

health+care

A PUBLICATION FROM MERCY REGIONAL MEDICAL CENTER & MERCY HEALTH FOUNDATION



Mercy Welcomes
Two New Primary
Care Docs

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Patient and Family Collaboration Makes a Difference

Since its formation in January 2011, Mercy Regional Medical Center's Patient Family Advisory Council (PFAC) has been on a mission to improve patients' safety and experience.

The PFAC brings together hospital leadership with patients and families to find ways to keep our patients safe and improve their experience in the hospital. "We're trying to bring about changes that make our culture more person-centered," says Kip Boyd, M.D., chief medical officer at Mercy.

The council, which meets quarterly, is co-chaired by Dr. Boyd and a community member who has been a Mercy patient or is closely related to a current patient. "We want the perspective of someone who receives our services," he says.

As a result of council recommendations, Mercy has improved signage for outpatients who visit the hospital for services. There's also a new full-time patient care advocate to help resolve complaints, concerns, and grievances.

+ For more information about how Mercy works with the community, visit www.mercydurango.org.

Construction of downtown primary care site progressing on schedule

Crews have been hard at work constructing the Horse Gulch Health Campus, a 1.5-acre property on East Eighth Avenue. When complete in April of 2014, the campus will include a new 20,000 sq. ft., two-story medical office building that will house Mercy Family Medicine and Pediatric Partners of the Southwest, the campus developer. Several other health care-related offices will also be located on the campus in the former Building Specialties building, which is being completely remodeled.

"We're attracting more primary care providers and need additional space for patient care," says Centura Health Physician Group Practice Administrator Will McConnell. "Our new downtown location and extended hours will be another great option for



busy families." The current location in the Mercy Medical Plaza in Grandview will remain open.

Mercy Family Medicine providers include Patrick Kearney, M.D.; Richard Keller, M.D.; Steve Lavengood, M.D.; Melissa Morris, PA-C; Cynthia Manninen, M.D.; Joe Murphy, M.D.; and Martin Purnat, M.D.

Mercy Cancer Program Earns National Accreditation

The Commission on Cancer (CoC) of the American College of Surgeons (ACoS) has granted Three-Year Accreditation to Mercy Regional Medical Center's Cancer Program. To earn this accreditation, a cancer program must meet 34 quality care standards, be evaluated every three years through a survey process, and maintain levels of excellence in the delivery of comprehensive patient-centered care.

"Mercy has supported an accredited cancer program for 17 years, during which time literally thousands of patients with malignant diseases have benefitted from the collaborative attention of their physicians, hospital staff and other medical professionals," says

Dr. Steven Bush, radiation oncologist at Mercy's Durango Cancer Center. "This team has worked continuously to provide state-of-the-art medicine and technology as well as personalized care for survivors and families alike."

ACoS estimates that more than 1.6 million cases of cancer will be diagnosed in 2013. When cancer patients choose to seek care locally at a CoC-accredited cancer center, they have access to comprehensive, state-of-the-art cancer care close to home. For information on the resources, services, and cancer treatment experience for each CoC-accredited cancer program, go to www.facs.org/cancerprogram.



On the cover: Dr. Murphy with Mercy Family Medicine's newest primary care providers, Dr. Cynthia Manninen and Erika Stensen PA-C.



Mercy Employees Give Back

If it's the first Sunday of the month, you'll find Mercy Regional Medical Center employees serving up brunch at the Manna Soup Kitchen.

Employees also volunteer at health fairs, immunization clinics, and bike safety events. Community service is part of life for MRMC employees. In fact, every employee strives to complete at least 12 hours of community service each year.

At the soup kitchen, eight to 10 employees prepare and serve brunch to 70 people each month. "We draw a nice mix from different areas of the hospital," says Raelyn Anderson-Brown, R.N., soup kitchen volunteer coordinator and a part-time nurse at MRMC.

