

HEAL

THIS

DAY

Patients, Staff Give New Hospital Rave Reviews

With cardiovascular disease the number one killer in America and the need for care on the rise, Meriter expanded its ability to treat patients with cardiovascular diseases when it opened the doors to the region's first heart hospital in July.

"Our program has grown significantly over the years and, prior to the opening

of the heart hospital, our services were provided in several different areas of the hospital," Assistant Vice President of Cardiovascular Services Una Alderman recalls. "Now we have a facility that not only consolidates services, but also matches the excellence of our staff and the quality of the care they give."

Located on the top two floors of Meriter Hospital, the Meriter Heart Hospital features an inpatient unit with 45 private patient rooms, designed and equipped to handle all phases of recovery for cardiac patients.

In addition, it features a short-stay unit for patients admitted the day of their procedure. Each patient is assigned to a private room that is adjacent to the procedure area to allow for efficient patient admission and discharge. The nearby family waiting room includes a beverage center, computer with internet access, and flat-panel television with DVD player.

The cardiovascular team performs a full complement of diagnostic and interventional procedures in five state-of-the-art digital cardiac, vascular and electrophysiology labs, all equipped with leading-edge technology. The labs are also equipped with a lighting system that "paints clouds" on the ceiling to provide a calming distraction for patients.

"I am pleased to report that both staff and patients are absolutely delighted with the new facility," says Assistant Nurse Manager of the Cardiac Short Stay Unit Lindsay Rosemeyer, RN. "I hear comments every day about the beautiful setting, the calm and quiet atmosphere, and the comfortable waiting rooms."

For more information about the Meriter Heart Hospital, or to take a virtual tour of the new facility, visit www.meriterhearthospital.com.



Gary Krolnik (right) and Marta Meier in one of Meriter Heart Hospital's new outpatient procedure labs. Services at the hospital are provided by a prestigious group of cardiologists, cardiovascular surgeons and affiliated staff members. Physician groups include UW Health Heart and Vascular Care, Wisconsin Heart and Vascular Institute, and Associated Physicians.

Safer Patient Handling Taking Hold at Meriter

There may come a time in the future, when looking back at common healthcare practices, that it will boggle the mind to think we ever expected nurses, aides and assistants to physically move patients who needed such help without the assistance of lifting devices.

The American Nursing Association, in support of increased patient and nurse safety, has gone on record supporting actions and policies that eliminate manual patient handling. At Meriter, where nurses and all healthcare workers contribute greatly to an environment of care that promotes patient and employee safety, an Injury Reduction team found that patient handling was a primary cause of injuries on Meriter nursing units.

With that in mind Meriter initiated, in the summer of 2006, a No-Lift/Safe Patient Handling pilot on 6 Tower, a general medical/pediatric unit with an average daily census of 27-32 patients. Working to complete a shift away from manual lifting, transferring and positioning of patients, this pilot meant investing in lifting devices that are capable of handling patients weighing more than 500 pounds. Meriter also purchased 17 HoverMats, air mattresses that reduce friction and allow staff to move patients from bed to bed or bed to cart.

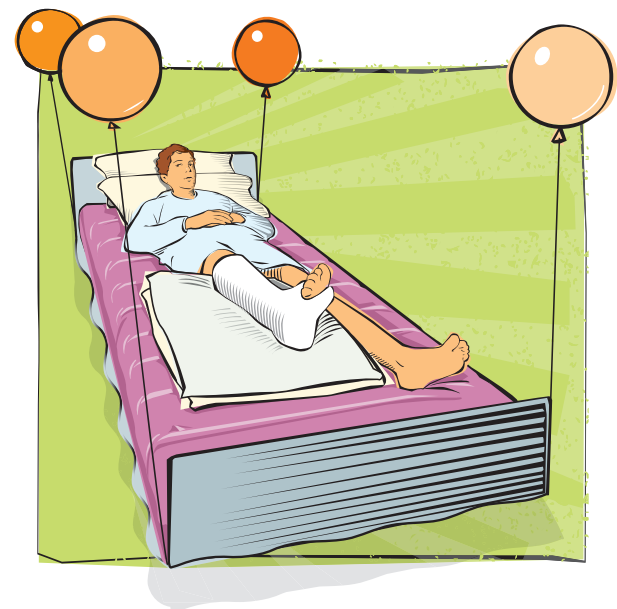
Acting Nurse Manager David Kussow knew the unit was on to something when a family member inquired, out of the blue, as to whether Meriter used such assistive devices.

“This woman, whose mom was a patient in our unit, felt strongly that our staff should use the lifting devices. It turns out she knew, from her experience as a nursing home employee, how successful they were in helping staff safely and effectively handle patients,” says Kussow.

