FRESH STARTS

VALLEY HEALTH’S METABOLIC & BARIATRIC PROGRAM HELPS PATIENTS LOSE WEIGHT—AND KEEP IT OFF FOR GOOD

INSIDE: Smart breakthroughs in cardiac care. / Training a new generation of nurse aides. / Preventing injury at home and work.

FALL 2017
LEARNING FOR LIFE

Some people are lifelong learners, and if you're a HealthLINK reader, you're probably one of them. As a community service, healthcare experts on the Valley Health team offer patients and the public many educational opportunities to learn more about health, wellness and disease prevention, including mailing free issues of this magazine to thousands of homes in our region. The HealthLINK staff hopes this helpful information empowers local residents to make positive, informed healthcare and lifestyle decisions.

Speaking of lifelong learners, in this issue you’ll read about students of all ages and backgrounds who attend Certified Nurse Aide training at Warren Memorial Hospital, one of several Valley Health initiatives that supports workforce development in the Shenandoah Valley. Student athletes and their parents will learn more about sports safety and concussion protocols in the FAQ article. And the cover story features a real-life example of a man who relearned eating and exercise habits as part of his pre- and post-bariatric surgery success story. Gandhi said, “Learn as if you will live forever.” None of us will live forever, but we hope that HealthLINK’s content will add more healthy days to your life.

Don’t receive HealthLINK in your mailbox? Please call 540-536-5325 to ensure home delivery of every issue!

Valley Health is a not-for-profit system of hospitals, services and providers. For more information about the many ways we serve the health and wellness needs of the community, visit valleyhealthlink.com.

Valley Health System includes:

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

Other locations and facilities:

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

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 marketingmail@valleyhealthlink.com or 540-536-5325 to be added to our mailing list; view HealthLINK online at valleyhealthlink.com/news.

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Honoring Excellence

Multiple Awards for Winchester Medical Center’s Heart & Vascular Team

- Recognition in Consumer Reports: In partnership with the Society of Thoracic Surgeons (STS), Consumer Reports listed Winchester Medical Center (WMC) as one of the top three heart hospitals in Virginia for surgical aortic valve replacement and coronary artery bypass graft surgery.

- Cardiac Electrophysiology (EP) Lab Accredited: The EP Lab at WMC was granted accreditation by the Intersocietal Accreditation Commission (IAC) in the areas of Device Implantation, Chronic Lead Extraction, and Testing and Ablation.

- Award from the American Heart Association: The American Heart Association’s 2017 Mission: Lifeline Silver Receiving Quality Achievement Award recognized WMC for implementing specific quality improvement measures in treating patients who suffer severe heart attacks.

- American College of Cardiology Recognizes WMC: The American College of Cardiology honored WMC with the Get With the Guidelines Platinum Performance Achievement Award for implementing a higher standard of care for heart attack patients.

→ Visit valleyhealthlink.com/heart for more information.

NEW CRITICAL CARE STEP DOWN UNIT OPENED

Shenandoah Memorial Hospital has completed another major project in its ongoing efforts to improve patient care and enhance the overall hospital experience. Replacing the Intensive Care unit, the new 2,490-square-foot Critical Care Step Down unit has opened adjacent to the Medical/Surgical unit. The Critical Care Step Down unit provides specialized monitoring and nursing care for patients who are acutely ill or have more complicated diagnoses. The new patient rooms are larger; include a private bath and sink; accommodate medical equipment required to care for more seriously ill patients; and are outfitted with a couch so a relative or friend can provide additional support, assistance and reassurance to the patient around the clock. The unit is dedicated to John A. Cottrell, MD, who was instrumental in establishing the hospital’s first ICU in 1977.

