HEALTHY AT EVERY AGE
SOUND ADVICE FOR PATIENTS
AS THEY NAVIGATE TODAY’S HEALTHCARE LANDSCAPE

INSIDE: Who’s who on your care team. / Expert care for patients with chronic medical conditions. / What parents need to know about teens and mental health.

FALL 2018
EMPOWERING PATIENTS

This issue of HealthLINK is about YOU! In fact, the following pages are devoted to the many ways Valley Health works to empower you, our patients, to take charge of your health care. You’ll read about steps you can take to make your hospital stay more comfortable, and how access to My Chart, your electronic medical record (EMR), allows you to manage appointments, prescriptions and communication with your care team. You’ll also learn how members of our nursing team provide resources that help those with chronic diseases help themselves, and how a robust relationship with your healthcare provider helps you live your best and healthiest life.

Of course, Valley Health is also here for you when an unexpected emergency arises, providing expert care in cases of serious illness or injury. Nevertheless, our goal is to offer you and your family the resources you need to make healthy choices and lead a healthy lifestyle. Working in partnership with informed and empowered patients, the Valley Health team believes we will be “healthier, together”!

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Valley Health System includes:
- Winchester Medical Center (Winchester, VA)
- Hampshire Memorial Hospital (Romney, WV)
- Page Memorial Hospital (Luray, VA)
- Shenandoah Memorial Hospital (Woodstock, VA)
- War Memorial Hospital (Berkeley Springs, WV)
- Warren Memorial Hospital (Front Royal, VA)

Other locations and facilities:
- Outreach Lab Services
- Quick Care (Front Royal, VA; Spring Mills, WV; and Strasburg, VA)
- Rehabilitation Services (Inpatient and Outpatient)
- Urgent Care (Winchester, VA; Front Royal, VA; Martinsburg, WV; and Ranson, WV)
- Valley Health Surgery Center
- Valley Medical Transport
- Valley Pharmacy
- Valley Physician Enterprise
- Wellness & Fitness Centers

Valley Health System
Serving Our Community by Improving Health

HealthLINK
The magazine of Valley Health System
Serving the northern Shenandoah Valley and surrounding areas in Virginia, West Virginia and Maryland

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HealthLINK magazine is published three times a year. Its purpose is to provide health and wellness information to the community and to connect area residents with healthcare experts within Valley Health System. Contact marketing@valleyhealthlink.com or 540-536-5325 to be added to our mailing list; view HealthLINK online at valleyhealthlink.com/news.

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GROWING IN BERKELEY SPRINGS

War Memorial Hospital leadership recently gathered to break ground for the construction of a new medical building in Berkeley Springs, West Virginia. The 11,000-plus-square-foot facility will be home to two Valley Health operations:

- War Memorial Hospital Rehabilitation and Fitness, which will provide outpatient physical, occupational and speech therapy services; a fitness facility; and a group exercise classroom.
- Valley Health War Memorial Hospital Internal Medicine, which will include space for the existing practice of internal medicine physician Joseph Hashem, MD (with room to add up to three new providers); 12 exam rooms; and laboratory services.

“This new building will allow us to better serve the community with updated equipment and more space,” says War Memorial Vice President Heather Sigel. “We also look forward to growing our practices by offering services that we cannot in our existing space. The community will be invited to a grand opening event in early 2019 to celebrate the new facility’s completion.”

BEYOND HOSPITAL WALLS

1 in 10. That is the number of individuals in our region who are impacted each year by Valley Health’s community partnership programs. In West Virginia, some get care at the Good Samaritan Free Clinic in Martinsburg, while others receive free diabetic retinopathy screenings at War Memorial or CPR training from Hampshire Memorial’s staff. Homeless families are served thanks to support provided to Family Promise at Shenandoah Memorial in Woodstock, Virginia, while over the mountains in Luray, support for the Page (County) Alliance for Community Action promotes nutrition, exercise and a drug-free lifestyle with programs for local teens. Warren Memorial’s Stroke Support Group offers camaraderie for those who might otherwise experience isolation, and grants valued at hundreds of thousands of dollars advance programs at dozens of area schools and nonprofits such as Healthy Families and Lord Fairfax EMS Council!

The 2018 Community Benefit Report, available online in November, will outline some of the many ways Valley Health supports charitable initiatives beyond the walls of our six hospitals. Visit valleyhealthlink.com/2018communitybenefit to learn more.
NATIONALLY RECOGNIZED HEART AND VASCULAR CARE

The Valley Health Heart & Vascular Center at Winchester Medical Center has received recognition from three national organizations:

• The Heart & Vascular Center was among the very first in the U.S. to be awarded American Heart Association Cardiovascular Center of Excellence accreditation, a new comprehensive designation developed in collaboration with the American College of Cardiology. The accreditation recognizes Winchester Medical Center’s commitment to multidisciplinary treatment within a comprehensive system of care for patients with complex cardiac conditions, as well as Valley Health’s demonstrated efforts to expand community awareness of the importance of cardiovascular health.

