to provide fast, life-saving care. They respond to a wide variety of emergencies, such as traumatic injuries, heart attacks and strokes. Many people, however, use the emergency department as a place to receive urgent care without realizing it.



KOOTENAI URGENT CARE

is a partnership between Kootenai Health and North Idaho Family Physicians with offices in Post Falls, Coeur d'Alene and Hayden. Learn more and find contact information for the office near you at kootenaiurgentcare.com.

The following are a few of the conditions that are true medical emergencies. If you are experiencing one of the following conditions or something similar, go to the emergency department.

- ▶ Persistent chest pain or heart palpitations
- ▶ Severe heart palpitations
- ▶ Persistent shortness of breath or wheezing
- ▶ Severe pain
- ▶ High fevers (over 102°) or fevers with a rash
- ▶ Weakness or paralysis
- ▶ Sudden, severe headache



your primary care provider's office, it's good to keep a list of all the medications you take with you. Be sure it includes dosages and any over-the-counter medications and vitamins you take. Your list should also include your allergies, especially to medications, and any previous invasive medical procedures and surgeries, the dates they were done and the names of the physicians or surgeons who treated you.

- ▶ Loss of balance or fainting
- ▶ Difficulty speaking, altered mental status or confusion
- ▶ Falls with injury or while taking blood-thinning medications
- ▶ Head and eye injuries
- ▶ Sudden testicular pain and swelling
- ▶ Intestinal bleeding
- ▶ Loss of vision
- ▶ Broken bones or dislocated joints
- ▶ Vaginal bleeding with pregnancy
- ▶ Serious burns
- ▶ Seizures without a previous diagnosis of epilepsy

If you are ever in doubt, you can call the Nurse on Call at **(208) 620-5300** between 9 a.m. and 9 p.m., seven days a week.

WHEN TO CALL 911

Call 911 for any emergency that requires immediate assistance from an ambulance (or the police or fire department).

It is appropriate to call 911 when you have a medical emergency such as an injury from a car crash,

or a situation in which someone is unconscious, gasping for air or not breathing, experiencing an allergic reaction, having chest pain, having uncontrollable bleeding, or any other symptoms that require immediate medical attention. For certain medical emergencies, such as a heart attack or stroke, taking an ambulance is safer because paramedics can deliver life-saving care on the way to the hospital.

If you're not sure whether the situation is a true emergency, officials recommend calling 911 and letting the call-taker determine whether you need emergency help. When you call 911, be prepared to give your location and detailed information on the situation. Stay on the line until the call-taker says it is OK to hang up.

If you dial 911 by mistake, or if a child in your home dials 911 when no emergency exists, do not hang up. Instead, simply explain to the call-taker what happened.

BE PREPARED

Whether you're going to urgent care, the emergency department or



**KOOTENAI
HEALTH**

is working to expand its emergency department to better serve our growing community. To learn more about the expansion project, visit KH.org/phase2. You can reach our emergency department by calling **(208) 625-5700**.

COST

No health care discussion would be complete without a few words on cost. Costs vary based on the facilities where you receive care. Equipping and staffing an emergency department to respond to medical emergencies is more expensive than operating a physician office or urgent care. This means that care received in the emergency department will cost more than care received elsewhere.

If you are having a life-threatening emergency, call 911 or visit the emergency room as soon as possible. If you do not need immediate care, consider using an urgent care or your primary care provider to keep your costs as low as possible.

Getting Back the Joys in Life

DEEP BRAIN STIMULATION
HELPS PATIENTS OVERCOME
NEUROLOGICAL DISEASE

By Andrea Nagel

Every morning most of us wake up and start a pot of coffee to begin our day. We may carry a cup from room to room as we get ready for work, or to the table or sofa to eat breakfast or watch the news. This seems like a normal, mundane ritual that millions of people do every day. For those who have essential tremor disorder, Parkinson's, or another neurological disease, picking up a cup of coffee may be incredibly difficult, perhaps impossible.

Marj Spangler was diagnosed with essential tremor disorder years ago, a condition that causes her hands to shake uncontrollably and prevents her from completing simple daily tasks.