Mark H. Merrill Recognized as a “Most Influential Virginian”: Valley Health System is fortunate to have an “influential Virginian” at the helm. Earlier this year, Valley Health President and CEO Mark H. Merrill was recognized on Virginia Business magazine’s prestigious list of Most Influential Virginians; he was one of only five leaders in health care who received this honor. Merrill was acknowledged for his exceptional leadership in advancing and advocating for high-quality, safe and affordable health care for residents of the Commonwealth; his work on the Virginia Hospital and Healthcare Association board; and his service to numerous charitable, civic and educational organizations, such as the Northern Shenandoah Valley United Way, Our Health and Shenandoah University. Congratulations, Mr. Merrill, on this well-deserved accolade!
NEW CARE OPTIONS

Valley Health continues to expand access to quality care in West Virginia. In June, community and business leaders and representatives from East Mountain Health Physicians and Valley Health celebrated the opening of the new Urgent Care in Ranson. Now providing convenient, neighborhood health care, the office at 100 Oak Lee Drive is open seven days a week. Online check-in is available. Other developments include:

- **Two new Quick Care locations!** Advanced care practitioners treat earaches, sore throats, allergies, and other minor symptoms at the Spring Mills office (1179 TJ Jackson Drive, Suite B, Falling Waters, WV, 681-242-3713) and Front Royal office (Royal Plaza, Suite 415-A, Front Royal, VA). Open Monday through Friday, 8 AM to 6 PM.

- **COMING SOON! Urgent Care** at Rutherford Crossing on Route 11, north of Winchester (at I-81, near Target). Convenient to the Bunker Hill/Inwood area.

- **Pulmonary care** is now offered at War Memorial Hospital Multispecialty Clinic (304-258-6981), and **total joint surgery** is available at Hampshire Memorial (304-822-4561).

→ Valley Health Urgent Care centers are accredited by the Urgent Care Association of America. To learn more, visit vhurgentcare.com.

REHABILITATION FACILITY EXPANDED

Page Memorial Hospital is offering physical, occupational and speech therapy in its new 7,000-square-foot rehabilitation facility. Highly trained staff members provide innovative treatments, while extended evening hours, private treatment rooms and the 1,200-square-foot open gym outfitted with all new equipment ensure that patients have a quality experience. For more information, visit valleyhealthlink.com/rehabservices.

NEW BILL PAYMENT OPTION OFFERED

Valley Health is committed to finding ways to assist patients with payment of medical expenses incurred at its hospitals and facilities. For years, Valley Health has offered generous charity support, discounts and patient-friendly payment plans. A new option is now available: Health Service Financing, offered through Commerce Bank. These interest-free, extended payment programs are provided with no enrollment fee or credit check and may offer a lower monthly payment for patients or their family members. Call Valley Health Customer Service (866-414-4576) to learn more. Visit valleyhealthlink.com/financialassistance for additional information about financial assistance and counseling or inquire in person at any VHS hospital.

FOR THE LATEST HEALTH AND WELLNESS NEWS, VISIT THE HEALTHLINK BLOG AT VALLEYHEALTHLINK.COM/NEWS.
ANSWERS TO HARD-HITTING QUESTIONS ON CONCUSSION

Preventing head injuries for students involved in high school and rec league sports is a priority for parents and coaches, but sometimes athletes can’t avoid a blow to the head. “No one wants to see an athlete injured during a game,” notes Andrew Wilcox, MD, a new specialist in family medicine at Hampshire Memorial Hospital Multispecialty Clinic in Romney, West Virginia, and former medical adviser to Project Impact in Shepherdstown. “But when head injuries occur, it’s imperative that proper protocols and treatments are followed to prevent long-term problems.” Below are Dr. Wilcox’s answers to frequently asked questions about sports safety.

Q: WHAT IS A CONCUSSION?
A: Concussions occur when there’s a blow to the head that causes the brain to move within the skull. The brain actually absorbs some of the impact and is "bruised." An injured student must be evaluated immediately and should not continue to play if he or she has symptoms such as dizziness or nausea.

Q: WHEN SHOULD PARENTS SEEK MEDICAL ATTENTION FOR THEIR STUDENT ATHLETE?
A: Loss of consciousness, severe headache, vomiting, confusion, vision problems, and numbness or weaknesses in the limbs are all symptoms of a serious injury that warrant an immediate visit to the local emergency department. Athletes with mild symptoms like headache and nausea can be monitored at home but should be taken to the family doctor or hospital if symptoms worsen.