Volunteers create the menu from community donations and the soup kitchen's huge herb garden, says Anderson-Brown. "Last time we made pork

chops, bacon, scrambled eggs, salad, and fried potatoes with onions," she says. "We set up all the tables and chairs, cook and serve, do the dishes, and mop the floors."

Working at the soup kitchen is a favorite volunteer event among employees. Some prefer cooking while others choose to serve guests. Employees also make 100 sack lunches, often with the help of their children younger than age 12. Children older than age 12 are allowed in the kitchen with supervision.

Anderson-Brown's desire to volunteer stems from a personal experience. "I had a tragedy in my life last year and the community was remarkable," she says. "When I learned that MRMC was looking for a new volunteer coordinator I recalled what a great experience I had working at the soup kitchen before and this was my way of giving back to the community."

Yes, You Can Make a Difference

Volunteering gives people a sense of purpose, improves their self-esteem, and helps them connect with others. It even can lessen pain and depression. Get creative when looking for a volunteer opportunity that's a good fit for you. Try these tips.

- *Meet and Greet.* Plenty of places need someone to greet people, answer phones, or open mail. Try visitors' centers, hospitals, museums, and nonprofit groups.
- *Help from home.* Armed with your telephone, you can be a peer-support counselor or even narrate books for people with visual disabilities.
- *Try "virtual volunteering."* Offer to be an email pen pal, tutor, or mentor. If you're computer-savvy, you can volunteer to design Web pages or newsletters.

 Mercy Volunteers can mean the difference between a frightening experience and a caring, pleasant one. From helping in the gift shop to quietly holding a patient's hand in the ER waiting room, volunteering is good medicine. To learn more about the volunteer program at Mercy, go to www.mercydurango.org/volunteer-opportunities.

Summertime Grillin'

Grilling is a great way to spend quality time outside with friends or family. Heading down to the local farmers market and purchasing your fresh veggies Saturday morning is a fabulous start to any weekend. A great recipe for grilling is a **Zucchini Wrap with Herbs and Cheese**. Here's how to do it.

- Pick your favorite soft cheese, such as havarti dill, and your favorite herbs, such as basil, cilantro, or mint
- Mix the cheese and herbs together until the consistency is smooth and put the mixture aside

- Slice zucchini into $\frac{1}{4}$ inch strips, coat with olive oil and a pinch of salt and pepper and grill until just browned with grill marks
- Remove from the grill and put a dab of the cheese mixture in the middle of the zucchini. Wrap the zucchini, place seam face down on plate and enjoy!

A great accompaniment for your zucchini wraps could be grilled portobello mushrooms with a roasted red pepper and reduced balsamic vinaigrette.



Tackling Concussions Head-On



Each summer, you dutifully take your young quarterback, gymnast, or outfielder for a sports physical. Once he or she gets the all-clear for the upcoming season, you hope not to see the doctor again until next year.

But some young athletes aren't so lucky. New estimates suggest one in 10 children receives medical treatment for a sports injury each year, such as concussions. Here's more about concussions—and how to head them off at the pass.

What To Look For

Each year, about 500,000 kids sustain trauma brain injuries, such as concussions—and about half of these concussions occur during sports. Concussions can cause long-term problems with learning and memory. Watch your child closely after a blow to the head. Red flags can appear minutes or days later. They include headache, nausea, vomiting, sensitivity to light and noise, and mood changes.

Treatment Options

Treating head injuries promptly is the best way to reduce long-term effects. Recovery requires resting physically and mentally for at least a week, and often longer. Your child's doctor will use brain testing and other measures to help decide when it's safe to play again. A second strike before the brain has healed could be fatal.

Keep Your Kid Off the Disabled List

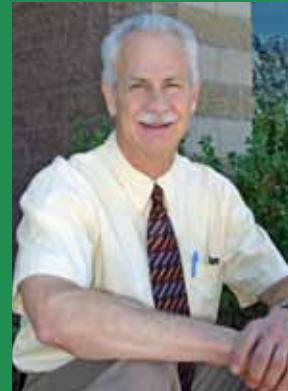
Helmets provide protection in sports like football and skiing. Choose a helmet that fits snugly but is still comfortable. It shouldn't move around while your child is wearing it.

