



## Some kids are wishing for the latest toy.

*Madison just wants her innocence back.*

When you're eight years old, your worries should be things like making new friends on the first day of school, or what to put on your Christmas list. Madison\* was a normal, happy child with simple concerns like these - until recently, when her mother suspected that she might have been sexually abused by a visitor in their home. She brought Madison to the Mercy Child Advocacy Center at St. Joseph's, where they received help and support in a safe, child-friendly environment. Thanks to the Center's quick response, Madison's abuser has been prosecuted and she is receiving counseling to help her deal with the abuse.

The Mercy Child Advocacy Center is just one of many programs supported by St. Joseph's Mercy Health Foundation to carry on St. Joseph's enduring tradition of exceptional health care. Support the Foundation and you're not just giving back to your community - you're giving young kids like Madison back the most priceless gift of all: a happy childhood.

Call (501) 622-1123 to find out how to help the Mercy Child Advocacy Center with your Foundation support.

\*Madison is a fictitious name used for protection of privacy.

Recently, we made an announcement regarding upcoming expansion projects at St. Joseph's. In a continuing effort to serve our community in a more efficient manner, we are planning to expand our outpatient diagnostic center and the Mercy Heart Center.

Our first project, that will begin this summer, is the development of an outpatient diagnostic center located on the 1st floor of our Medical Office Building. This outpatient diagnostic center will utilize the latest state-of-the-art equipment available to perform x-rays, CT Scans, and other diagnostic testing. In addition, the new location of the center will be convenient and easily accessible for our patients and their families. We hope to have the new outpatient diagnostic center open and ready for use by the spring of 2005.

The second focus of our expansion efforts will involve the Mercy Heart Center. In January 2005, we will begin construction of a 24,000 sq. ft. addition to the existing Mercy Heart Center. This expansion will allow the physicians of the Central Arkansas Cardiovascular Institute to recruit additional cardiologists to serve our community, as well as provide much needed space for our cardiac programs. The new Mercy Heart Center should be open and ready for use by the spring of 2006.

In addition to the physical expansion of the Mercy Heart Center, St. Joseph's will take the lead in publicly reporting both outcomes (in addition to the HealthGrades™ ratings) and cardiac interventions as a part of a national initiative to provide the very best in heart care. This initiative of holding ourselves publicly accountable will begin immediately.

Our expansion and reporting efforts allow St. Joseph's to keep improving our quality of service to you. We are proud to be ranked #1 in Arkansas for cardiac care as determined by HealthGrades™. We intend to keep improving and continuing to offer the best cardiac care in the state - right here at home. Thank you for letting us serve you.



Randy Fale  
President/CEO

## Dr. Gordon Joins Heritage Physician Group, P.A., St. Joseph's Medical Staff



Nicquel Gordon, M.D., made the decision to be a physician more than 12 years ago, as an Oklahoma Christian University (OCU) freshman. On August 2 of this year, she joined the obstetrics and gynecology department of the Heritage Physician Group, P.A., and is excited to finally be applying what she learned in medical school and throughout a four-year residency.

"We absolutely could hardly wait to get through my residency and get moved," said Dr. Gordon, who along with Drs. Haynes G. Jackson, Jr., Jaime A. Cardenas, Clint H. Henson and Marcus E. Gunter, practices out of second-floor offices in the Mercy Women's Center. "I decided to practice medicine my freshman year in college when I found myself wanting to do more to help my grandmother through an illness. I have found a great group of people to start my career with and I get to practice in a very beautiful place. My husband and I are outdoor type people, and Hot Springs is a great place to be."

In 1995, Dr. Gordon graduated summa cum laude from OCU with a Bachelor of Science degree in biology. Before completing an obstetrics and gynecology residency at the University of Oklahoma Health Sciences Center in late June, she earned a Doctor of Medicine degree from the University of Oklahoma College of Medicine. Dr. Gordon graduated with honors and was a junior Alpha Omega Alpha medical honor society candidate.

## Everyday Heroes: Lifemobile Veterans Go Above And Beyond Call Of Duty

Together, emergency medical technician Matt Lawrence and paramedic and licensed practical nurse Tom Patton have compiled over 54 years of experience. To say the least, they are St. Joseph's Lifemobile veterans and saving lives has been a big part of their lives for the last 27 years. But recently, the duo learned more than ever on those years of experience as they went above and beyond the call of duty.

