

LivingWell

Spring 2016



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GOOD AT
WHAT
WE DO

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HOW TO MAKE

SUMMER

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‘An experience that can’t be duplicated’

Disneyland and health care may seem like very different experiences, but they share two important elements: Both are rich with opportunity for making a difference in others’ lives, and both require team members to make that happen.

“Every interaction we have with a patient, family member or co-worker is an opportunity to make a personal connection, to create an exceptional moment,” says Andrea Kofl, Senior Vice President of Patient Care Services and Hospital Operations for Adventist Health/Central Valley Network. That’s why Adventist Health invited Experience International leaders Bruce Loeffler and Brian Church to train its more than 3,000 employees.

It’s about the attitude

Loeffler is the former Disney training coordinator of service excellence. He began his career as a performer at Disneyland and then at Walt Disney World for 10 years.

Since leaving Disney, Loeffler has applied his service training skills to help hospitals, airlines, hotels and businesses throughout the country—even the Grand Canyon. He and Church, a business relationship expert who has trained Fortune 500 corporations, are the co-founders of the nationally recognized Experience International company and co-authors of the best-selling book *The Experience: The 5 Principles of Disney Service and Relationship Excellence*.

In January, their team visited Adventist Health in the Central Valley to witness the Adventist Health experience and speak to employees.

Exceptional Moments

“Disneyland may be the happiest place on earth, but how do you make a



LEFT: Bruce Loeffler was a Disney performer and trainer. **BELOW:** Loeffler trains Adventist Health employees.



hospital positive, enjoyable and fun?” asks Loeffler. “I really think that if you take the passion that you have and apply it to what you do, you can really



EXCEPTIONAL MOMENTS

make a huge difference, and I sense that the employees here are eager, excited and ready for it.”

Church said he noticed the significance of faith in the Adventist Health culture.

“There are a lot of Bible verses in hospitals around the country, but not everybody lives it out,” he says. “I was able to realize and witness firsthand what was going on in the Adventist Medical Center—Hanford Chapel...and it was moving...I noticed a chaplain in there with a family that were actually praising God...I don’t think I’ve ever seen that before. That’s an experience that can’t be duplicated everywhere.”

Ask yourself

From March through April, Loeffler and Church trained more than 3,000 employees, volunteers and physicians on eight Exceptional Moments opportunities that were developed by an Adventist Health team.

Exceptional Moments embody Adventist Health’s mission, vision and values and are summarized as:

- 1 Friendliness.
- 2 Pride in appearance.
- 3 Respectful communication.
- 4 Clear, appropriate and timely information.
- 5 Compassion through active listening and genuine concern.
- 6 Commitment to “YES.”
- 7 Empathy and urgency in resolving issues.
- 8 Teamwork for successful outcomes.

WEB TO HEAR MORE FROM THE EXPERIENCE INTERNATIONAL TEAM’S FINDINGS, PLEASE VISIT **AHCVNEXPERIENCE.COM**.



Artist's conception of Selma's intensive care unit



"It was the best service I've ever gotten in a hospital. They were very good and courteous. They made sure I had peace and quiet."

—Feb. 12 Selma hospital patient survey comment

We're getting even better!

Progress is being made on a \$13.3 million renovation project at Adventist Medical Center–Selma.

In June 2015, American Inc., a Visalia-based company, installed a 100-ton HVAC chiller on the southwest side of the hospital. The chiller and enclosure is just one of several components that will help cool the hospital in the near future. Adventist Health approved the four-phase chiller project for \$1.1 million. Work was completed in October 2015.

In December, the hospital announced that its services were expanding, thanks to the \$13.3 million investment by Adventist Health. The improvements include a six-bed intensive care unit, seven additional emergency beds, an isolation room and surgery department upgrades. The new services will help community members access care close to home.

Other preliminary work for the expansion has included the installation of a new emergency generator and emergency department process changes to reduce wait times and improve the patient experience.

"We're so excited to start preliminary work on this important project for our community," says Nina Plata, Vice President of AMC–Selma. "Our emergency visits have more than doubled since 2005, and we consider it an honor to care for patients from throughout the Valley."