"It was so bad I couldn't write my name," Marj said. "It was very emotional for me. I was in my 70s and couldn't do what a kindergartner could do. I couldn't print it, sign it, anything."

After 15 years of dealing with her tremor, Marj was surprised to learn of a treatment that could help. Deep brain stimulation (DBS) is a treatment that uses a probe inserted deep into the brain that connects to a generator



(a pacemaker-like device) under the skin in the chest. When the generator is turned on, it sends electrical pulses to override the brain's signals, stopping the tremor.

"It's life-altering for these patients," Judy Hayton, neurodiagnostics lab manager, said. "We have so many patients who have gotten their life back. People who couldn't babysit their grandkids but can now, those who can't cook or bake because they can't hold a measuring cup—this procedure allows patients to live their lives again."

For Marj, being able to write her name is just one of the many daily tasks she is thrilled to be able to do again. Since having her procedure nearly five years ago, Marj has taken up knitting, an activity she only dreamed of doing before.

"It keeps my hands busy and my mind working," she said. "The fact that I can knit is such a neat thing."

Last October, Marj was struck by the idea to start knitting baby hats for the babies in Kootenai's neonatal intensive care unit (NICU).

"I had no idea if this was something that was needed,

Connecting Patients With Their Care

By Andrea Nagel

When Kootenai Health opened the east expansion last year, every patient room included an interactive patient care system, powered by the GetWell Network. This system serves as a central communication and information hub for patients, families and care team members—providing up-to-date and personalized care information that is easy to navigate and understand. The system has now been expanded beyond the east wing of the hospital to the rest of the inpatient units.

“We are excited to have the GetWell system in all of our patient rooms. This system allows patients to be an active member of their care team,” said Julie Hoerner, patient engagement specialist at Kootenai Health. “Studies show that patients who are actively engaged in their care experience fewer medical errors, have better outcomes and have lower readmission rates.”

The GetWell Network automatically populates important patient information and identifies who makes up the patient’s medical team. Clinical staff, along with patients and their caregivers, use the system to leave messages and reminders and provide educational information about the patient’s condition and medications. The system houses over 900 educational videos about procedures and conditions, which patients can also access from home after they leave the hospital; provides instructions for home care; and offers entertainment, such as TV, movies, music and games.

Patients can also use the system to order additional services. They can:

- ▶ Request room service, chaplain services, pharmaceutical service, nutrition counseling or lactation consultations
- ▶ Compliment staff or make a suggestion

And soon, patients will be able to request a visit from one of the hospital’s volunteer therapy dogs.

“Being able to make requests and order services independently gives our patients a lot more control while they’re at the hospital,” Julie said. “They don’t need to use their nurse as an intermediary. Having those things at their fingertips can be empowering.”

LEFT: Marj Spangler knits baby hats for the infants in Kootenai Health’s neonatal intensive care unit.


BELOW: Willow Wilkerson was the first baby to receive one of Marj’s hats.



and once I made several I didn’t know what to do with them,” she said. “Then while I was at a doctor appointment, I decided I would give them to Judy to give to the babies. To be able to do this for someone is so special.”

Marj has a soft spot for babies in the NICU. She became pregnant eight times in her life and delivered all of her children prematurely.

“That might have been part of why I decided to knit baby hats,” Marj said. “It makes me feel so good to be able to do something for somebody else. Because of Judy; William Ganz, M.D.; and Charles Britt, M.D., I can do this. It is so amazing to me—20 years ago I wouldn’t have been able to do this.”

 **STEADY HANDS** If you or someone you know has been diagnosed with Parkinson’s, essential tremor disorder or dysphasia, call Kootenai Clinic Neurology at **(208) 625-5100** or visit **KH.org/neurology** to see if deep brain stimulation could help.

Investing in Clinical Excellence

DONOR GIFTS ENHANCE STAFF EDUCATION, SKILLS

Kootenai Health Foundation, through the generous gifts of community supporters, is helping to improve patient care by investing in the continued education and training of Kootenai Health clinical staff.