Q: HOW ARE CONCUSSIONS TREATED?
A: Physical and mental rest is the key to recovery. It may be several weeks before an athlete can resume practice and play. Students should also adjust the intensity of cognitive and memory-related schoolwork for several weeks and put off complex projects or tests. Reaction times may be affected too, so driving should be limited.

Q: WHAT OTHER ADVICE CAN YOU OFFER TO PREVENT SPORTS INJURIES?
A: Athletes should always wear sport-appropriate helmets (for football, softball and lacrosse, for example). And wearing a mouth guard not only protects the teeth, but can absorb an impact to the chin or jaw, preventing a concussion. Shin guards and shoulder, knee and elbow pads should also be worn when appropriate. Finally, parents of athletes should remember the importance of good nutrition and rest for active teens. Eating three balanced meals and healthy snacks; sleeping eight hours a night; and drinking plenty of fluids before, during and after practices and games can all help student athletes perform at their best.

→ Suspect your athlete has a concussion? Visit one of Valley Health’s six hospital emergency departments; learn more at valleyhealthlink.com/emergencyservices.
BY THE NUMBERS

BACK IN CIRCULATION? • GET THE FACTS AND FIGURES ON THE HEALTH OF YOUR VASCULAR SYSTEM

THE NO. 1 CAUSE OF DEATH IN THE U.S. FOR BOTH MEN AND WOMEN IS Atherosclerosis-related (VASCULAR) DISEASES, WHICH HARDEN AND NARROW ARTERIES.

60,000 miles
The length of an adult circulatory system (if the vessels were laid end to end)

10 MILLION
The number of people in the U.S. affected by Peripheral Arterial Disease (PAD), a chronic disease in which plaque builds up in the arteries of the legs

700,000
Approximate number of strokes every year. Blockage in the carotid (neck) artery is responsible for up to a third of them.

35%
Percentage of people in the United States affected by varicose veins

YOU’RE 12 TIMES MORE LIKELY TO HAVE AN ABDOMINAL AORTIC ANEURYSM IF A FIRST-DEGREE RELATIVE HAS HAD ONE.

To learn more about Valley Health Vascular Services, visit valleyhealthlink.com/heart.
NEW IMPLANT IMPROVES CARDIAC CARE

Valley Health patients at risk for heart failure will soon have access to a monitoring device that can help their physicians recognize early warning signs, prevent hospitalization and potentially save lives. The CardioMEMS implant is the first FDA-approved heart failure monitoring device, and specialists at Valley Health’s Heart & Vascular Center at Winchester Medical Center will soon use the device to improve outcomes for cardiac patients.

“CardioMEMS is a simple device that we insert via catheter into the pulmonary artery to measure changes in pressure,” says Ajay Virmani, MD, FACC, interventional cardiologist and chair of the Heart Failure Clinical Council at Winchester Medical Center. “This is good for heart failure patients because fluid buildup in the lungs can cause them to go into clinically significant heart failure again; this device warns us before that happens.”

Like modern pacemakers, this pressure-sensing implant communicates with an in-home transmitter that wirelessly and immediately alerts the patient’s doctor to dangerous changes in pressure. “CardioMEMS gives us real-time information if the pressure rises,” Dr. Virmani says. “This alerts us to problems days before the heart failure happens, and we can give the patient medication to reduce the pressure, potentially avoiding related complications.”

Because the CardioMEMS device is implanted with an outpatient catheterization procedure, patients usually go home the same day. “It’s a fairly straightforward procedure,” Dr. Virmani says. “Most heart failure patients can have the ‘smart’ implant and potentially benefit from it immediately.”

In November 2015, The Lancet medical journal published a study looking at the benefits of pulmonary artery pressure-sensing devices. Over a period of 18 months, the study found that “rates of admissions to [the] hospital for heart failure were reduced in the treatment group by 33 percent.” The device not only helps patients avoid dangerous heart failure events but it also helps them avoid readmission to the hospital. “Smart” indeed.