Straight From the Doc

The recent increase in attention to the diagnosis and management of concussion is going to prove beneficial to all patients, but especially for children and adolescent athletes. There is more research and awareness showing that the effects, duration, recovery, and sequelae of concussion are different for patients younger than 20 years old. Fortunately, this has lead to more standardized and conservative management of childhood and adolescent concussions in order to protect childrens' still-maturing brains, especially to avoid the catastrophic, though rare, deaths from "second impact syndrome."

Our local Rocky Mountain Sports Medicine Foundation and Mercy Regional Medical Center's Training Room have helped ensure the presence of certified athletic trainers at all local high schools. The importance and expertise of these college-educated experts cannot be overemphasized. Their evaluations and communication with local primary care providers has significantly enhanced the local management of the concussed athlete.

 The goal of Mercy's Gray Matters helmet program is to increase helmet usage in the community, especially among children and young adults who participate in sports that have a risk of traumatic brain injury. For more information about how you can make a difference by contributing to this program, go to mercydurango.org/gray-matters.



Joseph Michael Murphy, M.D.

Help Your Kids Get to School—**Safely**

To make getting to and from school safer for your kids, consider some of these steps:

- Don't allow kids younger than age 10 to bike or walk alone. One way to manage this is to organize parents to take turns walking a group of kids to and from school. Be sure that every kid knows every adult in the group.
- Kids should ride their bikes on the right side of the road—going the same direction as traffic. They should come to a complete stop before crossing the street. And they should always wear helmets.
- Make sure kids know they should walk on sidewalks whenever possible. If there are no sidewalks, they should walk facing traffic, as far to the left as they can.
- When crossing streets, teach kids to try to make eye contact with drivers before crossing in front of them at corners and crosswalks.
- Talk to the school about adding well-trained crossing guards in school zones.



Kids Who Don't Snooze Lose in the Classroom



Lack of sleep may hit kids where it hurts—their report cards. A study in the journal *Sleep Medicine* found healthy children who were sleep-deprived did worse on IQ tests and on assessments of academic performance.

Children need even more sleep than adults. School-aged kids and teens should get at least 10 hours a night. To help yours reach this goal:

- Help them prepare for school the night before. Then, allow a little extra sleep in the morning.
- Turn off TVs and computer screens an hour before bedtime. Artificial light keeps the brain alert.
- Don't use the bedroom for timeouts or other punishments.

In the Bag: 5 Ways to Make School Lunches Healthier

Want to pack a healthy bag lunch your kids will eat? Try these tips:

1. **Try grain.** Choose healthy whole-grain bread, tortillas, pitas, bagels, or crackers.
2. **Lower the fat.** Try low-fat versions of lunchmeat. Tuna packed in water instead of oil is another good choice. Use mustard instead of mayonnaise. Or try low-fat or no-fat mayo.
3. **Vary the veggies.** Add thinly sliced vegetables to sandwiches. Put vegetable slices on a stick, skewer, or toothpick to make a veggie kebab.
4. **Don't forget fruit.** Pack a banana, or slice it onto a peanut butter sandwich. Send kids off with applesauce or cottage cheese in a plastic container. Pack a little bag of raisins, dried apricots, or grapes.
5. **Say yes to yogurt.** Include a low-fat yogurt with a spoon. Let your child choose the flavor.



The Impact Our Donors, Volunteers and Staff Have on Mercy

New Mercy Health Foundation Board Members



Jane Fogelman is a small business owner, entrepreneur, philanthropist, and service volunteer in the community. Before moving to Durango, she accompanied her husband, General Ron Fogelman, USAF, on international trips to support U.S. troops, playing a key role developing and supporting programs addressing the needs of our military and their families. She was awarded the Department of Defense Outstanding Civilian Service Award and is a recipient of the United States Air Force Outstanding Civilian Service Award. She and her husband, now retired, enjoy spending time with their two sons Rob and Bill and their families. Miss Jane continues making an impact serving on the Mercy Health Foundation Board as a champion for health care.