Upgrading, upgrading

The ICU and emergency plans have been approved by the state Office of Statewide Health Planning and Development. Plans are in development for upgrades to the surgery and emergency departments.

In June 2015, the project received an even larger boost when members of the AMC–Selma Foundation board presented a check for \$50,000, which will go toward the emergency department remodel and expansion.

Because Adventist Health is a not-for-profit private corporation, its projects differ from many major hospital construction projects in that no public taxes are required.

For more information, visit adventisthealth.org/central-valley.

What makes us
EXCELLENT
in patient care

3,100+
surgical procedures
in Selma in 2015

2,700+
surgery patients
came from out of town in 2015

1,300+
baby deliveries
in Reedley in 2015

50
Adventist Health registered nurses
have earned additional specialty
certifications

Adventist Medical Center–
Reedley was among

149
U.S. hospitals to be recognized
by the Collaborative Alliance for
Nursing Outcomes (CALNOC) for
excellent performance in reducing
hospital-acquired bedsores.

To learn more about hospital services, visit amcreedley.com
or amcselma.com.

LivingWell

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Information in LIVINGWELL comes from a wide range of medical experts. If you have any concerns or questions about specific content that may affect your health, please contact your health care provider. Models may be used in photos and illustrations.

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Brainy ideas *for* summer activity

By LUIS
GUZMAN, MD,
board-certified family
medicine physician
Adventist Health
Physicians Network,
Reedley



Ah, those lazy, hazy days of summer make you think about vacations and school breaks.

As tempting as that may sound, maintaining good brain health is a year-round activity.

Here are a few fun and easy ways to help keep everyone's brain healthy this summer:

Get physical. Head outside with the kids for some hiking or biking— aerobic exercise gets the heart pumping, which helps keep the brain fed with a healthy supply of blood and oxygen. It can even spur production of new brain cells, according to the Alzheimer's Association. One large study linked fitness in midlife with a reduced risk for dementia in older age.

Just make sure all bike riders wear a helmet to protect the brain from trauma in the event of an accident or fall.

Be a brainiac. Read a book while lounging at the beach. Break out

word games for family game night. Forcing yourself to think can add new brain cells and solidify their connections.

Serve some food for thought.

Summer is the perfect time to head to your local farmers market for foods high in brain-friendly antioxidants, such as:

- Dark-colored vegetables: spinach, broccoli and beets.
- Berries (blue, black and red).
- Cherries and plums.

Also, when firing up the grill, throw on some salmon, trout, mackerel or other fish high in omega-3 fatty acids, which are good for the brain.

And, finally, don't forget that all-time favorite summer food—corn on the cob, which is also a brain pleaser. But don't slather it with butter. Eating too many foods high in cholesterol and saturated fat may raise the risk for Alzheimer's disease.



FIRST, HAVE COMPASSION

In the short time that Luis Guzman, MD, has been with Adventist Health Physicians Network in Reedley, he has already made a huge impact on patients and the community.

On Feb. 26, 2016, the board-certified family medicine physician was awarded “Health Professional of the Year” by the Greater Reedley Chamber of Commerce. The award recognizes an individual who strives to improve the quality of life for residents through health care delivery. The chamber selected Dr. Guzman based on his characteristics of rising above the call of duty; exemplifying compassion, excellence and competence in patient care delivery; and displaying leadership, thoroughness and integrity.

“My parents taught me to be compassionate,” Dr. Guzman said when he first began serving at Adventist Health in November 2014. “They instilled in me and my siblings the importance of giving back to the community.”

Dr. Guzman gives back by providing health education, screenings and care at his office and throughout the community.

CALL# CALL FOR AN APPOINTMENT TODAY!

