

## A Hot Meal and a Warm Heart.

Herman and Ruby Clifton are a collective 180 years young. Every day, a truck pulls into their driveway, serving up a hot meal and some friendly conversation. Ask energetic, sparkling-eyed Ruby, and she'll tell you it's about much more than putting a nutritious dinner on the table. She and her husband trust St. Joseph's Mercy Meals on Wheels program to help them stay right where they want to be – independent in their own home, and involved in their community. They look forward to these daily contacts with familiar faces. In fact, they have become dear friends with their Meals on Wheels drivers.

The Meals on Wheels program has served Garland County seniors since 1991, and it's just one of many programs funded by St. Joseph's Mercy Health Foundation to support St. Joseph's enduring tradition of exceptional health care. Other Foundation projects include: the heart fund, the cancer fund, funds for women and children, scholarships, health education, equipment purchases for patient care, and services to seniors.

Call (501) 622-1123 to find out how to help keep the Meals on Wheels program rolling with your Foundation support. With your help, more than 500 area seniors will get a hot meal, a warm hello, and an even more delicious result: **their independence.**



### HEALTHY HEART RECIPE

#### Oven Roasted Pork Tenderloin & Vegetables

- 1 1/2 pounds boneless pork tenderloin
- 1 pound (6 to 8) carrots, peeled, cut into 2-inch pieces
- 2 pounds (16 to 20) new potatoes, cut in half
- 1 medium onion, cut into wedges
- 1 Tablespoon olive oil
- 2 teaspoons dried rosemary leaves, crushed
- 1 teaspoon dried sage leaves, crushed
- 1/4 teaspoon pepper

Heat oven to 450° F. Generously spray roasting pan with nonstick cooking spray. Place tenderloin in pan. Place carrots, potatoes and onion around tenderloin. Drizzle oil evenly over meat and vegetables; sprinkle with rosemary, sage and pepper. Bake uncovered for 30 to 40 minutes, until meat thermometer registers 165° F and vegetables are tender, stirring vegetables occasionally.

Makes 8 servings.

Last month on Doctors Day, physicians across the nation were honored for their many contributions to our communities. One day of recognition for their efforts hardly seems fair, considering the enormous amount of time they spend every day of the year addressing our society's healthcare system ills.

Specifically, there is never a day in Hot Springs or any of our surrounding communities when physicians fail to help the poor and the uninsured. The healthcare system across our country is plagued by high costs due to technology, professional staffing and inadequate reimbursement by federal and state governments. These high costs force people to drop insurance or become underinsured. Yet, our physicians continue to be the safety net of care for those who need help.

Our physicians in Hot Springs take care of the poor in their offices and in the hospital emergency rooms. They also volunteer their time for the care of the poor and uninsured at the Charitable Christian Medical Clinic. They do this at great sacrifice to their office practices, time with their families and to their incomes.

Please take time to say, "Thank you" to the many generous physicians in our community the next time you see one of them. And, the next time you hear that there is a proposal to reduce physicians' fees for Medicare or Medicaid call or write your representative in Congress or the State Legislature to say "no more cuts" – because cuts are now adversely affecting key contributors to the security of our society... our doctors.



Randy Fale  
President/CEO

## Sensation 16 CT Scanner Is Proving Sensational

The Siemens Somatom Sensation 16-slice CT scanner St. Joseph's Mercy Health Center recently acquired for its imaging department is delivering sensational results.

Affectionately tabbed "Sensation 16" by St. Joseph's Director of Radiology Chuck Miles, the new multi-slice CT scanner not only provides the finest three-dimensional image quality available, it features the most advanced clinical applications to improve upon the diagnosis and treatment of patients.

"This new CT scanner provides us with phenomenal speed and outstanding diagnostic information," Miles says. "We can now scan most patients in a single breath hold, which virtually eliminates image motion in the chest and abdomen.

Previously, CT examinations took up to 20 minutes and were compromised by the patient's inability to hold or sustain their breath during the test. In comparison, a CT exam using the Sensation 16 takes only 10 to 20 seconds.

