IN EMERGENCY SITUATIONS, time matters. On June 3, Kadlec’s new freestanding Emergency Room will open in Kennewick, at 19th Avenue and Highway 395, offering around-the-clock emergency care closer to a growing number of patients.

A patient’s time matters, too. This new ER is uniquely designed with an innovative approach to emergency care. From the moment a patient comes through the door, the personalized service and timely care are intended to get that patient quickly on the road to recovery.

“We have created a team approach to care,” said John Matheson, MD, Kadlec Emergency Department chair and medical director. “Whenever possible, the entire team will interview and evaluate the patient together at the bedside. This will help us efficiently coordinate care.”

According to Carla May, RN, MN, freestanding Emergency Department manager, “We are all one unit — registration, lab, diagnostic imaging, nurses and providers — working with the patient. It’s a different culture of emergency care. Patients will experience a difference right away.

“Our first priority is always excellent emergency patient care; we also want to focus on excellent customer service. People have long associated extensive waits with emergency rooms. We plan to change that, without compromising care,” she said.

Freestanding ERs

“The concept of a freestanding ER is unique to our area,” said Dr. Matheson, “but not in other places.”

There are four on the west side of Washington, and many others throughout the country, he said. “They are becoming a very common way to get emergency care into neighborhoods, closer to patients, and take the pressure off of hospital emergency rooms.”

According to Dr. Matheson, freestanding ERs such as Kadlec’s are “full service emergency rooms with the staff and equipment to handle life-threatening situations. They just don’t happen to have a hospital attached to them,” he said.

“A vast majority of patients who come into an ER do not need to be hospitalized,” said Dr. Matheson.

— Continued on page 2
Q. Why is it needed?
A. Our region is growing. Currently, there are not enough emergency room beds to support the region’s needs. Anticipated population growth will put additional stress on emergency services. Freestanding ERs can help meet this increasing need.

Q. How does a freestanding Emergency Room work?
A. The same way a traditional ER operates. It is fully equipped to diagnose and treat emergency cases. It has a staff specially trained in emergency care. It has the same lab, imaging and most of the other diagnostic equipment.

Q. What’s unique about the approach to care of this ER?
A. The new 15-bed facility was created as a different kind of ER. Patient rooms are built to allow for bedside care by the entire ER team. The team is cross-trained in several areas, so the patient does not have to wait for additional medical staff to assist with care. It has its own lab and imaging services — equipment which in a hospital-based ER is shared with other departments. The goal of the Kadlec freestanding ER is to offer responsive care with minimal wait time.

Q. What is the difference between Urgent Care and a freestanding ER?
A. Like a traditional, hospital-based emergency department, Kadlec’s new ER is open around the clock, fully equipped to take care of life-threatening situations. In contrast, Urgent Care clinics are not open 24/7 and often do not have the capability to care for all illnesses and injuries.

Because health care needs can happen at all hours, both of Kadlec’s ERs are available late-night for non-life-threatening problems when care is not available at primary or urgent care.

John Matheson, MD, and Carla May, RN, MN, lead the team at Kadlec’s ER in Kennewick.
For Darryl Anderson, recovering from spine surgery seemed like a daunting task. However, a new, large Care Board in his room on Kadlec’s Surgical Unit clearly outlined the steps he needed to take to be safely released and made the recovery ahead feel more manageable.

“The board gives you all the information you need in a simple, clear way,” he said. “It helps motivate you; when you see one of the red squares flipped around to green, it gives you a more positive outlook. You feel like you are making progress.”

The “red squares” Darryl referred to are part of 10 goals listed on the board including pain management, lung care, diet and fluids, and moving safely. A reversible card is placed next to each goal; the red side means it is an area that has not yet been met while the green side indicates the milestone has been accomplished. When all the cards are green, it shows the patient has progressed toward safely leaving the hospital.