Visit valleyhealthlink.com/heart for more information.

“Most heart failure patients can have the ‘smart’ implant and potentially benefit from it immediately.”

—AJAY VIRMANI, MD
At age 43, Tony Knave weighed 450 pounds—thanks to a high-stress job, a taste for fast food ("I could eat a 10-piece bucket of fried chicken plus sides and soda for lunch," he says), evenings sitting on the couch, and a metabolism genetically geared to pack on the pounds. "I wore size 6XL shirts and took six medications a day for prediabetes, high blood pressure, depression, and anxiety," he says. "I wasn't the husband or father I wanted to be. I’d tried every diet but always gained back more weight. Something had to change."

It did. In the summer of 2015 Knave, now 45, of Strasburg, Virginia, had gastric bypass surgery at Winchester Medical Center. He has lost more than 200 pounds, his blood pressure and blood sugar levels are healthy, and he is off his medications and having the time of his life. "I shoot hoops with my daughter Heather; play with our Jack Russell terriers, Max and Spirit; and have set up walking groups in Strasburg and Front Royal with my wife, Dana," says Knave. "I’ve got loads of energy. I love my life—and I owe it all to the staff of the Metabolic & Bariatric Program at Valley Health. They treated me like family every step of the way."

QUALITY AND CARING
Accredited by the American College of Surgeons and the American Society for Metabolic and Bariatric Surgery, the Metabolic & Bariatric Program at Valley Health is the only comprehensive medical and surgical weight loss program in the region. With advanced weight loss options including surgery and medical weight management, the program features a highly trained staff of surgeons, physicians, behavioral therapists, and dietitians. This compassionate, patient-centered team provides tools and customized support so that people who are overweight or struggling with obesity can lose excess weight—and keep it off.

"People who decide it is time for surgery say they wish they had done it sooner," says bariatric surgeon Troy Glembot, MD, the program’s medical director and the surgeon who performed the gastric bypass surgery enabled Tony Knave to lose 200 pounds, leading to better health, more energy and an inspirational outlook.

HEALTH RISKS ASSOCIATED WITH OBESITY
- More than 2 in 3 adults are considered to be overweight or obese.
- Over 20 diseases are linked to severe obesity.
- Obesity is responsible for 84,000 cancer diagnoses each year.
- Those who are obese have an 81 percent higher risk of developing coronary artery disease.
- Obesity is the single best predictor of type 2 diabetes; close to 90 percent of those with this condition are overweight or obese.
“I used to binge under stress. Now, when I’m having an emotional day I can call or even come in to the program to talk with someone about it, rather than drinking two liters of soda.”

—Tony Knave

Tony Knave with his daughter Heather.
Tony and Dana Knave consult with their bariatric surgeon, Troy Glembot, MD.

Bariatric surgery

Knave’s gastric bypass. “The health benefits are significant. Getting to a healthier weight can help prevent or control weight-related medical conditions such as type 2 diabetes, high blood pressure, obstructive sleep apnea, high cholesterol, joint pain, and more. And it changes lives.”

Bariatric surgery reduces the size of the stomach; some procedures also bypass sections of the small intestine so that fewer calories are absorbed and levels of hormones associated with hunger, fullness and other metabolic functions change in beneficial ways. “Because your perception of hunger and appetite have changed, you feel full on smaller portions of food,” Dr. Glembot explains. “Surgery can also increase your metabolic rate, so you burn more calories. Metabolism often slows down in people with obesity, which makes weight loss difficult as your body fights to hold onto every pound.”

The program offers four bariatric surgery procedures—the adjustable gastric band, sleeve gastrectomy, Roux-en-Y gastric bypass, and the duodenal switch—as well as revision surgery for people who have had bariatric surgery in the past and need an adjustment or a new option for optimal weight loss. In addition, nonsurgical medical weight management options include medical nutrition therapy, exercise therapy, behavioral change, and, if recommended, FDA-approved weight loss medications. The program also offers metabolic rate testing.

