Helping older adults with depression

Summer safety

Hip replacement earns coach Donn Foltz extra innings

Back in the Game

ValleyHealth
Healthier, together.
New Home for Emergency Services and Physician Practices

Shenandoah Memorial Hospital cuts ribbon on thoughtfully designed building

Shenandoah Memorial Hospital’s new Emergency Department and Medical Building opened in June, marking the end of one of the hospital’s largest expansion projects. The momentous occasion was celebrated with a ribbon-cutting ceremony attended by Valley Health and hospital staff and many members of the community. The area’s commitment to the project was reflected in the more than $1.5 million donated during a two-year capital campaign; funds were used to purchase lifesaving equipment for the Emergency Department.

The new, three-story facility was carefully designed with an eye toward patient safety and privacy. The two floors above the Emergency Department are home to nearly a dozen physician practices, so now providers are just steps away from their hospitalized patients. Patients coming for doctors’ appointments won’t have far to go for services, including Medical

Continued on next page
Imaging, Laboratory, Surgical Services and Respiratory Services.

Highlights of the new building include 17 private exam/treatment rooms, a dedicated cardiac care room with sophisticated monitoring and diagnostic equipment, a spacious waiting room with a separate family room for private consultations, and improved wheelchair accessibility throughout the building.

The expansion is one more example of how Valley Health provides modern facilities and quality care to area residents.

Now Open

Valley Health offers lab services in Martinsburg

A new Valley Health Laboratory location has opened at 1804 West King Street in Martinsburg, West Virginia. Now, Eastern Panhandle residents have close-to-home access for bloodwork and other lab services.

Open Monday through Friday, 8 AM to 4:30 PM, no appointments are necessary and no co-pays are required. Bring your state ID, insurance information and lab order from your doctor.

For information about lab services at seven Valley Health locations, call 540-536-2242 or visit valleyhealthlink.com/labservices.

**NEW PHYSICIANS**

- **DANIEL ALEXANDER, DO (CARDIOLOGY)**
  Winchester Cardiology and Vascular Medicine/New Market Family Health Center and Multi-Specialty Clinic

- **RABIA ARSHAD, MD (CARDIOLOGY)**
  Winchester Cardiology and Vascular Medicine

- **JEFFREY CARTER, MD (TRAUMA SURGERY)**
  ACCESS Program

- **DJENABRA CROSKEY, MD (OB/GYN)**
  OB Hospitalist

- **JAMES EARLS, MD (DIAGNOSTIC RADIOLOGY)**
  Winchester Radiology

- **NAMITA KATTAL, MD (OB/GYN)**
  Winchester Women’s Specialists

- **STEPHEN MILLER, MD (GENERAL SURGERY)**
  Winchester Surgical Clinic

- **ANNAMALAI MUTHIAH, MD (DIAGNOSTIC RADIOLOGY)**
  Winchester Radiology

- **ALIX PAGET-BROWN, MD (NEONATOLOGY)**
  Pediatrix/Winchester Medical Center NICU

- **NICHOLAS PERRY, MD (DIAGNOSTIC RADIOLOGY)**
  Winchester Radiology

- **OWEN REGAN, MD (GYNECOLOGY)**
  Shenandoah OB/GYN Front Royal

- **SYED SHAFAQAT, MD (HOSPITALIST)**
  Valley Hospitalists

- **RAJEEV SHARMA, MD (PSYCHIATRY)**
  Valley Behavioral Health

- **KENT VANBUCKEN, MD (ORTHOPEDIC SURGERY)**
  Valley Health Orthopaedics

**ADVANCED PRACTICE CLINICIANS AND OTHER PROVIDERS**

- **IFESINACHI ANOSIKE, CRNA (CERTIFIED REGISTERED NURSE ANESTHETIST)**
  Winchester Medical Center Surgical Services

- **ERIN BATEMAN, PA (PHYSICIAN ASSISTANT)**
  Valley Health Urgent Care-Winchester

- **LEAH BUCCI, PA (PHYSICIAN ASSISTANT)**
  Valley Health Vascular Surgeons

- **ARTHUR CERAMI, PA (PHYSICIAN ASSISTANT)**
  Winchester Medical Center Emergency Services