“When we invest in the education of our own people, we increase levels of patient care, bring in new thinking and innovative ways to treat patients, and help propel Kootenai Health forward in its strategic goal of becoming a premier regional medical center,” said Britt Towery, Kootenai Health Foundation Manager.

GRANT TO IMPROVE ORAL MOTOR THERAPY

Therapists at Kootenai Health Rehabilitation Services work every day to help children and adults with oral-motor disorders learn to speak, chew and swallow. Thanks to donor gifts to the Foundation, Kootenai’s team of speech language pathologists and occupational therapists has expanded its therapeutic toolkit with a highly regarded—and highly effective—technique.

The Foundation awarded the therapists a \$17,500 grant to bring the renowned Beckman Oral Motor Assessment and Intervention training to Coeur d’Alene. Twelve Kootenai speech language pathologists and occupational therapists, along with four therapists from the surrounding area, attended the intensive, two-day workshop last March.

“The Beckman Oral Motor training is well known nationally in the speech and occupational communities,” said Kimberlee Wassink, speech language pathologist. “We’ve been wanting to take the course for years, but it doesn’t come to the Pacific Northwest very often, so we asked the Foundation for the funding we needed to bring it to us.”

The Beckman Oral Motor program is a hands-on therapy technique that focuses on training muscles of the face, lips, cheeks, tongue and throat for speaking and swallowing. It is supported by the American Speech Language and Hearing Association for its effectiveness in treating oral-motor patients across their lifespan.

“One of the best things about this therapy is that it can be applied across disciplines to improve outcomes

Kimberlee Wassink, speech language pathologist, works with 2½-year-old Teagan Bartoo at Kootenai Health Rehabilitation Services.





help themselves and to provide families with the power to make a difference in their loved one's recovery," Kimberlee said.

SCHOLARSHIPS FOR NURSING EDUCATION

By the year 2020, 80 percent of Kootenai Health nurses will hold a bachelor's degree. It's a strategic goal that will improve patient outcomes. Kootenai Health Foundation, through scholarships funded by donor gifts, is helping the hospital achieve it.

"We believe it's important that nurses continue their education," said Jan Moseley, director of Professional Nursing Practice at Kootenai Health. "There is a fair amount of research that shows when hospitals have a greater percentage of bachelor-prepared nurses, patient outcomes are better."

However, for some nurses, returning to school may not seem like an option. "Most of our nurses have family commitments, and going back to school is a financial challenge for them," Jan said. "We

Elizabeth Smith, R.N., received a \$1,400 scholarship through the Kootenai Health Foundation to help her complete a Bachelor of Science in Nursing at Lewis and Clark State College.

want to remove any barriers to our nurses returning to school. Any kind of scholarship is very helpful."

Every year, with the support of donors Jack and Helen Yuditsky, among others, the Kootenai Health Foundation awards "clinical excellence" scholarships to help Kootenai Health nurses and other clinical staff pursue higher levels of education and clinically specific certifications.

Elizabeth Smith, registered nurse, received a \$1,400 scholarship in 2016 to help her complete a Bachelor of Science in Nursing at Lewis and Clark State College. She said the support relieved some of the stress of returning to school while being a full-time working mother of three children.

"This scholarship meant so much to my family and me," she said. "It alleviated a great deal of financial concern for me, and it allowed me to focus on finishing my degree on time. If I had not received the scholarship, it would have taken me at least an extra year to get my degree."

The Foundation awarded a total of \$7,500 to seven Kootenai staff members. Jan said that in addition to helping the hospital meet its goal of more bachelor-prepared nurses, the scholarship program will help more Kootenai nurses pursue doctorate degrees for advanced practice.

in patients of all ages," Kimberlee said.

Within just two weeks of applying the new treatment methods, the Beckman-trained therapists noticed rapid patient improvements—even breakthroughs. One 2-year-old girl, who has a genetic disorder that affects muscle tone, went from eating solely through a feeding tube to chewing and swallowing desired foods such as crackers, ice cream and chocolate.