Early results on the Meriter safe patient handling pilot are encouraging. The total number of injuries resulting in restricted duty or lost work days dropped about 40 percent. And, in the first quarter of 2007, no such injuries were reported.

Becky Olson, a Meriter nursing director who serves on the Injury Reduction team, believes keeping safety “front and center” leads to continually improving results. “Daily reminders to get assistance when moving patients or to use IV safety devices is crucial to our safety efforts.”

Of course, having the devices readily available to staff members is very important. Barb Pinekenstein, Vice President of Patient Care Services at Meriter, says knowing that where you can



find lifting equipment when it’s needed will further reinforce the safe patient handling philosophy at Meriter and discourage staff from opting to take shortcuts that may put them in jeopardy physically.

“Staff support and enthusiasm for this project has been great. We will be extending the philosophy and lessons we’ve learned on 6 Tower to other units,” says Pinekenstein. “That includes continuing to standardize how we assess and document patients, and build into our units the space needed to store this equipment so that it’s easy to locate when it’s needed.”

ROBERT COATS TO RETIRE AT YEAR’S END

Robert Coats, Meriter Senior Vice President and Chief Operating Officer (COO), will retire at the end of the year. Coats began his career at Meriter in 1970 as a systems engineer with Madison General Hospital.

Among the highlights of his 37-year career, Coats spearheaded Meriter’s leadership position in the healthcare quality movement beginning in the

1980s. That movement evolved into work on the Malcolm Baldrige Award in the late 1990s, and led to Meriter’s receiving the Wisconsin Forward Award of Excellence in 2006.

In addition, Coats implemented the 1987 merger between Madison General and Methodist Hospitals that created the Meriter Health Services. Recent achievements include overseeing the

building of a new state-of-the-art Newborn Intensive Care Unit and Heart Hospital and the opening of Meriter’s Child & Adolescent Psychiatric Hospital.

Meriter President and CEO Jim Woodward says that a national search for a new COO has begun. The goal, he adds, is to have a new person on board by the beginning of 2008.

Physiatry: A Specialty that Restores Function

Ask a physiatrist what he or she does for a living, and the answer is likely to be “rehabilitation doctor.” To say “physiatrist” often results in a puzzled look followed by, “a psychiatrist?”

Although physiatry (pronounced “fiz-eye-A-tree”) was approved by the Advisory Board of Medical Specialties in 1947, it remains an unfamiliar specialty to many people. Physiatry comprises the related disciplines of Physical Medicine, Rehabilitation Medicine, and Electrodiagnosis. Physiatrists complete four years of medical school, plus an additional four years of residency training that includes, among other disciplines, orthopedics, neurology and rheumatology.

Dr. William Shannon, a board-certified physiatrist and medical director of Meriter Hospital’s Physical Medicine and Rehabilitation Department, says that physiatry focuses on restoring function for people with complex or chronic disabling diseases, illnesses or injuries. Patients seen on a typical day may include a factory worker with back pain from lifting a heavy object, a basketball player who sprained an ankle and needs rehabilitation to play again, an office worker with carpal tunnel syndrome, or an elderly person recovering from a broken hip or stroke.

Meriter Hospital’s Physiatry Clinic provides a full array of consultative,

diagnostic, treatment and case management services for both inpatients and outpatients. Whatever the condition, physiatrists use an aggressive, non-surgical approach that may include medications, assistive devices, or therapies, such as electrotherapies, massage, biofeedback, traction, and therapeutic exercise. They also teach patients how to prevent future injuries. The care provided for each patient is carefully coordinated with that of medical/surgical specialists, therapy providers and other community resources.

Shannon, one of Meriter’s four physiatrists, says that demand for physiatry services is growing, noting that several factors explain the trend, “The population is aging, people survive conditions once considered fatal, and quality of life is an increasingly important issue.”

In response to demand locally, says Shannon, an additional physiatrist was added to Meriter’s staff this year.

Dr. Archana Bhatt is the newest member of the Meriter physiatry team. Her practice interests include orthopedics, neurological rehabilitation and non-interventional pain management. Dr. Bhatt says she chose physiatry because she felt it was a good blend of traditional and functional medicine, where she can treat

the illness and also help restore patient independence. She believes it is important to take time with each patient to develop a customized course of treatment. She says, “Interacting and listening carefully to a patient are important in building a comfortable, therapeutic relationship.”

Shannon says physiatrists are concerned with all areas of rehabilitation—social, vocational, and medical. “That means the quality of life is significantly increased for our patients.”



Dr. Archana Bhatt joined the Meriter physiatry team in August.