- **BRENDA JOHNSTON, NP (NURSE PRACTITIONER)**
  Valley Behavioral Health

- **ANGANETTE L. NESSELRODT, NP (NURSE PRACTITIONER)**
  Page Healthcare Associates

- **ELAINE POSTEN, NP (NURSE PRACTITIONER)**
  Hampshire Memorial Hospital

- **NATALIE RANEY, AUD (AUDIOLOGIST)**
  Valley Health ENT

- **LAURA BRITTON STACE, NP (NURSE PRACTITIONER)**
  Luray Family Medicine

For a complete listing of Valley Health providers, and to search by specialty or practice, go to valleyhealthlink.com/physicians.
FAST FACT: Hampshire Memorial Hospital offers free glucose and cholesterol screenings every other month. Call 304-822-4561.

SYSTEM news briefs

Advanced Minimally Invasive Heart Valve Treatments at Winchester Medical Center: The Heart & Vascular Center now provides cutting-edge treatments for the most complex heart valve and aortic problems, using minimally invasive repair and replacement procedures, including catheter-based techniques. A new state-of-the-art hybrid room combines catheterization, surgical capabilities, and advanced imaging and support technology to perform procedures such as transcatheter aortic valve replacement (TAVR). Call 540-536-4000 for more information.

New President at Valley Health's West Virginia Hospitals: In May, Thomas Kluge began his tenure as president of Hampshire Memorial and War Memorial hospitals. He brings more than 30 years of experience in hospital administration to his new role, having served most recently as chief operating officer at Sentara Halifax Regional Hospital in South Boston, Virginia. “I am excited about this opportunity to serve the Valley Health community and look forward to collaborating with the Board, physicians, staff and community to provide safe, quality care for West Virginia's citizens,” Kluge states.

Accreditation for Warren Memorial Hospital's Chest Pain Center: In May, Warren Memorial received full Chest Pain Center Accreditation from the Society of Cardiovascular Patient Care (SCPC). The three-year reaccreditation is endorsement of the hospital’s quality of care for heart patients and its commitment to building community awareness about heart attack signs and symptoms. Winchester Medical Center is also accredited by SCPC. For more information, visit valleyhealthlink.com/hear.

Practice Merger in Luray: Valley Internal Medicine and Page Healthcare Associates have merged, and the new practice has relocated to the Page Healthcare Associates office, adjacent to Page Memorial Hospital. This merger will allow for enhanced access and extended appointment hours. For more information and to make appointments, call 540-743-2887.

New Mobile MRI Rolls onto Hospital Lots: Valley Health’s new, upgraded mobile Magnetic Resonance Imaging (MRI) vehicle is rolling out to hospital lots in Page, Shenandoah and Warren counties. The state-of-the-art Siemens Avanto 1.5 MRI delivers improved image quality and faster exam times, which increase patient safety and comfort. In addition to being quieter, the wider opening helps reduce claustrophobia. For more information on Valley Health’s medical imaging services, visit valleyhealthlink.com/radiology.
In 2007, Valley Health’s Hurst Hospitality House at Winchester Medical Center (WMC) welcomed its first guest on October 29.

For its first two years Hurst House was open Monday through Friday. It became a 24/7 operation in 2009.

There have been over 16,000 guest usages since 2007.

Hurst House is available for patient’s families who live more than 40 miles from Winchester.

Guests from 46 states, 9 foreign countries, including Norway, El Salvador and Australia, and 4 continents have stayed at Hurst House.

The WMC Foundation and WMC Auxiliary raised almost $1.7 million to renovate the historic property, originally owned by the Hurst family.

The Foundation continues to manage an endowment of $768,000 to maintain the home and operate this service to benefit the Valley Health community.

Valley Health’s Hurst Hospitality House provides housing for families of patients who are far from home, so they can focus on healing, not housing. The comfortable just-like-home accommodations include six guest bedrooms and communal facilities. For more information, call 540-536-4470.
A GOOD COACH teaches grit and perseverance. Donn Foltz had to call upon those qualities when he was gearing up for the Spring 2015 baseball season.