• The Society for Vascular Surgery awarded the center three stars (the highest score possible) in recognition of its commitment to quality vascular health care through active participation in a national benchmarking program. Among more than 350 national centers eligible for the 2017 Vascular Quality Initiative® Participation Awards, Winchester Medical Center was one of only 42—and the only one in Virginia—to receive three stars.

• Winchester Medical Center also earned Atrial Fibrillation with EPS (Electrophysiology Services) accreditation by the American College of Cardiology for demonstrated expertise and commitment in evaluating, diagnosing and treating patients with atrial fibrillation (AFib), a common arrhythmia where the heartbeat is irregular and often rapid.

EXPANDED BEHAVIORAL HEALTH SERVICES

Valley Health’s Winchester-based Outpatient Behavioral Health team recently initiated a new program: The Intensive Outpatient Program (IOP) for adults age 18 and up will complement the existing Senior Outpatient Program (SOP) for those 55 and over. Both programs use an integrated psychiatric and medical approach to mental health and wellness and address a wide variety of mental health needs, with special consideration given to the needs of individuals in different stages of their lives.

In addition, Page Memorial Hospital recently entered into a partnership with James Madison University Counseling and Psychological Services to increase access to mental health services for patients in Valley Health’s southern region. Now outpatient counseling services for both adults and adolescents are available at Valley Health Page Memorial Hospital Family Medicine in Luray.

Outpatient senior mental health services are also available in Woodstock, Virginia.

Visit valleyhealthlink.com/behavioralhealth for more information on mental health resources.
FAQs

HOW TO OPTIMIZE YOUR HOSPITAL EXPERIENCE

No matter if you are undergoing major surgery or a minor procedure, a hospital stay can cause a great deal of anxiety. Planning ahead, enlisting a loved one to be an advocate during your recovery, and communicating with your care team can alleviate stress, according to Jennifer Riggleman, RN, MSN, director of acute care at Winchester Medical Center. “It’s important to be honest with your care providers,” she says. “Remember that this is about your health, so speak up for yourself and your welfare.” Here, Riggleman offers further recommendations to ensure a positive experience.

Q: WHAT CAN PATIENTS DO IN ADVANCE OF THEIR ADMISSION TO MAKE THE MOST OF THEIR TIME IN THE HOSPITAL?
A: Have a good understanding of your condition and the treatment plan; you should discuss this with your physician prior to checking in. To put yourself in the best possible position to recover, keep a positive attitude, and place someone in charge of things at home so you don’t have outside worries. Plan to have a loved one with you who can act as a second pair of ears; being in the hospital can be an anxious time, and it is hard to remember everything you are being told. Bring a complete list of your medications, including dosages and when you take them. There is plenty of downtime in the hospital, so bring something to pass the time. It’s also very helpful if you bring a copy of your advance care directive so we’re able to follow your wishes if you are unable to speak for yourself.

Q: WHAT SHOULD PATIENTS EXPECT FROM THEIR CARE TEAM?
A: Look for us to introduce ourselves. We should explain what we are going to do before we do it and demonstrate proper hand hygiene. Don’t be afraid to ask questions. We want to know when you don’t feel that things have been adequately explained. Ask us when we are in the room or use the call bell; that is what it is there for. Any question is welcome.

Q: WHAT DO LOVED ONES NEED TO UNDERSTAND ABOUT VISITING THE HOSPITAL?
A: Follow visitor guidelines; remember that this is a public place and the care team is there to help the patient. We’re not set up to take care of family members who can’t care for themselves. There are also privacy factors to keep in mind. You might have to step out of the room in order to give privacy and rest time to the patient. Questions from loved ones are also welcome. If there is a need that is unmet by our team, please bring it to our attention. You know your loved one better than we do, and your participation is welcome.

→ Patient handbooks and other resources are available online for review in advance of your hospital stay. Visit valleyhealthlink.com/patients-visitors for more information.
WHO’S WHO ON YOUR CARE TEAM

- **Physicians**—Primary care physicians (who may be trained in family medicine, internal medicine or pediatrics) are the primary medical contact for most patients. Treating patients for new and ongoing illnesses, chronic conditions or nonemergency injuries, their focus is on checkups and preventive care. Hospitalists provide care oversight to inpatients, offering continuity of care during a hospital stay. Specialists have expertise in disease- or organ-specific treatments and diagnoses due to additional training and board certification in, for example, cardiology, urology or dermatology.

- **Physician Assistants (PAs)**—These licensed healthcare providers work under the supervision of a physician and conduct exams, order tests, diagnose and treat illness, write prescriptions, and advise patients about preventive care.

- **Nurse Practitioners (NPs)**—These nurses with advanced training order tests, treat chronic and acute conditions, prescribe medication, and provide preventive care under the supervision of a physician.

- **Nurses/Registered Nurses (RNs)**—These professionals manage and implement the care plan for patients in hospitals, physician practices and other settings, and provide support and care services under the direction of a physician.

- **Certified Nurse Assistants (CNAs)**—Also known as nursing assistants, CNAs help patients with quality-of-life needs (bathing, meals, bed positioning, etc.), and take vital signs and answer call bells for hospitalized patients.