MERITER HOSPITAL PHYSIATRY CLINIC

William Shannon, MD
Medical Director

Archana Bhatt, MD
William Fowler, MD
Courtney Hogendorn, MD

202 South Park Street
Madison, Wisconsin 53715
(608) 417-6175

Meriter Hospital has offered physiatry services since the 1960s. In addition to the Physiatry Clinic in Madison, services are offered at three outreach sites: Sauk Prairie Memorial Hospital and Clinics in Prairie du Sac, Upland Hills Health in Dodgeville, and Watertown Area Health Services.

Eight Students Named Meriter Scholars

At Meriter Health Services, we are committed to nurturing interest in healthcare careers among minority students who are currently underrepresented in all health-related fields. Since 2002, the organization has offered a Minority Health Careers Scholarship Program, granting awards of up to \$4,000 to outstanding college students. The goal is to help eliminate barriers to education, add to the professional diversity of health care, and help teach and prepare the next generation of community leaders.

Kris Holmes, employment manager at Meriter Hospital and scholarship program coordinator, says, "These scholarships—one aspect of Meriter's diversity initiative—provide an exciting opportunity for recipients to see health care at work and to experience the rewards of caring for others."

This year, eight students were awarded scholarships. They include:

- Ryan Holeon, who will graduate from UW-Madison in December with a degree in zoology. His goal is to become a physician assistant. A second-year recipient of the scholarship, Holeon currently works as a certified nursing assistant in the Mobile Unit at Meriter Hospital.
- Bobay "Bom-Bi" Thao, who has a Bachelor's Degree in Rehabilitation Psychology and is enrolled in the Master's in Occupational Therapy program at UW-Madison. Thao says, "I truly believe that if you work really hard at what you want, then it will come."
- Denise Contreras, who is enrolled in the early-entry PhD program at UW-Madison. She hopes to conduct research that will help create positive change in healthcare access for Latin American women. She says her children, Kaity and Jeremiah, inspire

her daily and help her keep her eyes on the goal.

- Temi Oyesanya, who is a third year student in the School of Pharmacy at UW-Madison as well as secretary of the Minority Affairs Program in Pharmacy. He says being a recipient of the Meriter Minority Scholarship means that his continual improvement and development is expected.
- Chiebonami "Chi Chi" Oraedu, who will graduate from UW-Madison in May 2008 with a degree in Nursing. Oraedu says, "My interactions with nurses during an illness influenced my decision to pursue nursing: the nurses provided emotional support, comfort, and uplifting words during the recovery."
- Pude Kabera, who is completing the Health Care Administration program at Concordia University. One of the main reasons why Kabera chose a career in the health care field is her desire to work with the elderly population. Kabera has a daughter who is a freshman at UW-Madison.
- Robert Yang, who is attending Medical School at UW-Madison. Yang, who has a strong connection with Meriter, as a volunteer in the Physical Therapy Department and as a 2006 recipient of Meriter's Ganser Fellowship, says the scholarship allows him to stay connected during a period when both time and money are scarce.
- Andrea Gilmore, who was recently accepted into the Nursing Program at UW-Madison. Gilmore is a Nursing Assistant in Oakwood Village's Skilled Nursing Unit. She also volunteers her time as a CPR and First Aid Instructor for the American Red Cross.

Meriter will begin accepting applications for the 2008/2009 academic year in January 2008. Applications will be posted on www.meriter.com. If you have questions about Meriter's Diversity Scholarships, please contact Holmes at (608) 417-6589 or kholmes@meriter.com.



Robert Yang and Andrea Gilmore are among the eight recipients of 2007 Minority Health Careers Scholarships.

Honors, Achievements and Announcements

Meriter named a Top 100 Hospital

Meriter Hospital recently was named a recipient of the 2006 Thomson 100 Top Hospital: Performance Improvement Leadership award. Thomson (formerly known as Solucient) selects award winners based on their performance over a five-year period in four distinct categories: Quality, Financial Performance, Operations and Growth.

Thomson evaluated more than 2,897 acute care hospitals, using Medicare Provider Analysis and Review Data from 2001 to 2005, as well as information from Medicare cost reports. Thomson scored hospitals on eight measures: risk-adjusted mortality, risk-adjusted complications, risk-adjusted patient safety, severity-adjusted length of stay, expense per adjusted discharge, operating profit margin, cash to total debt and growth in patient volume. Meriter was recognized in the category of teaching hospitals with more than 200 beds—the only hospital to be recognized in the State of Wisconsin in this category, and one of only three state hospitals to receive this recognition.

Meriter Foundation Has New Leader

The Meriter Foundation is welcoming a new president, Fran Petonic. Petonic, who began her duties in September, was previously employed by St. Joseph Mercy Hospital in Ann Arbor, Michigan.

New Sleep Disorders Program is Open

Meriter Hospital has joined with UW Medical Foundation to open Wisconsin Sleep, a new, comprehensive sleep disorders program that provides clinic and lab services in Research Park on Madison's west side.