Luis Guzman, MD
Family medicine
1419 N. Acacia Ave.,
Suite 101
Reedley
559-391-3165

WELCOMING *new* PATIENTS



Marta Atalla, MD
Pediatrics
1142 Rose Ave.,
Suite C
Selma
559-856-6175



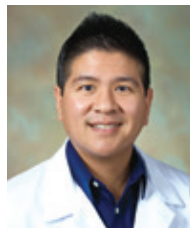
Yong-Sik Kim, MD
Internal medicine
1142 Rose Ave.,
Suite C
Selma
559-856-6165



Sohail Mamdani, DO
General surgery
1142 Rose Ave.,
Suite A
Selma
559-856-6160



Michael Medeiros, MD
Neurology
2256 Dockery Ave.,
Suite B
Selma
559-856-6170



Ryan Utarnachitt, MD
Gastroenterology
1419 N. Acacia Ave.,
Reedley
559-391-3160
1142 Rose Ave., Suite A
Selma
559-856-6160

Luis Guzman, MD, and five other experienced Adventist Health Physicians Network physicians are caring for patients in Reedley and Selma. Now welcoming Humana, Medicare, Santé and most insurance plans!

reedleydoctors.com
selmaphysicians.com

WELCOME, *new* RESIDENTS



The future of health care: Shown are (from left) Todd Macauley, DO; Theresa Day, MD; Nicole Constantz, MD; and Madeline Nguyen, MD, with Medical Director Mario Martinez, MD.

Starting a new residency program

Four new University of California San Francisco, Fresno, residents have begun family medicine training at the Adventist Health/Community Care–Reedley Cypress clinic at 372 W. Cypress Ave.
Phone: 559-391-3110
Hours: 8 a.m. to 5 p.m.

FASTER

for life's emergencies

A hospital emergency department probably isn't on your top 10 list of travel destinations, but at some point in your life, an injury or illness will most likely land you or someone you love in one.

In emergency situations, Adventist Health teams in Hanford, Reedley and Selma are ready and available to help you quickly. Led by their emergency physicians, they've implemented a



The average time to see a provider was 16 minutes in January and February 2016.

Rapid Medical Evaluation process that reduces patient wait times. The average time to see a provider was 16 minutes in January and February 2016.

The prompt, excellent emergency care attracts patients from throughout the region. Of more than 150,000 emergency patients in 2015 in Hanford,

Reedley and Selma, more than 91,000 were from out of town. Here is what some of them have to say:

"They did a good job. I was very surprised on how quick it was. I was thinking I was going to be there longer than I was, but they were on it with the EKG, the blood work and all of it. They got me out of there faster than I was expecting. I am very happy with how everything went."

—Feb. 29, 2016, Hanford emergency patient

"I thought I was having a stroke. I am an existing cancer patient, so they double-checked everything. I felt better after 30 to 40 minutes. I was fine. It was a reaction to a combination of two drugs. The doctor was very positive and so infectious with it that my experience was a good experience, and I thanked him. Everything was done so fast, and I was so grateful."

—March 8, 2016, Reedley emergency patient

"It is the best hospital that I have gone to."

—Feb. 22, 2016, Selma emergency patient

WEB VISIT MYAHER.COM FOR CURRENT INFORMATION ON AVERAGE EMERGENCY WAIT TIMES.



TIPS TO STAY HEALTHY

Here are some suggestions from the Adventist Health emergency team on how to keep you and your family safe:



Make helmets a priority.

Helmets help reduce the risk of head injury and of death from bicycle crashes. They are also a good idea when riding a horse or skateboard, batting or running bases in baseball or softball, or using inline skates.



Watch for heatstroke.

Symptoms include a body temperature above 103

degrees; hot, red, dry or moist skin; a rapid and strong pulse; and unconsciousness. Call 911 immediately. Move the person to a cooler environment, and try to bring his or her temperature down with cool cloths or a bath.



Know the signs of anaphylaxis.

This is a potentially deadly allergic reaction. The most common triggers are foods, insect stings, medications and latex. It requires immediate medical attention, including an injection of the drug epinephrine and a trip to the ED.

We want to make **YOUR** voice heard

In support of our vision to be the best place to receive care, Adventist Health/Central Valley Network is looking for community members to join its Patient & Family Advisory Committees in Hanford, Reedley and Selma.

The groups meet with a local nurse leader four times a year for a catered lunch and discussion about improvement opportunities.

The Hanford committee meets with Laurie Taggart, Vice President of Experience. Reedley's group is led by Susan Chapman, Vice President of Adventist Medical Center-Reedley, and Selma's committee will meet with Nina Plata, Vice President of Adventist Medical Center-Selma.