“I had some pretty bad pain in the groin area,” relates Foltz, a government and sociology teacher and baseball coach at Central High School in Woodstock, Virginia. “I thought it was a pulled muscle.”

Foltz went to see orthopedic surgeon Suzanne Stevens, MD, who had performed knee surgery on him in 2014, only to discover that the problem was more serious than a pulled muscle—it was severe osteoarthritis in his right hip. “The X-ray showed bone on bone,” recalls Foltz.

“I counseled him to have a total hip replacement,” says Dr. Stevens. “His gait was severely impaired, and he had stiffness and limited range of motion. And the pain radiating to his buttock and thigh was interfering with his coaching.”

Foltz wanted to get his students through the baseball season first, so he coached despite the pain. “I limped horribly and couldn't stand up straight,” he recalls.

Foltz had total hip replacement surgery at Shenandoah Memorial Hospital in June 2015 and was discharged two days later. After a brief episode of home care, he was able to advance to outpatient rehabilitation at Shenandoah Memorial Hospital’s Rehabilitation Services facility in Woodstock, one of three locations associated with the hospital. (The other two facilities are in Mount Jackson and Strasburg.)
After hip replacement surgery in June 2015, coach Donn Foltz credits rehabilitation at Shenandoah Memorial Hospital for getting him ready for a pain-free baseball season this past spring.
ORTHOPEDIC CARE AT VALLEY HEALTH SYSTEM

A range of orthopedic services are available to residents of the Shenandoah Valley through the hospitals and affiliated physicians of Valley Health. Comprehensive care for everything from minor fractures to minimally invasive or more complex orthopedic surgery is available from trained specialists close to home.

At Valley Health Orthopaedics Kent VanBuecken, MD, has joined Suzanne Stevens, MD, Audrea Wynn, MD and Daniel Zimet, MD, at Valley Health Orthopaedics. This practice boasts multiple locations and provides patients in Page, Shenandoah, Warren, Rappahannock and Rockingham counties with easy access to physicians during office hours and now allows for more frequent hospital follow-ups. Now that Dr. VanBuecken has joined the practice, Dr. Stevens sees patients full-time in New Market.

At Winchester Medical Center The team of orthopedic specialists at Winchester Medical Center offers a wide range of advanced treatment options.

Total joint replacement for hip, knee, shoulder, elbow and wrist, including:
- Anterior hip replacement – tissue-sparing surgery that doesn’t involve cutting through muscle
- Reverse total shoulder replacement – an innovative treatment option for patients with large rotator cuff tears who may not benefit from traditional shoulder replacement surgery
- Hand and upper extremity surgery – surgical capabilities include elbow and wrist joint replacement

Minimally invasive procedures, including:
- Endoscopic carpal tunnel release – an outpatient treatment for carpal tunnel syndrome in which a tiny incision and endoscope (a small camera on the end of a flexible tube) are used to minimize pain, scarring and recovery time
- Hip arthroscopy – a small camera known as an arthroscope is used to visualize the hip joint and guide miniature surgical instruments
- Meniscal repair (knee arthroscopy) – arthroscopic surgery is often used to treat meniscal tears, which are among the most common knee injuries

The Fit for Surgery program is designed to help patients improve their condition before surgery.

“Mr. Foltz is young and was very motivated to get back to the things he wanted to do,” says Dr. Stevens. She conducted follow-up exams with the 53-year-old coach and was pleased with his progress. “Hip replacement patients usually do well if they follow precautions. If the patient has long-term loss of range of motion, it can take a while to relearn such things as rising from a chair or to re-establish an alternating gait.”

Fortunately, Foltz didn’t have any setbacks, and Dr. Stevens received regular reports from his physical therapist through the electronic medical records system in place at Valley Health.

Another aspect of Valley Health’s joint replacement program gets high marks from physicians and patients alike: the Fit for Surgery program, designed to help patients improve their condition before surgery.

“Patients rave about the Fit for Surgery program,” says Dr. Stevens. She explains that many patients don’t realize how debilitated they’ve become because of the pain, especially if the joint problem has been slowly worsening over time. This “pre-hab” program helps joint replacement candidates get blood flowing into muscles, and improves bone strength and range of motion before surgery, so they can be better prepared for rehab afterward.