Greg McClanahan has longstanding ties to Mercy Hospital. He was born at Mercy and less than two years ago the cardiac expertise and radiology equipment at Mercy found a tumor in the aortic chamber of his heart. This discovery lead to the open-heart surgery that saved his life. In addition, Greg's beloved father was cared for by Hospice of Mercy. Greg is grateful to be serving on the Mercy Foundation Board and hopes to pass on to future generations the same benefit of life and care he has received over these many years.



Maggie Pomeroy is thrilled to return to Durango and the Mercy Health Foundation Board after a 10-year hiatus in South Carolina. Last time Maggie served on the board, the new hospital was in the design and building phase. Maggie was diagnosed with breast cancer in 1999, which changed her life. She is forever thankful for the professional, warm and caring team at Mercy who saved her life. Maggie is back on the MHF board on a new campaign with the building of the hospice HOME project. "Mercy is a perfect fit ... and will always be considered *my home!*" she says.

Mercy Health Foundation 2013 Board Members

- Beth Drum, Board Chair
- Karen Midkiff, Foundation President
- Steve Swisher, Treasurer
- Erin Denholm, CEO Centura Health Hospice
- Doug Dillon, President CHI CO Foundation
- Scott Douglass
- Jane Fogelman
- Tom Gessel, President, CEO MRMC
- Greg McClanahan
- Patrick McIvor
- Richard Miller
- Dick Pearson
- Margaret Pomeroy
- Judy Roelofs

Joy Hess, Development Officer • Lauri Wilson Lacy, Administrative Assistant • Kay Hoppe Jones, Special Events Officer



Halos for Heroes: Making a Difference

Through a contribution to Mercy Health Foundation (MHF), patients, family or friends can recognize a Mercy employee who made a difference in a patient's stay through the Halos for Heroes Program. One hundred percent of the funds donated support the mission and programs of MHF.

"Being Durango natives, we've had many occasions requiring critical care at Mercy. We are extremely grateful for the competent doctors and nurses who have extended the level of their emergency treatment to also caring for our emotional needs. We feel very fortunate and blessed to have this quality of care in our small town. When presented with the opportunity to make a gift to the foundation to honor these professionals was truly an honor for us. I would like to hug some of the care providers every time I see them and say "Thank you, you are appreciated!" —Keith and Dinah Jones (at right)



Soil Sisters Garden Club



Our Soil Sisters garden club wanted to do something as a tribute to one of our founding members and dear friend, Cornelia Eldridge, who passed away in 2008. At the same time, we wanted to contribute to this beautiful place of healing by volunteering our time and money to plant, maintain and water the large planter pots in front of the hospital to welcome visitors.

- Kristi Nelson

...is the Impact Mercy Has on You!

Lifeguard 5

About one year ago today, it was the middle of the night in June in the Emergency Department in Durango. A call went out in harmony over the flight crew's phones: 3:51 - "Lifeguard 5 Immediate GO, Silverton, 45-year-old male, chest pain, and STEMI in progress." A heart attack!

At 3:55 - Lifeguard 5 lifts off MRMC helipad en route to Silverton when we received an updated report: "Silverton EMS en route on 550 south, requesting rendezvous at Durango Mountain Resort. Patient in cardiac arrest and CPR in progress."

At 4:00 - A STEMI (ST elevation myocardial infarction) activation was called to MRMC ED and Cardiac Cath lab by the flight crew.

At 4:14 - LG5 landed at Durango Mountain Resort and awaited the arrival of the Silverton EMS ambulance.

At 4:27 - The patient was transferred into LG5 and secured. We placed our cardiac monitor/defibrillator and oxygen on this patient and prepared to take off for MRMC.

At 4:55 - LG5 lands at MRMC. The patient is transferred to the cardiac cath lab.