- **Imaging, Laboratory and Other Diagnostic Staff**—Specially trained employees perform a range of diagnostic services for both inpatients and outpatients. The services and tests they administer include imaging (such as X-rays, sonograms and MRIs), bloodwork, pathology and biopsy.

- **Rehabilitative Therapists**—Physical, occupational and speech therapists are a few of the professionals who provide services to restore movement, self-care and quality of life to those with developmental, age, illness- and/or injury-related dysfunction that impact daily living and/or communication.

- **Hospital Pharmacists**—Pharmacists, in collaboration with pharmacy technicians, compound sterile products for patients including medications given intravenously, such as antibiotics and chemotherapy, and monitor and assess the safe administration of oral and other medications and drugs.

- **Integrative Services Team**—These employees support patient care in a variety of ways through nutrition services, environmental services (housekeeping/janitorial), sterile processing, patient transport, etc.

Valley Health employs thousands of highly trained, specialized staff who work both directly with patients and behind the scenes. Learn more at valleyhealthlink.com/caregivers.
INNOVATIONS

MyCHART MADE EASY

Manage and monitor your health information with the click of a mouse!

Now, with an online MyChart account, it’s easier than ever for patients to be actively engaged in their own health care. A free and user-friendly Web portal to a patient’s electronic medical record (EMR), MyChart allows patients to communicate with their healthcare team; manage their appointments, screenings and prescriptions; and even pay their bills online. Additionally, if a patient has a medical request or seeks advice, MyChart facilitates timely responses, eliminating the need for time-consuming phone calls.

MyChart has been available since 2014 when Valley Health partnered with Inova Health System to launch Epic, an extensive electronic health record platform. Valley Health continues to enhance the MyChart patient portal, including streamlining the sign-up process. Anyone who has received healthcare services at a Valley Health hospital, practice, or Urgent Care or Quick Care facility is eligible to establish a MyChart account. All information is confidential and password-protected.

“MyChart empowers patients to take an active role in their health care. And when patients are more self-reliant about managing their care, they tend to focus on prevention and wellness, which is one of our top priorities as a health system.”

—GLORIA ROACH, EPIC ANALYST

With MyChart, patients can:

- Access and review test results
- Request appointments
- Renew prescriptions
- Message their doctor’s office
- Monitor allergies, immunizations and medications
- View details of past or future appointments
- Receive automatic reminders of important health screenings
- Update personal information
- Pay bills online

To learn more about MyChart, please visit valleyhealthlink.com/mychart.
Healthy at Every Age

Meet three Valley Health patients of different generations—and learn the answers to some of their most frequently asked health and wellness questions.

Do I really need a flu shot? Should I take my kids to the doctor for a physical exam every year? Why should I have a colonoscopy?

The Valley Health team hears questions like these every day. Navigating the ins and outs of health care in 2018 can be a challenge, and that’s why it’s important to work with a care team to learn about medical developments, get advice and recommendations ... and receive expert care and treatment. Staff at Valley Health’s hospitals, physician practices, Quick Care, Urgent Care, fitness centers, and other facilities provide numerous health and wellness options to patients so they have the facts they need to make informed decisions. It is said that “knowledge is power,” and Valley Health’s team of experts aims to empower patients to live healthy lives and make wise health and lifestyle choices. Read on to meet Brenna, Alma and Steve (composite examples of typical patients), and learn answers to common healthcare questions.
**Meet Brenna**

Brenna and her husband, Adam, are in their 30s, working full-time jobs and raising a family. Their No. 1 priority is the well-being of their three kids. Like many active families, they balance kids’ sport leagues, dance lessons and car pools with schoolwork, chores and family time.

Each summer, the kids have routine physcals with their primary care physician (PCP). During these appointments, their doctor evaluates their physical growth; administers age-required vaccinations; and answers Brenna’s questions about her children’s physical, mental and emotional development. She likes that the doctor takes time to ask the kids if they have questions or concerns about their health or development, empowering them to understand that they are in charge of their own well-being and healthy habits.

Occasionally, one of her kids comes down with a bug or is injured at soccer or dance class. When that happens, Brenna wonders where to go for treatment. She talks with other parents, who have differing opinions on healthcare choices, emergency care, vaccinations, and more. Sometimes she worries she’s not making the right choices for her family.

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**Brenna asks …**

*When the kids have a cold or earache, should I take them to our family physician or should I take them to Urgent Care or the hospital emergency room?*

A visit to the Emergency Department at your local hospital is warranted only for severe and traumatic injuries and acute illnesses. For unexpected illness or minor injury, an appointment with the family PCP is always a good choice, since your physician, physician assistant or nurse practitioner is usually available within 24 hours.

With convenient online check-in and extended hours for on-the-spot diagnosis and treatment of minor ailments and injuries, Valley Health Urgent Care and Quick Care centers are also a great option for busy families. And these facilities are electronically linked to Valley Health’s primary care network, so all lab work, test, inoculation and imaging results are automatically available to your Valley Health providers via patients’ electronic medical records.