"We are proud to offer our patients the most current technology available," Miles says. "In addition to its speed that significantly improves upon patient comfort, the Sensation 16 provides remarkably clearer images. With the Sensation 16, CT is quickly becoming the screening tool of the 21st century as clearer, three-dimensional views allow us to do CT lung scans that are far more sensitive than a normal chest x-ray. It also enables us to do CT angiography where we are able to get an accurate picture of virtually any artery or vein in the body and with our calcium scoring CT exams we can now show calcium deposits in the coronary arteries."

With all that in mind, the acquisition of the Sensation 16 positioned St. Joseph's as the first hospital in Arkansas to offer this level of CT technology. It is proving to be one more sensational example of an ongoing effort to provide Hot Springs and surrounding communities with the best in health care.

## Successful Wound Care Program Results In Natural Expansion To New Center

It was over nine years ago when the St. Joseph's Wound Care Program staff first started caring for patients.

The program actually got its start as a diabetic foot care clinic with just three treatment stations in a small patient care area of the Medical Office Building. However, over time it developed into a successful wound care program that offered consistent positive clinical outcomes for patients.

As a result, St. Joseph's, in keeping with its tradition of providing Hot Springs and the surrounding area with the best in health care, moved the program forward with a natural expansion to a comprehensive center for wound care. On January 30, with nationally known Diversified Therapy as a partner, St. Joseph's celebrated the opening of its new Mercy Wound and Hyperbaric Center.

"This is an expansion effort to an already successful wound care program that St. Joseph's co-workers have established over the last nine years," said Randy Fortner, St. Joseph's Chief Operating Officer. "I think it is important that we emphasize expanded because the wound care program has long been established. Now, through a partnership with Diversified Therapy, we are offering a new facility, new technology and expanded physician coverage that turns our program into a comprehensive center for wound care."

The Center, which is located at 221 McAuley Court, features state-of-the-art hyperbaric oxygen therapy (HBOT), a treatment in which the patient breathes 100 percent oxygen inside a pressurized chamber. HBOT quickly delivers high concentrations of oxygen to the bloodstream and assists in the healing process of wounds. HBOT is effective for treatment of crush injuries, osteomyelitis, skin grafts and flaps, brown recluse spider bites and diabetic wounds of the lower extremity. The Center also offers extensive medical management of wounds.

"It was 13 years ago that my youngest daughter was diagnosed with diabetes," said Dr. Robert Kleinhenz, a board certified orthopedic surgeon who serves as medical director of the Mercy Wound and Hyperbaric Center. "I was challenged and said we need a diabetic foot care clinic. The next thing I knew St. Joseph's had agreed to make it happen.

"The result was that I helped establish diabetic foot care at St. Joseph's in a small patient care area in the Medical Office Building. Now here we are in this new building, implementing the treatment of hyperbaric oxygen therapy. It's been a team effort on the part of a great team and the hospital has been very supportive through the whole endeavor.

"Wound care is an effort of love, and we give as good of care here as is given anywhere."

Thanks to the expansion efforts, Drs. S. Gregory Waters and Karl F. Wagenhauser, both board certified in emergency medicine and trained in wound care and hyperbarics, have joined Dr. Kleinhenz in providing care at the Center. Meanwhile, Sandy Wasieck is serving as the Center's program director.

"The wound care program has grown tremendously over the years and I am thankful to St. Joseph's for supporting the growth," Ms. Wasieck said. "We are so blessed to have a wonderful staff of physicians and nurses, too. Our nurses have a combined 57 years of specialty experience in wound care practice. That's incredible."

For more information on the Center and its services, please call (501) 625-3956.

# YOUR HEALTH MATTERS

ST. JOSEPH'S MERCY HEALTH CENTER MATTERS SPRING 2004

## Performance of Mercy Heart Center Team Leads to Positive Results for Dr. Jack Porter

Dr. Jack Porter pays attention to detail and he is certainly no stranger to quality.

After all, in establishing a successful dental practice in the Hot Springs area over the last 30 years, Dr. Porter, or Jack as he prefers to be called, employed his "P's" formula – planning, preparedness, plus peak performance equals positive results.