"The Beckman treatment approach made all the difference for her," said Linsey Willoughby, speech pathologist. "The therapy allowed her to finally eat with her family and to share in the joy of eating and socializing with her loved ones."

Clinicians also use their Beckman training to teach parents in the NICU how to interact with their infants in ways that will help them learn to eat. Wassink said the Beckman technique has provided a new way for parents to bond and care for their infants in the often stressful NICU environment.

"We are so grateful for the kind donors who, through their donations to the Kootenai Health Foundation, have given therapy staff hands on-tools to teach patients to



GIVE BACK If you want to help support training and education opportunities at Kootenai Health, contact the Kootenai Health Foundation at **(208) 625-4438** or visit **KH.org/foundation**.



Timothy Ball, M.D.

What Are the Health Benefits of Exercise?

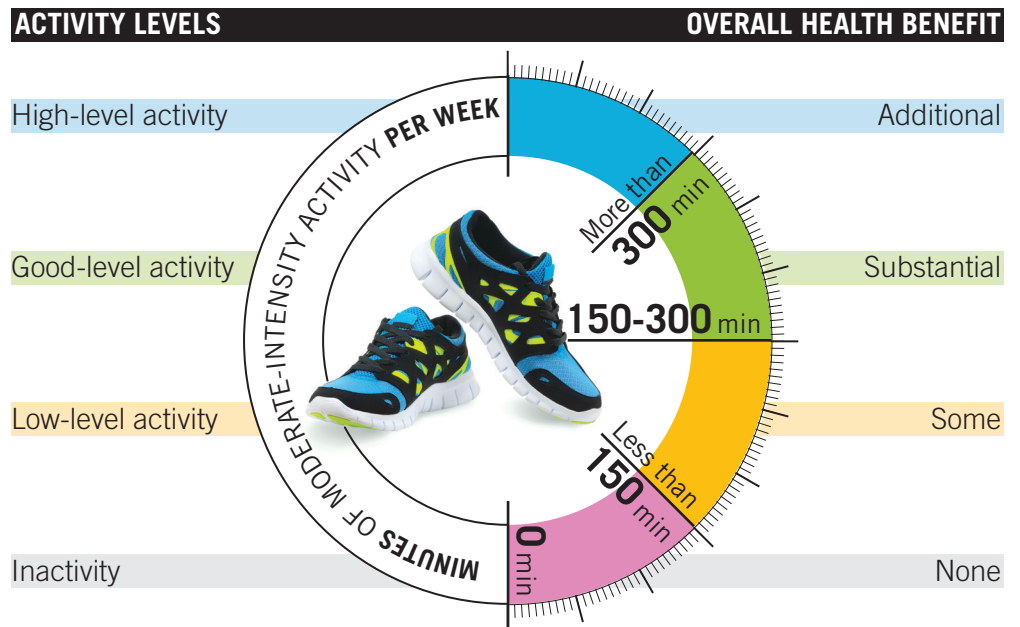
Exercise and its benefits to health have been widely studied. The 2008 Physical Activity Guidelines for Americans provides science-based guidance to help children, middle-aged adults and older adults improve their health through appropriate physical activity.

Being physically active is one of the most important steps that Americans of all ages can take to improve their health. Both aerobic (endurance) and muscle-strengthening (resistance) physical activities are beneficial.



TIMOTHY BALL, M.D.,

is an interventional cardiologist with Kootenai Heart Clinics Northwest. To learn more about Dr. Ball, visit KH.org/hcnw or call our Spokane office at (509) 847-2500.



Most health benefits are seen with at least 150 minutes a week (30 minutes a day for five days per week) of moderate-intensity physical activity, such as brisk walking, hiking, biking or swimming. Good levels of such activity have been associated with:

- ▶ Lower risk of early death, coronary artery disease, heart attack and stroke
- ▶ Lower risk of hypertension
- ▶ Lower risk of cancer
- ▶ Prevention of falls
- ▶ Reduced depression
- ▶ Better cognitive function

So increase your activity levels today, building up to a good level of activity 30 minutes a day, five to seven days per week, to reap the benefits.