**Does my family need a primary care physician? Can we get all our care at Urgent Care?**

Having a long-term relationship with a primary care physician is important for patients of all ages. Your PCP develops an in-depth knowledge of your overall health and can help manage conditions that develop during your lifetime. They also refer patients for specialized treatment, if necessary. And most insurance plans pay for an annual well-child/woman/man examination with a PCP, so why not take advantage of this important preventive care option?

**Some parents say that vaccinations are unsafe. Should I be concerned?**

Vaccinations are a critical component of disease prevention for individuals and communities. In fact, vaccinations save lives! The American Academy of Family Physicians supports the immunization of infants, children, adolescents, and adults as defined by recommendations from the Centers for Disease Control and Prevention.

For more information on primary care, Urgent Care and Quick Care, and the range of medical services offered at Valley Health, visit valleyhealthlink.com/our-services. Patients will also find a listing of Valley Health care providers at valleyhealthlink.com/physicians.
The Urgent and Quick Care Advantage

Weekends. Evenings. An urgent, but non-emergent injury or illness. When you need fast, trusted care, visit one of Valley Health’s Urgent Care or Quick Care centers. Reserve your spot with online check-in. Urgent Care and Quick Care see adults and children ages 4 months and up, and can help with:

- Flu-like symptoms
- Allergy symptoms
- Sinus congestion and infections
- Sore and strep throat
- Earaches
- Upper respiratory infections
- Pinkeye and sties
- Urinary tract and bladder infections
- Minor cuts
- Insect bites
- Sprains and strains
- Poison ivy/oak
- Vaccinations and flu shots
- Other common symptoms or illnesses

Services offered at Urgent Care, but not at Valley Health Quick Care centers, include imaging services (for example X-rays for broken bones) and lab services for blood work.

Eight locations are available in Virginia and West Virginia. Visit vhurgentcare.com for information or to check in online.

Meet Alma

Alma strives to lead a balanced life that includes family, friends, a career, leisure activities, and time for exercise. Regular workouts, maintaining a healthy weight, healthy eating habits, and a tobacco-free lifestyle are personal priorities in her wellness routine. Like most women, Alma began regular visits to her Ob/Gyn for family planning, maternity care and routine well-woman screenings (like pelvic and breast examinations and Pap/HPV testing) in her 20s. She still schedules annual visits with her gynecologist and gets an annual mammogram. She turns 50 soon and wonders if she should change her healthcare routine.

Alma asks …

Do I need to see other healthcare providers now that I’m getting older?

Many post-menopausal women continue to schedule annual checkups with their gynecologist for both preventive care and management of age-related conditions such as pelvic floor disorders, although many gynecological screenings can be done by a PCP during a routine wellness exam. But women (and men!) shouldn’t wait until they are 50 to begin to schedule an annual physical. Everyone over 30 should plan regular visits with their physician for preventive health care and age-appropriate screenings.

During an annual exam, your PCP will order blood work to check for anemia, blood sugar (glucose), kidney function, and other problems, and assess heart rate, blood pressure and cardiovascular function. Based on these screenings and tests, your PCP may refer you to a specialist for treatment or consultation. Primary care physicians will also screen for substance abuse, intimate partner violence and other emotional and mental illnesses. And they are a confidential resource for information on sensitive health concerns such as sexual function and urinary incontinence.
**Are there screenings or vaccinations I should schedule in my 50s?**

All women and men in their 50s should schedule a colon cancer screening, and discuss any vaccination gaps with their PCP. At this age, adults should also have an annual total body skin cancer screening and an annual eye exam to screen for age-related conditions such as macular degeneration and glaucoma. Women in their 50s also should ask their physician about when to schedule a baseline bone density screening.

**Should I worry about my heart health?**

Cardiovascular disease is the No. 1 killer of women. High blood pressure, high cholesterol, lack of exercise, obesity, diabetes, and smoking are all risk factors for heart disease and stroke that can be managed. Your PCP will monitor these factors and can help you develop a plan to improve your cardiovascular health.

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**Prevention Pays**

With preventive screenings, problems are caught early, improving chances for a full recovery and return to good health. Many insurance plans cover screenings for adult men and/or women, as prescribed by age and other risk factors. Consult your PCP for more information.

- Abdominal aortic aneurysm one-time screening for men 65–75 who are current or ex-smokers
- Alcohol misuse screening and counseling
- Breast cancer screening/mammogram
- Blood pressure screening
- Cervical cancer screening
- Cholesterol screening
- Colorectal cancer screening for adults 50–75
- Depression screening
- Diabetes (type 2) screening for adults 40–70 who are overweight or obese
- Hepatitis B screening for people at high risk
- Hepatitis C screening for adults at increased risk, and one time for everyone born 1945–1965
- Lung cancer screening for adults 55–80 with risk factors
- Obesity screening and counseling
- Osteoporosis screening
- Sexually transmitted disease screening, including HIV
- Tobacco use screening and cessation interventions
- Urinary incontinence screening

**Source:** Centers for Disease Control and Prevention

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**Meet Steve**

Steve and his wife, Janet, are working hard at retirement! Now in their 70s, they are determined to stay healthy so they can enjoy their “golden years.” In addition to taking an annual bucket list vacation, they enjoy working in their garden and volunteering at a local food bank.