**Simple, effective**

The concept for the Care Boards grew out of a multidisciplinary Kadlec team working to improve communication between patients and all the members of their care team. The team wanted a simple, effective, and patient-friendly way for patients and their loved ones to know and understand the care plan, helping them partner with their caregivers toward a quick and safe recovery.

In addition to the goals, the board has other categories including names of the care team, any special care or safety considerations, the anticipated discharge date, and room for care team notes. A daily activity log across the bottom of the board shows what activities are ahead — such as the next physical therapy session — and indicates when those have taken place.

“It’s very low-tech,” said Tracy Moran-Patton, RN, Surgical Unit manager. “It is a whiteboard that we update day and night as the patient’s status and plans progress, highlighting the most important information throughout their stay. Its simplicity actually makes it very effective. It informs and encourages the patient in an individualized, visual way.”

Not only does it help patients, family members have found it effective, too, according to another patient, Larry Belt, who was recovering from total hip replacement.

“My wife couldn’t be with me the whole time,” said Larry, “so when she would come back she could see what progress had been made. She could even see the names of the care team, if they had changed while she was gone. For both of us, it worked really well. It was so beneficial, straightforward and encouraging.”

The new boards have been a benefit to the care team, too, according to charge nurse Christine Thompson, RN. “At any given time, someone from the staff can respond to a patient’s room call light and quickly glean important information about that patient. It saves us time and helps us provide better, personalized care.”

**Positive results**

Initial response to the boards has been extremely positive, said Moran-Patton. “Since we’ve been using the boards, the communication satisfaction scores received from our patients have exceeded benchmarks,” she said. “Their overall experience of care has improved. We are very pleased.”

Because of the success of the boards in this unit, department-specific boards are being installed throughout the hospital, from Pediatrics to the Cardiac Unit.

“I’d give two ‘atta-boys’ or ‘atta-girls’ to whoever designed this,” said Larry Belt. “They need to get an extra jewel in their crown.”
Getting kids off to a healthy start

A HEALTHY START in life for a child can translate into a healthier life. Kadlec recognizes the importance of this early emphasis on health and well being and has a number of programs aimed at helping children get off to a great start. Here are three.

Kadlec Academy

Started in 2010 with two pilot schools, the 5-week Kadlec Academy has grown to 17 schools in three districts for the 2012–13 school year.

During the program, Kadlec professionals go to an elementary school for a one-hour, after-school session. It teaches students how to be active and to make healthy choices in a kid-friendly way. Each week focuses on a different topic: heart, brain, bones and lungs, plus sound advice on nutrition and conditions such as diabetes.

“Kids love the program and seem to really learn what we are teaching. They get the message,” said Lindsay Asmus, Kadlec fitness specialist.

The program was developed by an interdisciplinary team, she said, “after Kadlec Foundation indicated it wanted to do something for the kids in our community. Kadlec Academy has definitely fulfilled those original goals. It just continues to grow.”

Kadlec’s community partners in the program are HAPO, which sponsors a Kadlec Academy t-shirt for each child participating, and KEPR-TV.

Reach Out and Read

One may not think that books and a visit to a doctor are a natural combination, but a new program, championed by Kadlec Clinic Pasco Primary Care pediatrician Aaron Richardson, DO, is aimed at preparing children to succeed in school by partnering with doctors who “prescribe” books and encourage families to read together.

“I learned about Reach Out and Read when I was a resident in San Antonio,” said Dr. Richardson. “I knew that wherever I practiced, I would do the program there, too.”

Reach Out and Read is a national program that supports parents as a child’s first teacher. At checkups from 6 months through 5 years, the doctor gives each child a developmentally and culturally appropriate book to keep, while giving parents information about how to support language and literacy at home.

“It is really fun,” he said. “Kids look forward to it. When you hold out their book, the child’s eyes light up. It changes the dynamics of the visit. They absolutely love it.”