“We work with each patient to reach his or her weight loss goals,” explains bariatric physician Angela Harden-Mack, MD. “A healthy lifestyle is the foundation for losing weight and keeping it off. Obesity medications and bariatric surgery therapies are appropriate and often used in conjunction with nutrition, exercise and behavior therapies.”

EVERY WEIGHT LOSS JOURNEY IS PERSONAL

Knave had his first appointment with the program after finding out his health insurance covered bariatric surgery. Over six months, he met with counselors, dietitians and physicians to ensure that he was a good candidate for surgery.

Knave learned about life after surgery—which includes following a special diet for several months during recovery, then making smart food and activity choices to ensure the pounds come off. In meetings with a program counselor, he realized that emotions triggered overeating. “I used to binge under stress,” Knave says. “Now, when I’m having an emotional day I can call...”

—TROY GLEMBOT, MD
or even come in to the program to talk with someone about it, rather than drinking two liters of soda.”

In the year after surgery, Knave’s transformation inspired his wife to have bariatric surgery. “She’s lost 135 pounds,” he says, with pride and love in his voice. “Now we look more like the old Tony and Dana from the day we got married.”

To learn more, visit valleyhealthlink.com/bariatricprogram or call 540-536-0010.

FIND A WEIGHT LOSS INFORMATION SESSION THAT FITS

View the online information sessions at valleyhealthlink.com/infosessions. In-person information sessions are available at Winchester Medical Center Conference Center.

- Surgical Weight Loss sessions are held on the third Thursday of each month (Sept. 21 and Oct. 19) at 6 PM.
- Medical Weight Loss sessions are held on the first Wednesday of each month (Sept. 6 and Oct. 4) at 5:30 PM.

A traveling session will be held in Cumberland, Maryland, on Tuesday, Sept. 19 at 6 PM at the Ramada Cumberland Downtown.
A CAREER WITH CARING AT ITS HEART

Valley Health offers a hands-on training program for tomorrow's nurse aides

Seven years ago, Susan Payne’s career soared in a rewarding new direction. A former administrative assistant, she signed up for Valley Health’s Certified Nurse Aide (CNA) Training Program at Warren Memorial Hospital in Front Royal. “I knew the course would give me the skills to get a new job, but it gave me so much more,” says Payne, 64, now a nurse aide at Winchester Medical Center. “Working as a CNA is my way of giving back for the wonderful hospice care my sister received before her death from cancer in 2010. Being a certified nurse aide has been an invaluable experience for me.”

She’s not alone. The program, which began in 1989, trains 80 to 100 nurse aides each year, according to Terry Shanks, RN, supervisor of nurse aide education for Valley Health System. “A nurse aide provides help with activities of daily living—such as grooming, bathing, dressing, and feeding—for a wide range of people from infants to the elderly and disabled,” she says. “Completing a training program, like the one at Valley Health, that meets state requirements, and passing a state certification exam opens doors to employment opportunities in hospitals, long-term care centers and beyond. Nurse aides are in demand.”

In accordance with the Virginia Board of Nursing requirements, the program includes a minimum of 80 hours of classroom training plus 40 hours of hands-on clinical experience in a long-term care facility (in this case, Warren Memorial Hospital’s Lynn Care Center). Training is in-depth and high quality. Classes include a virtual dementia tour, and training and awareness about the special health and care needs of aging and bariatric patients.

After successfully completing the course, graduates can take the Virginia State Certification Exam. “Our pass rate on the state exam is above the state average,” says nurse aide educator Penny Whitacre, BSN. “One recent class had a 100 percent pass rate.”

Nurse aide training is a smart stepping stone to other health careers. “We have CNAs whose ultimate goal is to become a nurse, physician assistant, or physical or respiratory therapist to name just a few,” Shanks notes. “Penny and I both started out as nurse aides. It’s a great foundation.”

“We have trained women and men from high school students to people in their 60s. What everyone shares is the desire to work in a job with caring at its heart.”