Steve has noticed physical and cognitive changes over the past 10 years. Like many men his age, he was recently diagnosed with blockage in one of his arteries, so he now schedules routine visits with a cardiologist to monitor his heart health. He also seems more forgetful. He’s observed that Janet has trouble hearing, and he worries about her osteopenia (weakening of bone strength).
Healthy at Every Age

Steve asks …
Should Janet and I make changes to our healthcare routine?
Having a long-term relationship with a PCP really pays at this age, since physicians keep a detailed health history for their patients and will refer them for specialized care if it is warranted. You and Janet should “know your numbers” and monitor your blood pressure, glucose and other benchmarks; your doctor can help with this. Men should have a baseline cardiogram and prostate, colon cancer and skin cancer screenings in their 50s; those with a history of smoking should schedule an ultrasound screening for aortic aneurysm.

What other steps can we take to maximize well-being and give peace of mind to our loved ones?
Maintaining an active lifestyle that includes regular exercise and a well-balanced diet can improve quality of life as we age. Calcium-rich foods, along with weight-bearing exercise (like walking), improve bone health. Older adults should also discuss vaccination gaps with their physician and get age-specific inoculations, such as pneumonia and shingles vaccinations.

Loved ones may be worried about cognitive decline as you age, but some forgetfulness is normal. Your physician will monitor cognitive health during routine exams and make referrals for further testing if needed. Hearing loss can also contribute to cognition decline, as well as balance impairment, so seniors should have their hearing evaluated. And don’t wait until you are in your 70s to make sure you have an up-to-date advance directive. It is never too early to discuss your wishes with loved ones so they can make appropriate decisions in case of a serious accident or illness.

As we age, it’s more important than ever to take steps to maintain healthy habits. Routine health care with your Valley Health provider is an easy way to monitor symptoms and conditions and catch problems early. Good health is a lifelong pursuit, and at Valley Health we strive to empower patients—both young and old—to choose wisely and be well!

Essential Vaccinations

Vaccinations are an important part of everyone’s preventive health routine. The following vaccinations should be given at prescribed dosage and frequency in consultation with your primary care provider.

BIRTH TO AGE 6
- DTaP—diphtheria, tetanus, pertussis (whooping cough)
- IPV—polio
- Hib—haemophilus influenza type B
- HepA and HepB—hepatitis A and B
- MMR—measles, mumps and rubella
- PCV13—pneumococcus
- RV—rotavirus
- Varicella—chicken pox
- Annual flu shot

AGES 7–18
- All children ages 11–12 should receive DTaP booster

ADULTS 19 AND OVER*  
- DTaP booster every 10 years
- Shingles zoster vaccination—two doses of RZV at age 50+ or one dose ZVL at age 60+
- Pneumococcal vaccinations (PCV13 and PPSV23)—for those age 65+
- Annual flu shot

*Youth and adults should receive missing vaccinations as determined in consultation with their physician.

Source: Centers for Disease Control and Prevention

Good health is a lifelong pursuit, and at Valley Health we strive to empower patients—both young and old—to choose wisely and be well!

Thanks to Cherry Lobaton, MD, Valley Health Family Medicine | Briarwood, Martinsburg, WV, for providing medical expertise for this article.
TEENS AND MENTAL HEALTH
When should you seek help for your child? Here are five things every parent needs to know.

Coping with a teenager’s volatile emotions and puzzling behaviors can be stressful for parents and caregivers.

“Teenagers are driven towards independence,” explains Megan Borkon, MD, child and adolescent psychiatrist with the Northwestern Community Services Board in Winchester, Virginia. “A teen’s brain undergoes major changes, which can lead to risk-taking and experimentation.”

What is normal behavior and when might an adolescent need counseling or other help? Dr. Borkon says parents and caregivers should know these facts and tips about teen mental health and emotional development:

1. **Pulling away is normal**... “Girls may become critical and rejecting of their mother, while boys develop an urge to be dominant in response to a surge in testosterone,” she says. “There is a heavy reliance on friends rather than on parents for guidance.”

2. **... but isolation and big drops in school performance are not.** “Social isolation can be an early sign of depression or anxiety,” Dr. Borkon says. “So can reckless behavior, increased boredom and less engagement at school—which may translate into skipping class, refusing to do course work and declining grades.” Even more serious: cutting oneself, significant weight changes, use of drugs or alcohol, and referencing death or suicidal thoughts.

3. **Stay connected.** “Families should spend as much positive time together as possible,” Dr. Borkon says. “Eating dinner together is so important—everyone can share the high and low points of their day. Eating together is even helpful in the treatment of eating disorders. Ask your teen about activities they’d like to do as a family... and make time to do them. Find ways to validate and support your teen. And routinely ask about bullying, which is pervasive and a risk factor for suicide. With the teen’s consent, school staff should be made aware of any bullying.”