At 5:20 the patient's occluded cardiac blood vessels have been reopened and stents have been placed to keep them open. This resulted in return of blood flow to damaged area of the heart muscle. The patient is stable, awake, and alert. This one goes down in the books as a true save. In the end, it is all about efficient, quality patient care that is provided in a safe and expedient manner. We are happy to be able to provide this type of care to this community.



The Columbine Classic Women's Golf Tournament was held on June 19, 2013, at Glacier Club and June 20, 2013, at Dalton Ranch raising \$15,500 to benefit Flight for Life.

FALL INTO SOUP!

Mercy Health Foundation and Hospice of Mercy's 2013 Soup for the Soul event will be held on Thursday, October 10, in Pagosa Springs. Call Mercy Health Foundation at 970-764-2800 or Hospice of Mercy at 970-731-9190 for more information.



Teresa Ferguson-Probst and her dad, Morris Ferguson

"In the last several years, my father, Morris Ferguson, had been quite ill and in and out of Mercy. The employees and physicians at Mercy became his friends throughout the years. Morris was a great fighter. He had many passions, but his main passion was his love of classic cars. He was a true-blue Ford man. As a gift, I surprised my dad with a 1937 Ford to be shown in the annual Durango Car Show in 2012. He passed away three weeks before the event. In his honor, I showed the car. All proceeds from the car show have gone to build the new hospice residence, which our community needs for people like my dad."

-Teresa Ferguson-Probst

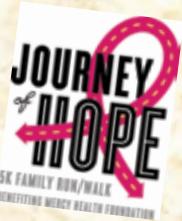
The Durango Motor Expo Classic Car Show was held on June 15, 2013, raising \$10,000 to benefit the Hospice of Mercy – HOME Campaign.



Snowdown Prom

In February of 2013, Sorrel Sky Gallery hosted the Snowdown Prom. The theme was 1980's glitz and geek. There was tiny martini tasting, food, fun and dancing with all proceeds benefitting the HOME campaign to build a new hospice residence. The event raised \$7,300. George and De De Cable (at right) had such a great time that evening, they made the decision to pay for all party expenses. "It was the right thing to do," George said.

Log on to www.mhffnd.org, click on Photo Gallery to view all photos from the Snowdown Prom. You're in for a treat.



Lace Up for the Journey of Hope to Support Local Cancer Programs

When Joanne Spina lost her mother to breast cancer in 1995, she and her husband, Rob Freeman, founded Journey of Hope—a 5K event that raises funds to provide free mammograms to women in our area who otherwise cannot afford them.

The Journey of Hope had more than 400 participants in 2012 and raised over \$16,000. The program has provided more than 300 women with free mammograms, Spina says.

"We're all affected by breast cancer in some way and we want to help out in any way we can," says Jacob Nester, owner of CrossFit Durango, who has pledged to get 80 of his gym's members to this year's event, which will be bigger and better than ever!

SAVE THE DATE!

Join Mercy Health Foundation for the 19th Annual Journey of Hope 5K Family Run/Walk on Saturday, October 5, at Mercy Regional Medical Center, at the Breast Care Center entrance. For more information or to register call 970-764-2800 or log on to www.mhffnd.org.

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Mercy Regional Medical Center



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www.mercydurango.org

Mercy Welcomes Four New Physicians



Cynthia Manninen, D.O.
Mercy Family Medicine



Gwendolyn Grant, M.D.
Centura Health Physician Group
Rheumatology - Southwest



Physician Assistant Erika Stensen, Mercy Family Medicine



Emily Burns, M.D.
Mercy Health Services Clinic

To find a physician that fits your health care needs, go to www.mercydurango.org and click on "Find a provider" to search for doctors by specialty, last name, gender and more!

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See how the Centura Health Network is connecting you to the resources, technology, and expertise you need, all in your very own community.
www.youtube.com/centurahealth

PG 7, Geek Prom

PG 6, Halos