—TERRY SHANKS, RN
No wonder, then, that the program attracts a wide range of students. “We have trained women and men from high school students to people in their 60s,” Shanks says. “For some, it’s a second career. Construction workers, corrections officers, chefs, salesmen, military veterans, and people entering the workforce for the first time or after taking time out for family have enrolled in the class. And the program is culturally diverse, with students from all over the world including Ghana, India, Russia, and the Philippines. What everyone shares is the desire to work in a job with caring at its heart.”

Payne says students become like family during trainings. “We helped each other learn our skills,” she says. “We shaved, washed feet, and learned how to turn and clean and make beds with people still in them! The instructors were dedicated to their profession and to us as they taught us how to take care of people.” Many stay in touch with Shanks and Whitacre. “Graduates call and visit almost every day,” Shanks says. “They bring their kids, ask questions about jobs—one graduate even brought us a homemade lunch recently. The caring never stops.”

The program is offered six to eight times each year, with a variety of scheduling choices, and accepts 20 students for most sessions. “Throughout the year we’ll usually have evening classes, daytime classes, a summer ‘boot camp,’ and even an intensive, one-day-a-week program that’s convenient for people who have to arrange child care or who work full time,” Shanks says. “We try to make it work for everyone.”

Upcoming sessions include evening classes Mondays through Thursdays from 4 to 8:30 pm from Oct. 10 to Dec. 12 (for this session, pre-admission testing will be held Sept. 1 and registration is Sept. 15). Daytime classes are planned for early 2018, meeting Monday through Thursday in January and February, with pre-admission testing Dec. 13, registration Dec. 20 and orientation Dec. 28.

For more information about CNA training, visit valleyhealthlink.com/CNA or call 540-636-0260.
HOW TO BE BODY SMART
Keep these ergonomic tips in mind to prevent injury and discomfort

AT WORK
Whether you are on your feet for an entire shift or spend most of your time at a desk, workplace ergonomics can lead to fatigue, musculoskeletal disorders and more. Chris Snyder, Valley Health physical therapist, has these recommendations for improving your work experience:

- **Maintain good posture.** Keep your feet flat on the ground. Roll your chest up, like someone is grabbing you from the center of your chest and pulling you up. There should be a small arch in the small of your back. Those who work outside of an office (for example, in food service or retail) should avoid awkward body positioning and unbalanced heavy lifting as much as possible. If your job involves repetitive motions, take frequent breaks or try to spread them out over the day.
- **Set up your desk space correctly.** Get a chair with good lumbar support that you can adjust up and down. Your chair should be high enough that your eyes are level with the top third of your computer screen.
- **Use tech mindfully.** Do not strain your neck forward or round your shoulders when using your computer, handheld device or phone.
- **Move!** Sustained positions are bad for your body. If your job involves standing in place for long periods, or if you sit at a computer, move around every half-hour. Arch your back and stretch your arms. Take action before you begin experiencing pain or discomfort.

AT HOME
Whether you’re doing chores around the house or tending your garden, ergonomics are just as important while doing manual labor as they are at work. Valley Health occupational therapist Cindy Quinnelly offers these suggestions for avoiding injury as you bend, reach, twist, and lift.

- **Focus on your center of gravity.** Keep things close to your center of gravity so you generate more power with less energy. Don’t work above shoulder height or strain all the way to the ground. For gardening, think about planting in raised beds.
- **Position your body wisely.** Squat down and don’t twist when you lift something. Work with both arms whenever possible and keep elbows partially bent when doing any activities with resistance. Keep your neck and wrists in a neutral position. When driving for extended periods, sit as straight as possible with shoulder blades against the back of the seat. Adjust the lumbar support to cushion your lower back.
- **Keep it varied.** Switch tasks every 30 minutes and take a break for a few minutes every hour. Be sure to stretch and drink water during your breaks.
FALL PREVENTION BASICS

• FIVE WAYS TO IMPROVE YOUR BALANCE AND STABILITY

1. TALK TO YOUR DOCTOR. Multiple factors contribute to fall risk, such as osteoporosis, aging, changes in balance and walking patterns, changes in vision and sensation, and taking multiple medications. Your doctor can identify which of your health factors contribute to falling and advise you on how to address them.