4. **Set rules about electronics.** “Teens are often on electronics all day and into the night, which is associated with loneliness and depression. Cut out electronics at night. This will improve sleep, which can improve mood and the ability to cope with the changes in his or her life.”

5. **Know that help is available.** Counseling can help many teens learn strategies to cope with mental health issues. Medication may also be an effective option. “If you aren’t sure your teen needs help, a parent can always first talk with their child’s pediatrician,” Dr. Borkon says, “Know that there are resources in your community.”

► Emergency? If your child is suicidal or in a mental health crisis, take him or her to the Emergency Department for an assessment and a referral for treatment. If it’s not an emergency, but you feel your teen might benefit from counseling or other treatment, find a counseling center by accessing the Valley Health website for a list of resources for teens at valleyhealthlink.com/bhresources.
NAVIGATING THE ROAD TO WELLNESS

Valley Health’s Nurse Navigation and Care Gaps programs provide one-to-one help for better health

Last summer, 53-year-old Chris Stewart of Winchester, Virginia, discovered that his blood sugar was dangerously high—and that his heart was perilously weak. His ejection fraction—the heart’s power to pump blood out to the rest of the body—had dropped to 15 percent. Diagnosed but untreated diabetes had damaged his heart, and he was not aware of how ill he really was. There is a family history of serious heart problems; in fact, five of his six siblings have already died. “I didn’t want that to happen to me,” says Stewart, a single father. “I want to be here for my son.”

Working with Valley Health’s Nurse Navigation program, Stewart turned his health around in a matter of months.

“Chris’ blood sugar is now in a healthy range—in fact, it’s perfect,” says nurse navigator Janiece Garrison, RN, MSN. “And his heart’s pumping capacity has increased to 30 percent because Chris has a better understanding of how to control his diabetes and is leading a healthier life.”

CLEARING CHRONIC HEALTH CONDITION ROADBLOCKS

Nurse Navigation offers practical, one-to-one help for people with chronic medical conditions. The program pairs people with diabetes, hypertension (high blood pressure), congestive heart failure, and/or chronic obstructive pulmonary disease (COPD) with a nurse or social worker who helps them overcome whatever obstacles stand in the way of better health.

“By working with our nurse navigators, people who have had many hospital stays in the past are staying healthy and out of the hospital,” says Mary Ann O’Connor, RN, operations manager for Nurse Navigation. “Navigators may go with you to health appointments, help you understand your medication and your health conditions, support you in making healthy lifestyle changes, and help you find...”
Chris Stewart can now spend more quality time with his son, Garrett.

FILLING THE GAPS

Another Valley Health patient-focused initiative is Care Gaps. A pilot program aimed at arranging vital screening tests, Care Gaps helps patients at four family-medicine practices affiliated with Page Memorial Hospital stay up to date on screenings such as mammograms, DEXA bone density scans and colon cancer tests, according to Care Gaps leader and outpatient navigator Tina C. Switzer, MSN, CNL.

“In the first months of the program, we scheduled 60 people who needed screenings,” Switzer says. “Forty-six came in for a free appointment to review their medical history and care gaps; others were counseled during a phone appointment. We arranged 20 mammograms and 37 bone density tests for these patients. We also offer other needed preventive care, such as vaccines for the flu, pneumonia and tetanus, and when appropriate, we help women schedule a Pap smear.”

Care Gaps visits are available at no charge. “You are getting a free, half-hour visit with a nurse that’s focused on your health,” Switzer says. “We end up helping with all sorts of health needs, from weight loss to quitting smoking to fitting in exercise—whatever is important to our patients. One time we put in an order for a wheeled cart for a patient with COPD who loves to walk, so she can get outdoors with her oxygen canister. When people leave these visits, they’re thrilled.”

“Helping those with chronic diseases is a high priority for Valley Health,” explains David Switzer, MD, medical director, Primary Care, Valley Partners. “Based on the data our team gathers from patients at all Valley Health hospitals, practices and care centers, we estimate that only 42 percent of patients with diabetes and 68 percent with hypertension have had the recommended interventions, such as tests and laboratory screenings for complications. Nurse navigation and care gap management, along with MD Revolution, a telephonic/electronic chronic care management service used by some local physician practices, can dramatically improve patients’ quality of life. If you or a family member has one or more chronic medical conditions, I strongly encourage you to ask your care provider if you might benefit from one of Valley Health’s chronic care management programs.”

Visit valleyhealthlink.com/chronicdisease for more information.
BREAST IS BEST FOR BABIES

Valley Health has resources for new parents so their kids get a nutritious start to life.

Breastfeeding is nature’s way of ensuring babies get off to a great nutritional start. In fact, breast milk is not only the ideal food for infants and young children, but also the only food that infants need for the first six months of life. That’s why the staff in the Mother/Baby unit at Winchester Medical Center are so passionate about providing new moms (and dads) with resources needed for breastfeeding success:

- Board-certified lactation consultants offer support and advice to moms during their hospital stay.
- “Rooming-in” in the Mother/Baby unit facilitates bonding during breastfeeding.
- Hospital staff members provide information about local breastfeeding support groups and other resources.
- Breastfeeding classes are offered for parents, both before and after birth.
- Extensive resources are offered online (including helpful links from the VHS Babies smartphone app).