Foltz credits his rehab for the rapid recovery he made between the June surgery and the beginning of the new school year. By the time school started in September, he was feeling great, and he has made steady improvements throughout the year. He resumed his personal fitness routine and now works out regularly with one of his colleagues on the high school coaching staff.

“Total hip replacement is now one of the most successful surgical procedures in the United States,” says Dr. Stevens. “In fact, joint replacement can be life-changing, giving patients the chance to get back to all the things in life they enjoy.”

For Foltz, this means being able to pitch to his boys in the spring.

“I have to be ready to throw, and this season it’s been so much easier without the pain. The kids are so helpful and always say, ‘Here, let me do that, don’t hurt your hip.’” But his players don’t have to worry any more, since their coach is now pain-free and back in the game!
Depression is an illness that affects thinking and mood. It can interfere with a person’s ability to function or carry on daily activities, such as family life and work. We all experience a range of emotions, both ups and downs, and in most cases, the feelings pass. Sometimes, however, it’s difficult to shake an overwhelming sense of sadness, and professional help may be needed.

The National Alliance on Mental Illness estimates that 7 percent of U.S. adults have dealt with symptoms of depression in the past 12 months. Although people under 25 years old are more likely to experience depression, it also occurs regularly in adults 55 years and older, and it can be more severe due to physical illness.

Here are answers to some common questions about depression in this age group.

**HOW IS DEPRESSION DIFFERENT IN OLDER ADULTS?**
We think of depression as a mental disorder; however, it is closely related to our physical well-being. Seniors are more likely to experience illnesses like cancer, stroke, heart problems, lung disease and diabetes, and they may also suffer from chronic pain. Lingering thoughts like, “I’ll never get better,” and “I may have to live like this forever,” are frequently expressed by those with depression.

**DOES THE USE OF PRESCRIPTION PAIN MEDICATION IMPACT DEPRESSION?**
Those with chronic pain can easily become addicted to pain medicine. In fact, abuse of prescription drugs and alcoholism are common in adults with depression. Both substances are frequently used to self-medicate for physical and emotional pain.

**WHAT ARE THE SYMPTOMS OF DEPRESSION IN ADULTS?**
On the most basic level, those with depression frequently stop participating in life, calling friends and engaging in activities they used to enjoy. When a loved one stops doing things that used to bring them joy, we recommend an evaluation by a professional. Depression’s symptoms can also include isolation, eating or sleeping more or less than usual, and an inability to focus. These symptoms may imitate dementia, which is another reason why a medical appointment is recommended.

**WHAT SHOULD I DO IF I SUSPECT A LOVED ONE IS DEPRESSED, OR WORSE, SUICIDAL?**
A medical consultation with a trained professional is a must! Suicidal threats—indeed any threat of violence—should be taken seriously. Take your loved one to a Valley Health emergency department to be evaluated so a plan of treatment can be developed.

**BEHAVIORAL HEALTH PROGRAMS FOR ADULTS 55+**
Senior Outpatient Behavioral Health Programs are held in Winchester and Woodstock. These one-hour group therapy sessions focus on empowering patients to build quality relationships, self-confidence and self-reliance, in addition to providing resources and tools to manage depression and other behavioral diagnoses. Also, Valley Health’s new Behavioral Health Senior Adult Inpatient Service provides comprehensive, acute, short-term assessment and treatment of psychiatric disorders.

For more information, visit valleyhealthlink.com/behavioralhealth or call 540-536-4881.
I love my surgeon and the care provided at Valley Health ... but hate the pain from surgery and having to stay in the hospital!” Such feelings are commonplace, if not universal. Only a short while ago, that was the standard state of affairs, and any improvement would be a pipe dream. Technology, however, has come to the rescue. Now, you can undergo major thoracic (chest) surgery of all kinds with minimal pain and a very short hospitalization. This is called Minimally Invasive Thoracic Surgery (MITS), and this revolutionary change in technique permits a shorter hospitalization and accounts for reduced pain compared to traditional methods.