But it’s more than just getting that book. With the influence provided by the doctor, the message of the

CONGRATULATIONS TO THESE HEROES OF THE MONTH

Each month, Kadlec’s Hero of the Month program honors children between the ages of 3 and 18 who have faced, and overcome, difficult circumstances.

Kadlec is one of numerous hospitals participating in the program, which is sponsored by the Kids Wish Network. Recent Heroes are:

• March — Jacob Conley
• April — Aracely Martinez

A real Kadlec hero

Congratulations to Kadlec anesthesiologist Michael Duey, MD, who was recently recognized as a Medical Real Hero by the Benton-Franklin Chapter of the American Red Cross. The actions of Dr. Duey and the Kadlec surgical team helped save the life of a young girl suffering from malignant hyperthermia, a rare condition that can be fatal.
In early 2012, then-3-year-old Olivia Irwin was undergoing surgery to have her appendix removed — typically an uneventful procedure. However, according to Dr. Duey, it turned out to be anything but.

“Almost immediately, she showed signs of a reaction to the anesthesia,” he said. Despite the fact that this was the first case of such a reaction he had encountered in his 16 years of practice, he knew exactly what to do. Dr. Duey and the surgical team quickly changed her IVs and administered the only drug that treats the condition. Within a few minutes, Olivia was out of danger.

Dr. Duey was nominated for the award by Olivia’s family and received the award at the chapter’s annual Real Heroes Breakfast.

Kadlec’s Neonatal Intensive Care Unit staff was also nominated for a Real Hero award for their 30 years of dedicated service.
Kadlec Clinic has added two new specialists to its expanding medical staff. John Maldazys, MD, and Marco Salazar, MD, are the first urologists at Kadlec Clinic creating Kadlec Clinic Urology. Both physicians care for men, women and children experiencing urinary and reproductive system issues.

Dr. Maldazys brings over 37 years of urology experience and Dr. Salazar brings over eight years. Their practice philosophy focuses on education and prevention while offering the latest treatment options including minimally invasive surgical solutions whenever possible.

Dr. Salazar will also be using the da Vinci® Surgical Robot System to perform several urological procedures.

Kadlec Clinic Urology is located at 1135 Jadwin Avenue, Richland. The clinic’s phone number is (509) 942-3165. To read more about the clinic, visit www.kadlecclinics.org.

John Droesch, MD, joins Kadlec Clinic

Surgeon John Droesch, MD, recently joined Kadlec Clinic General Surgery. He has been practicing in the Tri-Cities since 2005.

Dr. Droesch focuses on the evaluation and surgical treatment of breast disease and cancer, hernias, gallbladder disease, as well as colon and rectal issues. He is board certified and works with his patients to find the best surgical solutions including the use of laparoscopic and other minimally invasive techniques.

Kadlec Clinic General Surgery is located at 780 Swift Boulevard, Suite 270, Richland. The clinic’s phone number is (509) 942-3185. To read more about Kadlec Clinic General Surgery, visit www.kadlecclinics.org.

Kadlec Foundation Annual Report

Friends, Neighbors & Partners

With donor support, Kadlec Foundation continues to make a difference in the health of Kadlec’s patients, families and the community.

To get an overview of 2012 activities, we invite you to view the new Foundation Annual Report online. We know you’ll enjoy it.

Just go to www.kadlec.org and follow the link to the Foundation.
New equipment improves breast cancer care

The newly acquired Trident Radiography System at Kadlec Regional Medical Center provides surgeons with improved image quality and faster results in the verification of breast biopsy samples during surgery.

The system eliminates the need for samples to be taken to the Radiology Department by producing high-quality images for rapid verification of margins. It also assists surgeons in accurately excising the cancer. Results can be obtained within five minutes, which significantly reduces the time a patient must be under anesthesia.