Consequently, when a massive heart attack brought his active world to a screeching halt almost two years ago, that formula automatically became his yardstick of measurement for St. Joseph's Mercy Health Center and the Mercy Heart Center team. Fortunately, the implementation of a system similar to the "P's" formula by St. Joseph's five-star-rated Mercy Heart Center team resulted in his survival. That's a bit of information Jack is lightning quick to emphatically point out.

"I owe my life to St. Joseph's and the Mercy Heart Center team," he insists. "For me, it truly was a life-saving issue, and the quality and level of care I received was the difference between me living and dying. It's plain and simple – if you were to take away the care I received at St. Joseph's, my wife, Janet, would be a widow today."

Jack's heart attack occurred on the 2002 summer evening of August 7. Home alone - after leaving Wednesday evening church services early because of not feeling well - he called 911 when pain in his chest became unbearable. He then stepped outside to lie down on his driveway, making sure the emergency department personnel who responded to the call could find him.

"I can remember laying there with my eyes closed, totally numb up to my shoulders," Jack relates. "I knew it was serious and I was just trying to hang on by closing my eyes and staying calm."

Jack's arrival at St. Joseph's emergency department set off a whirlwind of activity as co-workers quickly labored to stabilize him. The Mercy Heart Center team then performed angioplasty to clear a pair of blockages and placed a stent to keep the vessel open. However, clot-busting drugs that were dispensed immediately upon arrival proved to be the difference between major and minimal heart damage.

"As bad as I was feeling when I got there (St. Joseph's emergency department), it wasn't long before a feeling of great comfort came over me," Jack says. "It quickly became obvious to me that this was not their first time around. Even though I had my eyes shut while trying to stay calm, the proficiency of the (Mercy Heart Center) team was nothing short of amazing. It was also good to get the news about minimal damage on the back side of my heart. Everything was pointing to major damage, but they said they had never seen clot-busters work so fast."

Not surprisingly, Jack is also quick to praise Dr. Fred Heinemann, the on-call cardiologist who performed his procedures the evening of his heart attack, and Dr. Brad LeMay, the cardiologist handling his follow-up care. In fact, he found good reason to praise Dr. LeMay recently as attention to detail during a routine checkup resulted in catheterization and the finding of a 70-percent blockage in a minor artery.

"It turned out to be so minor that it really couldn't make a difference," Jack says. "The fact, however, that they have the ability to test for and catch something so minor is reassuring. If they can detect things that minor, I don't think I have to worry about them catching the major things. To me, though, that's the difference between typical and exceptional care."

Speaking of care, the follow-up for a heart patient also includes cardiac rehabilitation, something else Jack insists the Mercy Heart Center team, backed by its comprehensive, state-of-the-art facility, excels at.

"Cardiac rehabilitation is absolutely vital, and you can't beat it at St. Joseph's," says Jack, who is presently on a regimen that has him on the treadmill for two and a half miles four times a week at a 10-minute-per-mile pace. "Anybody who has had a heart attack, and is not taking advantage of cardiac rehabilitation, is not paying attention. They give you the foundation and information you need to endure beyond the event and I owe the quality of my peace of mind to the follow-up care I have received."

Peace of mind is important, but hard to come by after life-altering, health-related experiences. Certainly, confidence in your healthcare provider helps, and Jack, for one, has that in St. Joseph's.

"I love the organization and I love the institution," he says. "There's a constant there. It's about building relationships and you being a person and not a number. It's hard to define and put into words, but amazingly that personality and a commitment to excellence filter down from the top to the bottom. Normally, the philosophy gets lost somewhere in the chain of command, but with St. Joseph's that is not the case."

A member of the Sisters of Mercy Health System, St. Joseph's is a not-for-profit Catholic hospital and recipient of the HealthGrades 2003 Distinguished Hospital Award for Clinical Excellence.<sup>TM</sup> In addition to the overall recognition, HealthGrades ranked St. Joseph's first in Arkansas for overall cardiac services, cardiology services and treatment of strokes, with five-star ratings for coronary bypass surgery and treatment of heart attacks.



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## Mercy Foundation Donors Help Furnish New Chapel

The Mass of dedication for St. Joseph's new chapel was celebrated on March 2 by the Most Reverend Bishop Peter J. Sartain.