With the help of a video camera looking inside the chest, all forms of thoracic surgery can be performed through small incisions.
Valley Health is taking the lead in early detection of lung cancer with our low-dose CT screening program.

For the past decade, I have performed many types of minimally invasive thoracic procedures. I routinely and successfully perform surgery for lung cancer, GERD, cancer of the esophagus (food pipe) and all tumors inside the chest, with excellent outcomes.

Besides the benefits of reduced pain and shorter hospitalization resulting from MITS, the ability to more quickly return to one’s usual way of life is of immense value to all patients and their families. Needless to say, this lessens anxiety and can help overcome patients’ unwillingness to undergo major life-saving surgery, especially in older patients. For the same beneficial reasons of reduced pain and shorter hospitalization, successful surgery can be performed in patients with many pre-existing conditions, including previous heart attacks, hypertension, diabetes and COPD. This is enormously meaningful for a large portion of our population with these conditions. Smokers in particular, among whom these pre-existing conditions are more common, stand to gain even more from the shift to minimally invasive surgical techniques.

In concert with enhancing our thoracic surgery program, Valley Health is taking the lead in early detection of lung cancer with our low-dose CT screening program. More broadly, our cancer program centered at Winchester Medical Center offers treatment with all available modalities, including surgery, radiation therapy and state-of-the-art chemotherapy. The opening of our new Cancer Center this summer is an affirmation of Valley Health’s commitment to offer cancer care matching that found at major academic institutions, so that patients in the Shenandoah Valley now receive expert treatment and care close to home.

Benefits of Minimally Invasive Thoracic Surgery

- Smaller incisions
- Less blood loss
- Reduced pain
- Reduced time in the hospital
- Quicker recovery
- Better clinical outcomes, especially for patients who are not good candidates for standard surgical procedures due to age, physical condition or co-existing health challenges

Low-Dose CT Lung Cancer Screening

Valley Health offers a Low-Dose CT Lung Cancer Screening Program to find abnormal lung lesions in adults who have a history of smoking. Our program combines screening expertise with access to a team who is skilled in evaluation, diagnosis and treatment of abnormal lung lesions. If you would like to find out if you qualify for a low-dose CT lung screening, talk with your doctor.

To learn more, call 1-844-LDCT-NOW (532-8669).

About the Author

Shalini R. Reddy, MD, is board-certified in general and thoracic surgery, and recently joined Valley Health Cardiothoracic Surgeons and the medical staff at Winchester Medical Center, where she is medical director of thoracic surgery services. She has extensive experience in all forms of thoracic surgery and specializes in minimally invasive techniques. Dr. Reddy received her general surgical training at Montefiore Hospital and Beth Israel Medical Center, and her thoracic surgical training at SUNY Upstate Medical Center, with an additional fellowship in minimally invasive thoracic surgery at Roswell Park Cancer Institute, one of the nation’s premier cancer centers.
Summer Safety 101

Prevent injuries and keep children out of the doctor’s office this summer

SUMMER IS A TIME OF FUN. It’s a time to enjoy warm weather, school vacation and long daylight hours. But summer can also present unique hazards, landing families in the doctor’s office or emergency room.

“Everybody is outdoors in the summer,” says William Leskovec, MD, medical director, Hampshire Memorial Hospital Emergency Department, and emergency physician, Winchester Medical Center. “The emergency department is very busy.”

A family doctor can treat many common summer health issues, such as sunburns, poison ivy and small cuts. Dr. Leskovec recommends emergency care for complex injuries involving joints, deep cuts or fractures.

Some of the most common health problems and injuries can be avoided altogether. Read on for tips to keep your family safe while having summer fun.

ZIKA SAFETY

The Zika virus is a global health concern. While pregnant women are most at risk, parents can protect children from Zika-carrying mosquitos by using insect repellent containing DEET. When applying, avoid your child’s eyes, mouth, hands and any cuts or irritated skin. Zika’s symptoms include fever, rash, eye infection, muscle and joint pain and headache.
Outdoor accidents. Supervise children on playgrounds and trampolines. Make sure they wear helmets and protective gear on bicycles and all-terrain vehicles.

Water injuries. Children should wear protective footwear in rivers, lakes and other natural bodies of water. They should always wear life jackets aboard boats. Always supervise children at pools or near water.