Patients will benefit from leading edge diagnostic and treatment methods, an efficient clinical care model that will help allow for timely access for clinic

appointments and sleep studies, a warm and comfortable environment in which to receive care, and the availability of home care products and services onsite.

The Sleep Disorders Center housed at Meriter Hospital closed in September. Clinic employees were given the opportunity to move into similar roles with the new Wisconsin Sleep program.

New: E-newsletter for Parents

Meriter now offers a free weekly e-mail newsletter for expectant and new parents. To sign up for "Parent Review," visit www.meriter.com/enews. You'll receive newsletters through your baby's first birthday focused on what you need to know that week.

Event to Combine Awareness with "A-wear-ness"

Meriter—in partnership with NBC-15, *brava* magazine and the University of Wisconsin-Madison School of Human Ecology—is planning a unique event that will combine fun and fashion with information about lifestyle choices to help prevent heart disease.

UW Apparel Design students are currently using their talents to develop designs for formal dresses. Dresses will be red, of course, in keeping with the American Heart Association's Go Red for Women program to build awareness of heart disease in women.

The dress designs will be posted at www.nbc15.com November 5-11, and you are invited to vote for your favorite. The five designers who receive the most votes will receive \$500 to create their winning dresses. Local celebrities will wear the one-of-a-kind creations at a Heart Month fashion show at Meriter Hospital in February 2008.

Watch for more details on NBC-15, in *brava* magazine and on www.meriter.com.



Welcome, New Physicians

At Meriter Hospital, the partner relationship with the physicians who practice here is an essential ingredient in our mission to Heal, Teach, and Serve. We are pleased to announce the addition of the following doctors to our medical staff in May–August 2007:

Cynthia Anderson, MD*
Obstetrics/Gynecology
UW Health Physicians

Archana Bhatt, MD
Physiatry
Meriter Hospital

Amanda Dupreez, MD*
Internal Medicine
UW Health Physicians

Chris Eggert, MD
Nephrology
Madison Area Renal Specialists

Hajnal Kinda, MD*
Internal Medicine
UW Health Physicians

Joseph Mazzei, DO
Emergency Medicine
Emergency Medicine Associates

Jacob Prunuske, MD*
Family Medicine
UW Health Physicians

Daniel Schaefer, MD*
Family Medicine
UW Health Physicians

Jason Yelk, DO*
Hospitalist-Meriter Hospital
UW Health Physicians

For a directory of all Meriter physicians, visit www.meriter.com/doctors.



*UW Health Physician and UW School of Medicine and Public Health Faculty Member

Meriter Health Services provides health care services to residents of southern Wisconsin and areas of northwest Illinois through its family of companies. Meriter Hospital is a not-for-profit, locally directed, teaching hospital that proudly serves the community.

MERITER'S MISSION IS:

to heal this day
to teach for tomorrow
to embrace excellence always
to serve our communities —
for a lifetime of quality health care.

FOCUS

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WHAT'S INSIDE?

MOVING PATIENTS

New devices increase safety, **Page 2.**

PHYSIATRY

Rehabilitation physicians, **Page 3.**

SCHOLARSHIP PROGRAM

Increasing diversity in health care, **Page 4.**

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COMMUNITIES

New Primary Care Clinic to Open in 2008

In response to community needs, Meriter is building its second medical clinic joining the one at 7780 Elmwood Avenue in Middleton, which opened in 2004. The new facility, which is scheduled to open in mid-2008, will be conveniently located near the intersection of McKee and Raymond Roads.

Meriter Medical Clinic's primary care specialists offer personalized healthcare services. They provide preventive and diagnostic services, educate patients on appropriate health behaviors, manage and coordinate patient care, and facilitate access to specialty and follow-up care.

New Internist Joins Meriter Staff

Arpad Olajos, M.D. will practice at the new clinic. He recently moved to the area from Green Bay where he was a member of the medical staff at Aurora BayCare Medical Center. Dr. Olajos is an internist who earned his medical degree at the Medical University of Debrecen, Hungary and completed his residency at St. Francis Hospital of Evanston, University of Illinois at Chicago. He speaks Spanish and German.

While the new clinic is under construction, Dr. Olajos is seeing patients at a temporary location—6200 Nesbit Road, Fitchburg. Clinic hours are 8 a.m. - 5 p.m., Monday-Friday.

For more information or to schedule an appointment with Dr. Olajos, call (608) 417-8800 or visit www.meritermedicalclinics.com.



Dr. Arpad Olajos is seeing patients at 6200 Nesbit Road, Fitchburg, while the Meriter Medical Clinic-McKee (shown in the artist rendering above) is under construction.