At 2:45 a.m. on Saturday, April 3, Lawrence and Patton received a call at the Calella Lifemobile station just inside the Hot Springs Village gates. They were dispatched to an automobile accident, but as they approached the Village intersection of Calella Road and DeSoto Boulevard, they noticed the Valencia Court Condominiums were on fire. They quickly called the dispatcher to notify the Hot Springs Village Fire Department and to have another Lifemobile ambulance crew sent to the auto accident. Meanwhile, they proceeded to the fire where they discovered one of the condominiums totally engulfed in flames.

Turning on all of the ambulance's lights and sirens, the pair immediately alerted occupants on either side of the flame-engulfed condominium. While waiting for the fire department's arrival, they went door to door to warn occupants of the eminent danger.

"Everybody was asleep, so we could not pass it up," said Lawrence. "When you're on an emergency run, you're not supposed to stop and call back in to the dispatcher. This one was a judgment call, though, and we had to stop."

Sadly, a life was lost in the totally engulfed condominium, but Lawrence and Patton succeeded in carrying occupants on either side to safety. Had they not responded so decisively, it is likely those occupants would have perished and the fire would have destroyed the entire section of the complex.

"It's a good thing those two did exactly what they did," said Laroy Cornett, Hot Springs Village Department of Public Safety Director. "They definitely went above and beyond the call of duty. It wasn't easy for them to do, either. One occupant refused to leave, and they literally had to pick her up and carry her to safety."

"We just happened to be in the right place at the right time," Lawrence said. "I wish we would have received the call earlier and maybe more of what happened could have been avoided."

"I'm very pleased that a couple of guys as experienced as Matt and Tom took the call," says Director of Lifemobile EMS Services Steve Henson. "I'm 100 percent behind how they handled the situation. Matt and Tom are veterans and men of few words. In their minds, they just did what they had to do."



# YOUR HEALTH MATTERS

ST. JOSEPH'S MERCY HEALTH CENTER MATTERS SUMMER 2004

## St. Joseph's Confronts Child Abuse With Mercy Child Advocacy Center

For most, the mere thought of a child being physically or sexually abused shakes them to their core. Physical and sexual child abuse are uncomfortable subjects to talk or think about - so much so that many families choose to ignore or fail to report cases of both.

The facts, however, are undeniable: an average 2,400 American children are victims of abuse each day and the Arkansas Child Abuse Hotline received 31,000 calls last year.

St. Joseph's Mercy Health Center confronted the problem head-on in the spring of 2003 by founding Arkansas' first and only hospital-based facility for child abuse and neglect: the Mercy Child Advocacy Center. In keeping with the tradition of providing health care with compassion and Christian values, the Center served 207 patients in its first year, providing Garland County with a child-focused, child-friendly facility staffed by quality healthcare professionals. Carmen Neighbors serves as the Center's coordinator and Dr. Gregory Whorton serves as medical director. Dr. Gary M. Drake and Dr. John Trieschmann are also on staff as physician examiners, Dorothy Clark, RNC, BS, as nurse and Kyla Payton as social worker.

"All the credit for growth and any success the Mercy Child Advocacy Center has enjoyed should go to Carmen and her staff, as well as Drs. Whorton, Drake and Trieschmann," said St. Joseph's Vice President of Mission & Ethics Patrick McCrudden, to whom many credit the Center's very existence. "We knew there was a huge child abuse problem in Garland County, but it wasn't until we actually opened the Center that our expectations were confirmed. It's a bittersweet feeling - we're glad the Center is there to make a difference, but we would not mind seeing it work its way out of a job."

The Center's one-year anniversary rolled around in June, serving as a reminder of the way things used to be. "System-generated trauma is the best way of describing the way it came to be," Neighbors said. "There were just no resources for kids when it used to be. Now, everything that needs to be done can be done at the Center in just one visit."

Today, once an allegation of child abuse or neglect is reported to law enforcement or child protection authorities, the child is immediately referred to the Mercy Child Advocacy Center. From the moment of arrival at the Center, children are in the company of friends: working together to ensure their needs come first.

It's in that warm and compassionate environment that the team of law enforcement officials, interviewers and physicians makes a recommendation about treatment, further investigation and prosecution of the case. If prosecution is recommended, the Center is also able to provide an acceptable videotape in lieu of the child's court appearance.