These efforts were recently celebrated when Winchester Medical Center earned a FOUR STAR designation from the Virginia Department of Health’s Breastfeeding-Friendly Designation Program. Advancing infant health and providing exceptional maternity care are priorities at Valley Health—and another way we serve our youngest patients and their parents.

⇒ Visit valleyhealthlink.com/breastfeed to learn more.

OPTIMAL WORKOUTS: VARY YOUR EXERCISE ROUTINE FOR THE BEST RESULTS

Routine can be a powerful thing. Healthy habits give your life structure and help you stay organized and on track. But routines can also reach a point where they hinder more than help. For instance, although exercising is one of the healthiest things you can do for yourself, when you follow a rigid, unchanging routine, you aren’t taking full advantage of the benefits of exercise. Here’s why you should switch things up to get more out of your workouts:

- **Challenge your body.** When you do the same exercise repeatedly, your body learns to do it more efficiently. Changing your routine will challenge your body to work harder and burn more calories.

⇒ Visit valleyhealthlink.com/wellness-fitness to learn more.
YOUR GO-TO GLOSSARY

- **ACA**: The Affordable Care Act, passed in 2010, which reformed health care in the United States. Also known as Obamacare.
- **Ambulatory care**: Medical care that is provided on an outpatient basis.
- **Ancillary services**: Special services ordered for a patient by a physician, such as laboratory or pharmacy services.
- **Co-pay**: A dollar amount a patient pays for a covered health service.
- **Covered service**: A healthcare service paid for in part or whole by an insurance plan.
- **Deductible**: The amount of money patients are required to pay for healthcare services before their health insurance plan begins paying the bill.
- **Elective procedure**: A medical procedure for a non-life-threatening condition that a patient chooses to have; usually the procedure is not medically necessary.
- **Emergency care**: Medical care that is needed immediately to save a patient’s life or prevent permanent harm.
- **EMR**: Electronic medical record.
- **EMS**: Emergency medical services, provided by ambulance personnel and first responders.
- **HIPAA**: The Health Insurance Portability and Accountability Act is U.S. legislation that provides data privacy and security provisions for safeguarding medical information.
- **HMO**: Health maintenance organization, a medical insurance group that provides health services for a fixed annual fee.
- **Inpatient**: A procedure or condition that requires an overnight hospital stay.
- **Medicaid**: A federal- and state-funded health insurance program for certain low-income individuals.
- **Medicare**: A federal health insurance program for people over age 65 or with certain disabilities.
- **Medicare Part D**: The section of the Medicare program that covers prescription drugs.
- **Noninvasive**: A surgery or procedure that does not require entering the body with instruments.
- **OEP**: Open enrollment period refers to the yearly period when people can enroll in a health insurance plan.
- **Out of pocket**: Healthcare expenses paid by the patient that are not covered by an insurer or HMO.
- **Outpatient**: A procedure or condition that allows for the patient to check in and out of the hospital in the same day.
- **Over the counter**: Medications that do not require a prescription.
- **PPO**: Preferred provider organization, a network of medical providers that contracts with an insurer to provide services at pre-negotiated rates.
- **Premium**: The amount a patient or the patient’s employer pays for health insurance.
- **Preventive care**: Health care focusing on providing services to prevent health conditions.
- **Referral**: A recommendation that a patient seek care from a specified health provider, frequently a physician specialist.
- **Urgent care**: The treatment of injuries or illnesses requiring immediate care, but not severe enough to warrant emergency care.
IN THE COMMUNITY

FROM SCHOOL TO WORK

PREPARING YOUTH FOR THE FUTURE WITH WORK SKILLS TRAINING AND SUPPORT

Like many 19-year-olds, Colton Whittington enjoys fishing, hunting and the TV adventures of the Mountain Monsters team as they search for Bigfoot and other backwoods legends. He also enjoys his new job on the Integrated Services team at Winchester Medical Center, a job that was offered based on his excellent performance as a Project Search intern.

Whittington was one of 11 local high school students who participated in Project Search, a one-year school-to-work program established through a partnership between Valley Health, Winchester City and Frederick County public schools, NW Works, and Virginia Division of Aging and Rehabilitative Services. The program offers youth with developmental disabilities an opportunity to learn work skills, build confidence and prepare for employment upon graduation.

The students rotate through several hospital departments, such as Environmental Services, Nutrition Services and Central Supply, and gain valuable hands-on work experience. They also participate in classroom activities and are coached on workplace safety, job searching and interviewing, money management, and other topics by the Project Search staff, Chuck Ashby, Pam Brannon and Joey Dunlap.

Whittington says that Project Search coaching helped him land his Valley Health job: “Joey helped me get ready for my job interview and told me to make a good first impression by looking professional with my hair combed, and to tuck in my shirt and shave. And he reminded me to give a firm handshake. No limp-fish handshakes allowed!”