Before the Mass of dedication could take place, however, the chapel needed to be furnished. That's where Mercy Health Foundation donors, including Mary Costello of Hot Springs Village, assisted by contributing to a special fund for the new chapel.

Mrs. Costello's contribution serves as a loving memorial to her late husband, Jack, who from April of 2002 to June of 2003 was hospitalized 13 times. In addition, he made numerous trips to the Outpatient Department for blood and platelet transfusions, received radiation therapy at the Mercy Cancer Center, was transported to the Emergency Department three times by Lifemobile and was a Home Health patient.

"My contribution is in memory of my husband, but it is also a thank you to the entire St. Joseph's family," Mrs. Costello said. "I met and got to know many of the St. Joseph's co-workers personally - because I always stayed with my husband in the hospital - but others helped care for my husband and we never saw or met them.

"I cannot place a monetary value on the care and concern that was extended to both my husband and me during his many stays in the hospital, nor can words express my gratitude. I do, though, remember in my daily prayers all the dedicated caregivers who provided for my husband's healthcare needs, and ministered to both of us spiritually.

"We were blessed and I know many others will be helped in the future by the projects that the Mercy Health Foundation funds."

The chapel, which was relocated to the 1 East entrance due to the recent addition of patient rooms, is available 24 hours a day seven days a week to patients, their families and co-workers for prayer, meditation and quiet time. Daily Mass is also held at 11:30 a.m.

The Mercy Health Foundation encourages and receives gifts to support St. Joseph's enduring tradition of quality health care. For more information on the Foundation, please call (501) 622-1123.



## St. Joseph's SeniorNet Program Taps Into Senior Resources

Knowledge and wisdom are two senior resources that often go untapped.

However, SeniorNet, with a mission of providing adults age 50 and over with life-enhancing experiences through computer education and technologies, is in the business of bringing both to the information age.

Since its founding in 1986, the not-for-profit organization has not only benefited millions of seniors, but a multitude of others have gained from the subsequent sharing of knowledge and wisdom. Presently, there are over 240 SeniorNet Learning Centers worldwide and the St. Joseph's Mercy Health Center SeniorNet Program, which recently celebrated its 10th anniversary, looks to be among the organization's elite.

Evidence of that is the distinguished Outstanding Achievement Award for Community Service it recently won at the Arkansas Hospital Auxiliary Association (AHAA) Convention. Additionally, Bob Kness, a volunteer instructor with St. Joseph's SeniorNet Program, was the recipient of a 2003 Distinguished Senior Employee Award at the Arkansas Gerontological Society's annual awards luncheon last fall.

"Our SeniorNet Program is made up of a very cool bunch of people," said Becky Dobbs, presently a Hospice social worker and volunteer coordinator with St. Joseph's. "They, especially those who become instructors and coaches,

are very motivated, giving and helpful. SeniorNet allows them to excel in so many ways as volunteers.

"It is a benefit to both the hospital and the community. There is a great student-to-teacher ratio in a relaxed atmosphere, and each class has a couple of coaches, too. It is hands-on practice that broadens horizons to the point that many of the students go on to land jobs because of their computer skills."

St. Joseph's, with the help of the Volunteer Auxiliary and co-sponsor Southwestern Bell Corporation, was the first healthcare facility in Arkansas to establish a SeniorNet Program. The program's charter class was made up of 15, and many of those are still involved as instructors and coaches.

St. Joseph's has two SeniorNet Learning Centers - one at the Senior Center in Hot Springs and another at the McAuley Center in Hot Springs Village - and in its 10-plus years, hundreds have gone through the program. There are three classes offered each year - January, March and September - and the sessions, which offer everything from introduction to computers to graphics programs, vary from six to eight weeks.

For more information on St. Joseph's SeniorNet program, please call Mercy Senior Care Business Manager Jenny Ford at (501) 984-5594 or outside Hot Springs Village at 1-888-855-5089.

## St. Joseph's Looks Out For Patients With Innovative Mercy Star Kids

Looking out for St. Joseph's Mercy Health Center patients. That's what Patient Care Representative Anet Ellis, Charge Nurse Teresa Lambert, and all the other committed co-workers in St. Joseph's outpatient department are in the habit of doing.