2. CONTINUE—OR BEGIN—EXERCISING. You can improve your balance through various types of physical activity. Pick a gentle exercise such as walking, water workouts or tai chi to reduce your risk of falls by improving strength, balance, coordination, and flexibility. Make sure to talk to your doctor before beginning any exercise program.

3. FALL-PROOF YOUR HOME. Making small changes to your home can help prevent falls as well. Make sure every room is well lit and that there are clear pathways between rooms. Clutter is not your friend and night lights are. Consider replacing furniture you find difficult to get out of and removing throw rugs.

4. USE ASSISTIVE DEVICES. A cane or walker can help you feel more stable when you are out and about. At your house, there are a number of assistive devices you can install, such as handrails on both sides of any staircase, grab bars for your shower or tub, a raised toilet seat, and glow-in-the-dark light switches.

5. PICK THE RIGHT FOOTWEAR. Say goodbye to high heels or shoes with slippery soles. Wear fitted, sturdy shoes with nonskid soles. Wearing ill-fitting slippers or only socks around the house can also raise your fall risk. And if you are truly concerned about falling, look into purchasing an ankle-foot orthosis, which is intended to control the position and motion of the ankle and compensate for weakness.
## Physicians

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<td>Christopher Gullett, MD</td>
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<td>Family Medicine</td>
<td>Arthur Ticknor, MD</td>
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<td>Andrew Wilcox, MD</td>
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<td>Hospitalists</td>
<td>Deborah Bowers, MD (OB)</td>
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<td>Ravnett Dhaliwal, MD</td>
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## Advanced Practice Clinicians and Other Providers

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<td>Melissa Lilly, PA</td>
<td>Winchester, VA</td>
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<tr>
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<td>Bailey O’Bannon, PA</td>
<td>Front Royal, VA</td>
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<td></td>
<td>Hanna Reinford, PA</td>
<td>New Market, VA</td>
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<td></td>
<td>Chariti P. Stephens, PA-C</td>
<td>Ranson, WV</td>
</tr>
</tbody>
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*For more information or to find a physician or care provider, visit [valleyhealthlink.com/physicians](http://valleyhealthlink.com/physicians).*
Wellspring: A Bountiful Source of Support

“You have cancer.” It is estimated that over 1.5 million people in the U.S. will hear these words in 2017. Patients who live locally can get quality medical care for cancer—including chemotherapy, radiation therapy, surgery, or a combination of the three—from the specialists at Valley Health’s Cancer Center at Winchester Medical Center. But patients need more than medical care, so Valley Health established Wellspring to support the emotional, social, spiritual, and nonmedical physical needs of those with cancer, as well as other chronic diseases.

Wellspring staff provides services that address the “whole” person during treatment and recovery. Located in Winchester and funded by Valley Health and the Winchester Medical Center Foundation, the caring team at Wellspring offers support groups for men and women, care bags for cancer patients, and hair salon services. Many of these services are offered at no charge.

“Wellspring is a gift to the community from Valley Health,” states Mary Vorous, supervisor at Wellspring. “My compassionate Wellspring colleagues listen to patients’ concerns, and some share their own recovery experiences, in addition to providing a range of important services.”

“Wellspring is the place I come to when I need to be encouraged,” notes one cancer survivor. “The warm welcome when I come in the door and the camaraderie of the Women to Women Group made a very difficult time more bearable, because some days a hug or a shoulder to cry on are just as important to my recovery as medical care.”

A wellspring is defined as a “bountiful source of something.” Because of Wellspring, the region’s cancer patients can find a bountiful source of compassion and support to draw on during their journey.

→ To learn more about Wellspring, visit valleyhealthlink.com/wellspring or call 540-536-4981.