The Reedley committee began meeting in 2015 and has provided great feedback on services and facilities, Chapman says. "I really appreciate their enthusiasm, thoughts and ideas. They even took the initiative to provide small gifts for children who visited us around Easter. I feel very blessed that they're part of our team."

The Hanford group began meeting this year, and Selma's group is under development.

Watch for information about Hanford and Selma committee members in the next issue of *LivingWell!*

INFO? IF YOU'RE INTERESTED IN JOINING A PATIENT & FAMILY ADVISORY COMMITTEE, PLEASE APPLY ONLINE AT **AHADVISOR.COM** OR PICK UP AN APPLICATION AT THE FRONT DESK OF ADVENTIST MEDICAL CENTER IN HANFORD, REEDLEY OR SELMA.



Thank you, Reedley committee members: (from left) Erica Jones, social worker; Maria Ochoa, homemaker; Ana Pimentel, dietitian; Linda Salwasser, homemaker; Kori Tincup, community volunteer American Cancer Society/Relay For Life.

See our team work!



Forty-eight CREATION Health participants from the community and Adventist Health took part in the Reedley College Parkway 5K.



Dr. Adalberto Renteria at the Hanford Thursday Night Market Place.



Adventist Health volunteers checked blood pressure for Thursday Night Market Place attendees.



At the Selma block party, Adventist Health team members provided health information and screenings.

Adventist Health and Valley Children's Healthcare are making progress on plans for a 45,000-square-foot plaza off of Highway 99, near the Merced Avenue off-ramp in Fowler. The partnership combines Children's expertise in pediatric care with Adventist Health's expertise in rural and adult health care.

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Living Well Events

A Time to Heal **FREE**

For women after treatment for breast cancer.

■ Every Tuesday for 12 weeks, starting in May; 6:30 to 8:30 p.m.; Conference Center, 115 Mall Drive, Hanford.

Registration required. **559-537-2300**

■ Every Thursday for 12 weeks, starting in May; 11:30 a.m. to 1:30 p.m.; Conference Room 2, 1141 Rose Ave., Selma.

Registration required. **559-537-2300**



Better Breathers' Club **FREE**

For people with COPD and other lung diseases and their caregivers.

Wednesday, June 8; 6 to 7 p.m.;

Physicians' Lounge, first floor, Lacey Medical Plaza, 1524 W. Lacey Blvd., Hanford. rebecca.goodstein@ah.org

or **559-537-0083**

Breastfeeding Classes

Will be combined with the fourth Childbirth Education class of each month.

Cancer Support Group **FREE**

Every Tuesday; 11:30 a.m. to 12:30 p.m.; 115 Mall Drive, Hanford.

559-537-2300

Childbirth Education Classes



Wednesdays, June 1, 8, 15 and 22; July 6, 13, 20 and 27; Aug. 3, 10, 17 and 24; 7 to 9 p.m.; Conference Center, 115 Mall Drive, Hanford. \$40 per couple. Registration required.

559-537-1710

Diabetes Support Group **FREE**

■ Thursdays, May 26, June 23, July 28; 1:30 to 3 p.m.; Chapel Auditorium, 1025 N. Douty St., Hanford.

559-537-1001, ext. 20825

■ Fridays, June 10, July 8, Aug. 12; 9 to 10:30 a.m.; Conference Room 1, 1141 Rose Ave., Selma. **559-856-6090**

Freedom From Smoking **FREE**

Tuesdays, May 31 through July 12, and Thursday, June 23; 5:30 to 7 p.m.; Conference Center, 115 Mall Drive, Hanford. **559-537-0083**

Grief Support Group **FREE**

Mondays, June 13, July 11, Aug. 8; 6 to 7:30 p.m.; Experience Design Room, 450 N. Greenfield, Hanford.

559-537-2860 or hilda.senn@ah.org

Kings-Tulare County Liver Support Group **FREE**

Mondays, May 23, June 27, July 25; 6 p.m.; Chapel Auditorium, 1025 N. Douty St., Hanford.

559-537-0192

Mended Hearts Cardiac Support Group **FREE**

Thursdays, June 16, Sept. 15; 6:30 to 8:30 p.m.; 210 W. Lacey Blvd., Hanford. **559-584-7107**

WEB

ADVENTISTHEALTH.ORG/CENTRAL-VALLEY