“We appreciate the great support from the Winchester Medical Center staff,” says Ashby, Project Search site director. “Dozens of employees worked with our students, patiently training and coaching them, and most importantly, helping them gain the confidence they need to be successful in the future. And we are especially excited because Valley Health has invited us back for another year, so more local students will benefit from this life-changing experience.”

Whittington and his fellow students celebrated the changes ahead during their graduation on June 1. Five other students will join him on the Valley Health team, and two Project Search grads have been hired by other local businesses. “I learned good skills here,” he says. “And I like cleaning, especially when I get to ride the Zamboni floor machine. This is a very good place to work!”

Contact Chuck Ashby at ashbyc@fcpsk12.net for information on Project Search, or visit valleyhealthlink.com/careers to learn about employment opportunities at Valley Health.
**CALENDAR OF EVENTS**

**Screenings, health resources and info on healthy living are offered at upcoming events:**

**Community Safety Fair**  
Saturday, September 8  
10 AM—2 PM  
Jim Barnett Park  
Winchester, VA

**Girls Night Out**  
Thursday, September 27  
5—9:30 PM  
Alamo Drafthouse Cinema  
Winchester, VA

**European Festival**  
Saturday, September 29  
9 AM—2:30 PM  
Winchester Medical Center Campus  
Winchester, VA

**Hampshire County Health Fair**  
Saturday, October 13  
7—11 AM  
Augusta, WV

**Employer Health Summit**  
Friday, November 2  
7:30 AM—noon  
The George Washington Hotel  
Winchester, VA  
Call 540-526-2210 for more information.

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**HEALTH HAPPENINGS**

**CELEBRATING CANCER SURVIVORS!**

**Breast Health Empowerment Events**  
Funded by the Winchester Medical Center Foundation  
Saturday, September 29  
Winchester Medical Center Conference Center

**Free breast health symposium**  
Presentations on cancer care and staying resilient.

**Special celebration just for breast cancer survivors**  
Presentation on journey through the unknown by inspirational speaker, author and breast cancer survivor Linda Crill.  
Visit our website or call 540-536-8920 for information.

**Pink Ribbon Tea Celebrating Breast Cancer Survivors**  
Thursday, October 4, 2—4 PM  
Shenandoah Memorial Hospital, Woodstock, VA

**Community Celebration Honoring All Cancer Survivors**  
Tuesday, October 23, 5:30—7:30 PM  
Victory Church, Winchester, VA  
Presentation by Kevin Oeffinger, MD, director, Duke Supportive Care & Survivorship Center, followed by dinner and fellowship.

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**VALLEY HEALTH AND ITS PHYSICIAN PARTNERS OFFER A RANGE OF INFORMATIONAL EVENTS, PARENTING CLASSES, SUPPORT GROUPS, SCREENINGS, AND OTHER HEALTH AND WELLNESS ACTIVITIES EVERY MONTH. VISIT OUR ONLINE EVENTS CALENDAR AT VALLEYHEALTHLINK.COM/EVENTS FOR A COMPLETE LISTING.**

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**PATIENT NOTICE OF NONDISCRIMINATION**

Valley Health complies with applicable federal and state civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

**VALLEY HEALTH PROVIDES PATIENTS, FOR FREE AND WITHOUT CHARGE:**

- Auxiliary aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
  - Language assistance services to people whose primary language is not English, such as:
    - Qualified interpreters
    - Information written in other languages

If you need these services, tell your caregiver and they will help arrange for assistance. You may also contact Katy Pitisock, language access coordinator, at 540-323-0224.

If you believe that Valley Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance through the VHS Patient Grievance Process. You can file a grievance in person or by mail, fax or email. If you need help filling a grievance, VHS will provide language assistance and auxiliary aids to help you. To file a grievance, inform your caregiver that you want to speak to a member of Risk Management.

Grievances and questions about this Notice may also be directed to the Valley Health Civil Rights Coordinator at:

**VALLEY HEALTH COMPLIANCE DEPARTMENT**  
220 Campus Blvd., Suite 430  
Winchester, VA 22601  
540-536-8993 Direct  
540-536-4019 Fax  
wsvwomen@valleyhealthlink.com

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

**U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES**  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019, 1-800-537-7697 (TDD)


**CONTACT FOR LANGUAGE ASSISTANCE**

ATTENTION: If you require language assistance, language assistance services, free of charge, are available to you. Call 1-540-323-0228.

ATENCION: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-540-323-0228.

For assistance with other languages, please visit valleyhealthlink.com/non-discrimination.
A single tiny incision.

It may seem unremarkable. Even simple. But for patients, it means a heart valve can be repaired or replaced without open heart surgery. At Valley Health, we’re using advanced procedures like transcatheter valve replacement that require just a tiny incision, leave minimal scarring, cause little pain and drastically reduce recovery time.

It’s not simple.

It’s simply amazing.

Basel Ramlawi, MD

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valleyhealthlink.com/MIS | 877-VHS-DOCS

Valley Health System
P.O. Box 3340
Winchester, VA 22604

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