Sun-related injuries. Even in small doses, summer sun can lead to burns, especially in the middle of day. “When your shadow is shorter than your height, you need to protect skin with SPF 30 or greater,” says Dr. Leskovec. Infants and children up to 4 years old are also in particular danger of heat stroke. “Children can’t always tell you when they are hot,” says Dr. Leskovec. “Use common sense. Hydrate. Bring extra fluids along on outings.”

Insect bites. Ticks are common, which means parents need to check children for bites. The ticks carrying Lyme disease are very small. Look for a bull’s eye-shaped rash appearing within two weeks of the tick bite.

Poison ivy. Parents should seek help if a poison ivy rash is in or around a child’s eyes or mouth, has oozing blisters or causes difficulty breathing.

Steve Hunt, a 56-year old with chronic obstructive pulmonary disease (COPD), was readmitted regularly to Shenandoah Memorial Hospital to treat his symptoms, which were made worse by his living conditions. He lived close to a garage, and automobile paint fumes aggravated his COPD. Even so, he was reluctant to use his prescribed oxygen, resulting in regular visits to the emergency department. He was in desperate need of the interventional support of someone who could evaluate his living situation and provide him with strategies for managing his own care.

Enter Kim Streett, RN, Valley Health transition coach, who helped Hunt make basic lifestyle and housing changes that eliminated his unplanned visits to the hospital and empowered him to manage his disease and its symptoms.

“Kim and her co-workers, they did a lot for me,” says Hunt. “I feel so much better now and haven’t been back once to Emergency!”

Streett and other Valley Health transition coaches serve a vital role in partnering with patients, especially those with chronic illness, to prevent readmission.

CARE BEYOND HOSPITAL WALLS
Transition coaches partner with patients for better long-term health

Steve Hunt, a 56-year old with chronic obstructive pulmonary disease (COPD), was readmitted regularly to Shenandoah Memorial Hospital to treat his symptoms, which were made worse by his living conditions. He lived close to a garage, and automobile paint fumes aggravated his COPD. Even so, he was reluctant to use his prescribed oxygen, resulting in regular visits to the emergency department. He was in desperate need of the interventional support of someone who could evaluate his living situation and provide him with strategies for managing his own care.

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Streett and other Valley Health transition coaches serve a vital role in partnering with patients, especially those with chronic illness, to prevent readmission.

“Transition coaches bridge the gap from hospital to home,” notes Streett. “Our job is to figure out what factors contribute to a patient’s hospital admissions, find solutions, and keep them healthy in the long term.”

Transition coaches make sure that patients:
• Understand how to manage their disease and its symptoms
• Understand their medicines and how to take them
• Schedule and attend follow-up medical appointments
• Have transportation for ongoing medical treatment
• Receive counseling for mental health challenges like depression
• Have opportunities to socialize with others at senior centers or group facilities to prevent isolation, which often impacts well-being

“Our goal is to empower patients to be well, safe and independent—and to reduce preventable readmission,” adds Patty Klinefelter, director of Valley Health Home Health Services. “Thanks to the work of Valley Health’s dedicated and resourceful transition coaches, Steve Hunt and patients like him are literally able to breathe easier.”

Emergency services are available at all six Valley Health hospitals. Visit valleyhealthlink.com/locations for more information. For minor emergencies, find one of Valley Health’s Urgent Care Centers at vhurgentcare.com.

For information on Home Health Services at Valley Health, visit valleyhealthlink.com/homehealth.
**Bariatric Surgery Support Group**
The Valley Health Metabolic and Bariatric Program hosts a monthly support group for anyone who is considering weight-loss surgery, has already had surgery or is currently in the program.
- Meets 2nd Wednesday of the month, 6 PM
- Winchester Medical Center Conference Center

To learn more about the support group or to find information on medical weight management or bariatric surgery, visit valleyhealthlink.com/bariatricprogram.