Your Gifts Help Us Help Others

Wellspring’s complimentary care bags and other resources for cancer patients are funded by the Winchester Medical Center Foundation. To make a donation to Wellspring or other Valley Health cancer care programs, call 540-536-2387 or visit vhsbuildinghope.org. Your philanthropic support helps Wellspring address patients’ needs during treatment and recovery. Thank you!
**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 does not exclude patients or treat them differently because 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 Pitcock, language access coordinator, at 540-323-0228.

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 filing 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 420
Winchester, VA 22601
540-536-8993 Direct
540-536-8019 Fax
wsowers@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, 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.

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

**한국어 (Korean):**
주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.
1-540-323-0228 번으로 전화해 주십시오.

**Čeština**

ATTENTION: Si vous parlez français, des services d’aide linguistique vous sont proposés gratuitement.
Appellez le 1-540-323-0228.

**العربية**

خدمات إنفاذ القائمة، اقرأ توضيحات كيفية أخرى: (1-540-323-0228)

**Language Assistance Services**

Valley Health provides language assistance services, free of charge, are available to you. Call 1-540-323-0228.

** 추가 언어 서비스**

한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.
1-540-323-0228 번으로 전화해 주십시오.

**Deutsch**


**Hindi**

प्रश्न देखते हैं, तो आपके लिए मुफ्त में भाषा सहायता सेवाओं का प्राप्तव्य हैं। 1-540-323-0228 पर कॉल करें।

**Bengali**

লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিউ ধরনের ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন 1-540-323-0228.
**Walk to End Child Abuse**
Saturday, Sept. 30
10 AM
Widmeyer Park
Hancock, MD

**Hampshire County Health Fair**
Saturday, Oct. 14
7–11 AM
Augusta Church of Christ
Augusta, WV

**Breast Health Empowerment Events**
- Breast Health Symposium
  Saturday, Oct. 14
  8:30–11:30 AM
  Valley Health Cancer Center
  Winchester, VA
- Breast Cancer Survivors Celebration
  Saturday, Oct. 14
  1–5 PM
  Museum of the Shenandoah Valley
  Winchester, VA

**“Just the Facts” Childbirth Education**
Expectant parents and labor partners learn steps for a positive birth experience, and tour labor and delivery and mom/baby units.

**Community Celebration Honoring Cancer Survivors**
Monday, Oct. 23
5:30–7:30 PM
Victory Church
Winchester, VA

**SUPPORT GROUPS, CLASSES AND SCREENINGS**

**Weekly Blood Pressure Clinic**
Free/open to all
Every Wednesday
2–3 PM
Warren Memorial Hospital
South Lobby
Front Royal, VA

**Glucose and Cholesterol Screenings**
Free/open to all
Aug. 29, Oct. 31, Dec. 26
7–9:30 AM
Hampshire Memorial Hospital Lab
Romney, WV

**Heart Attack Risk Program**
Over 20 free screening events scheduled at six Valley Health locations from Aug. 1–Dec. 16.
Appointment and 12-hour fast required.
- Hampshire Wellness & Fitness
  Romney, WV
  304-822-7255
- Page Memorial Hospital Fitness Center
  Luray, VA
  540-536-3040
- Shenandoah Memorial Hospital
  Woodstock, VA
  540-536-3040
- Warren Memorial Hospital
  Berkeley Springs, WV
  304-258-6577
- Warren Memorial Hospital
  Outpatient Center
  Front Royal, VA
  540-536-3040
- Valley Health Wellness & Fitness Center
  Winchester, VA
  540-536-3040

**Weight Loss Boot Camp**
Tuesdays, 10 weeks beginning Oct. 3
5:15–5:45 PM
Valley Health Wellness & Fitness Center
Winchester, VA

*Supported by the Winchester Medical Center Foundation*
Raise Your Expectations

Accomplish more than you ever thought possible at Valley Health.

We’re looking for new and experienced nurses to join our award-winning team. We’re now offering:

• New, competitive pay rates
• Up to $10,000 sign-on bonus
• Relocation assistance
• Outstanding benefits package
• Flexible scheduling
• Tuition reimbursement

For more information visit valleyhealthlink.com/expectations.

Elizabeth B., BSN
Valley Health nurse since 2013.