“If I needed breast cancer surgery, I would not go anywhere that did not use this piece of equipment,” said Stacy Roberts, RN, MBA, administrative director of Perioperative Services at Kadlec. “In the past, samples would be sent to pathology and radiology for examination, a process that could take 40 minutes. Now, that sample is examined right in the operating room. Within minutes, you have the results as to whether the physician has taken the right amount of tissue. This really improves the procedure for the patient.”

Senior Clinic begins INNOVATIVE SERVICE

Thanks to a new program initiated by Kadlec Clinic Senior Clinic, not every patient needs to come to Kadlec sites for care. Instead, it is bringing care to the patients at Avalon Healthcare and Rehabilitation in Pasco.

In December, Kadlec Clinic geriatric nurse practitioner Kathryn Harden, GNP, became the first provider within Kadlec Clinic to be permanently located in a skilled nursing facility. Each week she spends time in the facility assessing the health needs of residents and collaborating with nursing staff, care providers and families, when appropriate, to address health, well-being and quality of life issues.

Providing this service allows Harden to consistently follow residents, address changes in conditions right away and provide rapid care to improve outcomes.

When she is not at the facility, staff and residents have access to the providers at Kadlec Clinic Senior Clinic.

For more information about Kadlec Clinic Senior Clinic, visit www.kadlecclinics.org or call (509) 942-3135.
May is Stroke Awareness Month

Kadlec offers seamless stroke care

STROKES ACT FAST. So should you.

Knowing the symptoms of stroke and calling 911 immediately if someone appears to be having a stroke are crucial steps in getting prompt emergency care. Treatments are available that can reduce the damage caused by the stroke for some victims, but these treatments need to be given soon after the stroke symptoms start.

Stroke care at Kadlec

Kadlec Regional Medical Center is a Joint Commission Primary Stroke Center, a certification that reflects Kadlec’s record of — and commitment to — providing the time-sensitive care paramount to ensuring stroke patients the best chance of recovery.

Kadlec provides an important continuum of stroke care, from the most up-to-date evaluation and treatments through recovery and rehabilitation.

“With a 911 call, the emergency medical services personnel take the patient to the hospital that can provide the proper level of care if they suspect stroke,” said Roger Casey, RN, MSN, trauma and stroke coordinator at Kadlec.

“That’s a critical first step. In stroke care — time is brain. Every minute counts. We still have too many people drive someone to the ER rather than call 911. This wastes precious time.

“While in the field, emergency personnel alert our Emergency Department and initial care begins en route. Our stroke team is activated and ready when the patient arrives,” he said.

Once at Kadlec, the stroke team takes over, providing a multidisciplinary approach using the latest treatment protocols, including tissue plasminogen activator (tPA) and other appropriate therapies.

Kadlec’s Intensive Care Unit is staffed around-the-clock with intensivists — physicians who are extensively trained in care for the very ill. Kadlec’s rehabilitation program becomes engaged as soon as possible on both an inpatient and outpatient basis to assist patients and their families gain the strength and confidence to return to the activities they enjoy.

A key component of Kadlec’s program is Kadlec Neuroscience Center vascular neurologist Sarabjit Atwal, MD, who was fellowship trained at Cleveland Clinic and serves as medical director of Kadlec’s stroke program. “Her knowledge and experience with a strong stroke program has been instrumental,” said Casey.

“We are part of an elite group providing this level of stroke care and we continue to look for ways to advance stroke care at Kadlec. Our patients who experience stroke deserve that,” he said.

For more information about Kadlec Neuroscience Center, go to www.kadlec.org/knc or call (509) 942-3080.

Learn the warning signs of stroke

Use FAST to remember the warning signs:

F ace. Ask the person to smile. Does the face droop on one side when the person smiles?

A rm. Ask the person to raise both arms. Does one of the arms drift downwards?

S peech. Ask the person to repeat a simple phrase. Does the person’s speech sound slurred or strange?

T ime. If you observe any of these signs, call 911 immediately and ask for medical assistance. Also, check the time so you’ll know when the first symptoms appeared.

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