**Breastfeeding for Working Moms**
Whether working full time, part time, or going to school, this class will help mothers meet breastfeeding goals and ensure the nutritional needs of their newborns. Bring your baby, and share and learn in a nurturing and supportive atmosphere. Topics will include the basics of pumping, breast milk collection and storage, choosing a caregiver, your rights as an employee and other relevant information for new mothers.
- Cost: $35
- Meets 2nd Monday of the month, 1–3:30 PM
- Winchester Medical Center North Tower, Classroom B

For more information, visit valleyhealthlink.com/events.

**Diabetes Support Group**
Diabetic patients, their family members and caregivers are encouraged to attend these informational meetings.
- Meets 1st Thursday of the month, 6:30 PM
- War Memorial Hospital

For information about diabetes management at all Valley Health hospitals, call 540-536-5262 (VA) or 304-258-6519 (WV).

**FESTIVE FUN**

**September 10**
**Community Safety Fair**
With “attention to prevention,” this family event focuses on how to take precautions to keep loved ones safe. Young and old alike will come away from the fair with valuable safety tips for biking, hiking, boating and hunting, to name but a few of the exhibitions at this fun event sponsored by Winchester Medical Center and the Winchester Police Department.
- 10 AM–2 PM, Jim Barnett Park, Winchester

**October 1**
**European Festival**
Experience the tastes and sounds of the British Isles, Germany and Italy at this benefit event for the new Cancer Center. The celebration at Blandy Farm in Boyce, Virginia, includes a family Volksmarch Wellness Walk (9–11 AM) and traditional entertainment, food and drink (11 AM–6 PM). Learn more and purchase tickets at vhsbuildinghope.org.

**November 1**
**Cardiology 101**
Cardiovascular disease is the number one killer of both men and women in the U.S., yet it is 80 percent preventable. Join us for a free community education event to explore cardiovascular disease prevention, risk factors, anatomy and treatment innovations.
- 6–8 PM, Winchester Medical Center Conference Center

**November 4**
**Girls Night Out: Unmask a Healthier You**
Gather your friends and join us for health screenings and education, shopping, dancing, food and fun! For more information, go to valleyhealthlink.com/events.
- 5–9 PM, Hampton Inn & Conference Center, Winchester
Experience Counts
System leader collaborates to ensure exceptional experience for patients

Carla Dallmann, BSN, MBA, MJ, is Valley Health’s vice president of Quality, Safety, Patient Experience and Risk Management. Here, Dallmann discusses why Valley Health is continually seeking to evaluate and improve the care and services that we provide.

Q: What is “patient experience”?
The patient experience is what patients recognize, understand and remember as they journey through all healthcare encounters during their life. Every interaction influences the patient experience. Patients should always be the primary focus of our care. When they aren’t, they know and feel it. Patient-centered care occurs when we engage patients in planning, delivering and evaluating healthcare services. The patient experience should drive what we do.

Q: Why is this important?
The patient perspective helps us identify safety hazards in our environments that may cause harm. We also foster trust and reduce anxiety when patients see that we listen to their feedback and that our healthcare team understands their expectations. Creating strong relationships by providing excellent, compassionate care that is personalized to each patient will influence patients to behave in ways that improve their health.

Q: As you strive to improve the patient experience, do you draw on any particular Valley Health values?
Collaboration and innovation. I work with a great group of patients who provide a vital link between Valley Health and the community. The Patient and Family Advisory Council (PFAC) collaborates with staff to develop innovative ways to enhance the patient experience. The PFAC has offered advice on everything from making the best use of patient-doctor time during rounds to encouraging good hand hygiene. Several of our PFAC members have participated on a team that focused attention on advance care planning. We reached hundreds in the community interested in beginning the discussion about who they would want to speak on their behalf if they are unable to make their own healthcare decisions. There are many more examples of patients providing insight to influence what we do.

Q: What is the most rewarding part of your job?
That’s easy. I love working with patients and families to foster exceptional healthcare experiences.
Join us

Our cancer care physicians and staff welcome you as Winchester Medical Center dedicates a new, free-standing cancer center.

Friday, August 26, 11 A.M.

This facility will unite our cancer services and oncology specialists under one roof for the finest in cancer care. Most importantly, our center will offer HOPE for those who need it, provide HEALING for those who are sick and extend HEALTH for those who are fighting cancer.