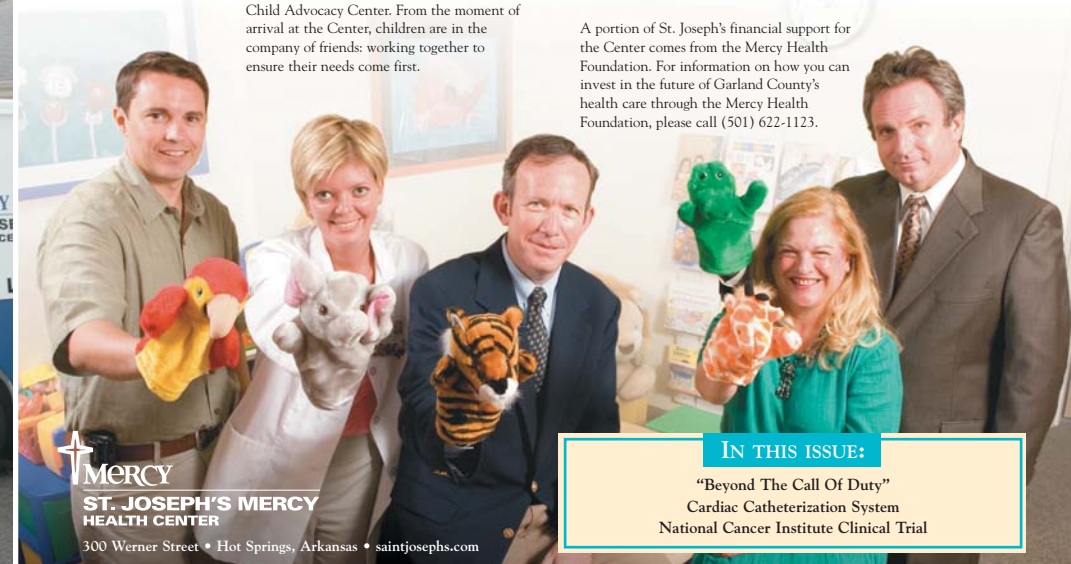
"The Child Advocacy Center is a blessing from God," said Garland County Prosecuting Attorney Steve Oliver. "Carmen Neighbors knows what she is doing. She has gone to school for forensic interviewing and she is very good at it. Now, when the police or sheriff departments have a physical or sexual child abuse victim, they take them directly to Carmen to do the videotaped interview so that everything is consistent. Then, if a medical examination is needed, it can be done at the Center instead of having to send the victim to Little Rock. It used to be much more difficult. My job is much easier and prosecution is much better because of the Mercy Child Advocacy Center, so I am thrilled."

Garland County Juvenile Court Judge Vicki Cook and Families In Need of Services (FINS) In-Take Officer Annette Swindle are equally excited about the positive role the Center is playing in the community. "We are very pleased to have the Mercy Child Advocacy Center and call it St. Joseph's gift to Garland County," Cook said. "We are also very pleased that Carmen Neighbors is in the position she is in because she does a great job. Since the Center opened, I would say at least three or four children a month have benefited because they have gotten to a safe place much faster."

Swindle added, "Carmen, in all ways, is the perfect person for her job at the Center. Her personality, experience and demeanor make kids very comfortable. She and the Center are a blessing."

"The Mercy Child Advocacy Center exemplifies the compassionate and cutting-edge service for which St. Joseph's has been known for over a century," said Foundation Executive Director Kathy Taylor. "Because the Mercy Health Foundation seeks to support state-of-the-art programs and technology to improve health care in the communities St. Joseph's serves, the Mercy Child Advocacy Center is an ideal fit." (Photo below from left to right: Dr. Gregory Whorton, Carmen Neighbors, Patrick McCrudden, Judge Vicki Cook, Steve Oliver)

A portion of St. Joseph's financial support for the Center comes from the Mercy Health Foundation. For information on how you can invest in the future of Garland County's health care through the Mercy Health Foundation, please call (501) 622-1123.



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HEALTH CENTER  
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## Big Impact on Little Lives: Mercy Child Advocacy Center Medical Director Dr. Whorton

It's only been four years since Gregory Whorton, M.D., completed his internship and residency at Vanderbilt University Medical Center in Nashville, Tennessee. But in the short period of time since then, he's had quite an impact on Hot Springs area health care. In addition to establishing a thriving practice as a board-certified internal medicine and pediatrics physician with the Heritage Physician Group, P.A., Dr. Whorton also serves as medical director for the Mercy Child Advocacy Center.

"Dr. Whorton did some child advocacy work during his training, so there was an interest there when he volunteered for the position," said St. Joseph's Vice President of Mission and Ethics Patrick McCruden, who played a pivotal role in establishing the now one-year-old Center. "To say the least, we are blessed he came forward and volunteered. He's tremendous and gives so much of his personal time to the Center. It's a labor of love for him, I think."

As medical director, Dr. Whorton oversees any medical procedures, informs the medical staff of issues related to the Center and does education for the hospital and medical staff on child abuse issues. He is also the examining physician, and although he receives assistance from Drs. Gary M. Drake and John Trieschmann, he spends many of his lunch breaks at the Center.