It is their central focus, but our outpatient department team has been known to go above and beyond the call of duty. The most recent example of such behavior culminated with the late-January unveiling of Mercy Star Kids.

First of all, the innovative outpatient surgery program was inspired by Ellis' reading of the book "If I Get To Five: What Children Have Taught Me About Courage and Character" by world-renowned pediatric neurosurgeon Dr. Fred Epstein. Secondly, it encourages children to pick out and wear the costume of their favorite super hero or character during their procedure.

The goal of Mercy Star Kids is to have children face their surgery's fearful unknown with the confident persona of a favorite character or super hero, and that's exactly what happened for charter patient Ashley Hughes.

"I think it is a really cool idea and Ashley loved it," said Tammy Hughes, the mother of six-year-old Ashley. "It's all she talked about leading up to her surgery. She couldn't wait to come to the hospital for the surgery because it meant she could put on her Barbie princess outfit with the magic wand.

"In fact, she was so excited she woke her father (Brian) and me up at midnight and we didn't need to be to St. Joseph's until 6 a.m. It was the whole anticipation thing. Plus, she went into the surgery in a good mood because her mind had been taken off of it."

Children are asked to pick out their costumes in the outpatient department three to five days before their surgery. The costumes are put in a bag with their name on it and then laid out on their pre-operative room bed the morning of their surgery.

"Teresa and I came up with the idea after both reading Dr. Epstein's book and we went to Brenda Chase (Outpatient Services Manager) and the rest of the outpatient nurses with it," Ellis said. "They were all very supportive and excited about it and we were encouraged to talk to Kathy Taylor, the new Executive Director of the Mercy Foundation. After reviewing the proposal, Kathy determined the program was one that would benefit children from Hot Springs and the surrounding communities.

"We were hoping and praying that if the program came to fruition, it would make a difference. I think it has been successful with the children we have served," Ellis concluded.

Taylor, who says the Mercy Foundation is always looking for cutting-edge opportunities to invest back into the community and surrounding area through the hospital, is in total agreement with Ellis.

"There's no question Mercy Star Kids is making a difference," Taylor said. "We could see that it would and that's why we decided to support it. A major focus of the Foundation is state-of-the-art equipment that will support clinical outcomes by keeping St. Joseph's on the cutting edge technologically.

"We view Mercy Star Kids in the same light. It is a cutting-edge program that positively supports surgery outcomes."



## Important Numbers From Your Friends at St. Joseph's

Hospital Main Line	501-622-1000
Hot Springs Village Residents	501-922-5451
Patient Rooms	501-622-1(room #)
Linea Hispana	501-622-1054
Business Health	501-525-9675
Class & Event Scheduling	501-622-2330
Health Services Liaison (HSV)	501-922-5136
Home Health & Hospice	501-318-6800
Lifeline	501-622-1121
Lifemobile EMS	501-624-5433 or 911
Mercy Breast Center	501-622-4565
Mercy Cancer Center	501-622-2100



Mercy Center for Natural Health (HSV)	501-922-5353
Mercy Child Advocacy Center	501-622-2531
Mercy Continence Care	501-622-4505
Mercy Diabetes Center	501-622-4665
Mercy Diagnostic Center (HSV)	501-922-2680
Mercy Extended Care Clinic (HSV)	501-922-6266
Mercy Health Foundation	501-622-1123
Mercy Heart Center	501-622-4000
Mercy Home Medical Equipment	501-622-1143
Mercy Medical Clinics	
Glenwood	870-356-4821
Gurdon	870-353-4001
Hot Springs Village	501-922-6266
Malvern	501-332-8612
Mt. Ida	870-867-2175
Murfreesboro	870-285-3118
Mercy Pregnancy Care Clinic	501-622-1801
Mercy Senior Care	
Hot Springs Center	501-624-0838
McAuley Center (HSV)	501-984-5594
Mercy Women's Center	501-622-4500
Mercy Wound & Hyperbaric Center	501-625-3956
Senior Horizons	501-622-1291