PRENATAL CLASSES

Prepared Childbirth Classes | \$40

Bringing Baby Home | \$15

Breastfeeding Basics | \$15

Classes meet in Kootenai's Health Resource Center unless otherwise noted. Contact our class schedulers for more information at **(208) 625-6050**.

Safe Kids Car Seat Inspections | Free

Thursdays, 1 to 4 p.m.

Kootenai Health Rehabilitation Services, east entrance
Call **(208) 625-4642** for an appointment.

FITNESS AND WELLNESS

Activity for Life | Varies

Supervised open gym activity for those with cardiac or pulmonary conditions. Call **(208) 625-4690** for more information.

Aquatics Classes | Varies

Weekdays

McGrane Center pool
Formats, times and prices vary.
Call **(208) 625-5311** or go to **KH.org/rehab**.

Balance and Fitness | Free

Mondays, 1 to 2 p.m.

Second, third and fourth Wednesdays, 1 to 2 p.m.

Heart Center Classroom
This is a free exercise program for adults who want to improve their strength, balance, flexibility and mobility while decreasing their risk of falling. Call Donna Kalanick at **(208) 625-5722** for more information.

Community Cardiac Education | Free

Thursdays, 9 a.m. and 1 p.m.

Heart Center Classroom

Weekly Topics:

First Thursday, Stress Reduction

Second Thursday, Nutrition

Third Thursday, Medication

Fourth Thursday, Nutrition
(208) 625-4690

Diabetes Classes | Varies

Kootenai Clinic Diabetes and Endocrinology hosts several classes for people managing diabetes. For more information or to sign up, call **(208) 625-5500**. Individual education options are also available.

Bimonthly, Wednesdays, Basics Class

Fridays, Gestational Diabetes Class

Bimonthly (call for dates), Diabetic Nutrition Course

Bimonthly (call for dates), Diabetes Refresher Course

SUPPORT GROUPS

Support groups meet at Kootenai Health unless otherwise noted.

Women's Cancer Wellness Support

Mondays, noon to 1 p.m.

Kootenai Clinic Cancer Services
Post Falls, 1440 E. Mullan Ave.
Call **(208) 625-4938**.

Cancer Support

Wednesdays, 1 to 2:30 p.m.

For those whose lives have been affected by cancer.

Call **(208) 625-4713**.

Type 1 Diabetes Support Group

Second Wednesday of the month, 6 p.m.

For those managing type 1 diabetes. Call **(208) 625-5500**.

American Cancer Society

Look Good Feel Better

Second Monday of the month

This free program helps women facing cancer with the appearance-related side effects of their cancer treatment. A cosmetologist will teach beauty techniques and help with head coverings. Call **(303) 912-0211**.

Mended Hearts

Third Thursday of the month, 3:30 to 4:30 p.m.

Former cardiac patients help support others with cardiac or pulmonary diseases. Call **(208) 625-4690**.

Ostomy Support Group

Third Thursday of the month, 6:30 to 9 p.m.

For those seeking support for ostomy and wound care. Call Shari Gabourie at **(208) 625-6627**.

Pulmonary Support Group

Second Tuesday of each month, noon to 1:30 p.m.

Education and support to help improve your quality of life. Call **(208) 625-4691**.

Follow Us



DISCOVER MORE

Call **(208) 625-6050** for more information or to register.



*Icelandic Horse
by Katrina Walker,
Communications and Marketing*



Kootenai Health

2003 Kootenai Health Way
Coeur d'Alene, ID 83814

Standard
U.S. Postage
PAID
Portland, OR
Permit No. 2901

Kootenai Clinic Appointment Center

**Need to find a physician
and schedule an appointment?**

Start here: 208.625.6767



Call our Appointment Center to find a physician and schedule an appointment at one of our Kootenai Clinic locations.

Appointment Center representatives can help you:

- ▶ Determine the type of physician you need
- ▶ Find an appointment that fits your schedule
- ▶ Answer questions on what to expect at your appointment

Call the Appointment Center at **(208) 625-6767**
or request an appointment online at appointmentcenter.kh.org



Kootenai Clinic