"Naming Dr. Whorton medical director has turned out to be the smartest move we have made so far," said Coordinator Carmen Neighbors. "He's smart, passionate and he cares and worries about the kids."

Neighbors, a social worker who also serves as the Center's main forensic interviewer, says Dr. Whorton has quickly become recognized as a leader in the field of child advocacy. "He has been involved for just a short period of time, but he has already been recognized as a leader in the field," Neighbors said. "He studies, takes it upon himself to do research and is always learning more. He rules out as much abuse as he manages to diagnose. There are doctors

who are not sure what is going on with a patient and Dr. Whorton will diagnose them very quickly with some condition that can masquerade as abuse. Plus, he's so good with the patients and their families. He's kind and patient and I'm not sure what we would do without him. We've all decided that he can never leave."

Dr. Whorton, who decided as a college junior to become a physician instead of a chemist because it would lead to more human interaction, insists his work with the Mercy Child Advocacy Center is attractive for that same reason. "Initially, I felt a sort of moral and ethical obligation to get involved," said Dr. Whorton, who along with his wife, Amy, has a 4-year-old daughter, Hannah, and a 1-year-old son, Hayes. "Beyond that, I think the attraction is knowing we are providing a haven for children to feel safe and comfortable while still allowing individuals supervising the abuse case to gather the information they need."

"A vast number of the patients we see can't pay for the services performed," he said. "Certainly, that doesn't make the endeavor financially profitable. The focus on charitable works by St. Joseph's and the Sisters of Mercy Health System is really impressive. The Mercy Child Advocacy Center couldn't make it without them."



## NCI Clinical Trial Contract Keeps Cancer Patients Close To Home

As the federal government's principal cancer research and training agency, the National Cancer Institute (NCI) has recently expanded access to its clinical trials – research to find new drugs and treatments – by opening them up to physicians in community-based institutions.

Big news in and of itself, there is even bigger news for Hot Springs area residents: the Mercy Cancer Center at St. Joseph's Mercy Health Center has recently signed a contract with the NCI's Clinical Trial Support Unit (CTSU) after passing an extensive, two-phase application and credentialing process.

It's a move that's making it easier for patients and the Mercy Cancer Center team to take part in clinical trials that are defining the standard of cancer care. In the past, the NCI's advanced treatment trials were limited to academic institution-based physicians, but the new policy allows oncologists to become credentialed research investigators and enroll patients in tests through the CTSU.

"Now, patients who seek the new treatments available in clinical trials, whether they live in the largest metropolis or the smallest rural community, are not forced to travel long distances to receive critical care," said Jeffrey S. Abrams, M.D., NCI Project Officer.

Through the Web-based CTSU, Mercy Cancer Center oncologists and co-research investigation directors Dr. P.K. Reddy, board certified in oncology and internal medicine, and Dr. David Pruitt, board certified in radiation oncology, are able to download protocols, case report forms and other documents associated with clinical trials.

"Our pharmaceutical research program has been up and running for a year, but this is much bigger because it is national in its scope," said Karen L. Bolton, RN, RS, the Mercy Cancer Center's Clinical Research Coordinator. "Patients in the area now have access to the most current treatments and the latest drugs. Plus, they don't have to travel to get them. They can now stay right here in Hot Springs and have the support of their family and friends."

Dr. Pruitt believes that patients can benefit from both the multi-institutional NCI-sponsored clinical trials and the pharmaceutical company-sponsored trials. "Drug companies sponsor clinical trials in order to bring a new product to market or add new indications to an existing product already on the market," Dr. Pruitt said. "Clinical trials are very expensive for companies to sponsor, which often times is reflected in the price of new medications. Therefore, once the new medication has been brought to market their research sponsorship involving that product generally ends. That's where the NCI-sponsored clinical trials come in. Generally, they are looking at new ways of giving existing therapies and often the increased benefits are small enough that they require huge patient numbers to prove the difference is not merely a result of random chance. Many of these new cutting-edge approaches to treatment are considered aggressive, and possibly more risky, so they generally are not available to patients outside the setting of a clinical trial."

For more information on the CTSU, or to learn more about participating in the program, please call the Mercy Cancer Center at (501) 622-2100.

## St. Joseph's Unveils State-Of-The-Art Cardiac Catheterization System



Dedicated, compassionate co-workers and cutting-edge, state-of-the-art equipment have helped St. Joseph's Mercy Heart Center earn a reputation of excellence.

In fact, the last two years have seen the Mercy Heart Center team receive multiple five-star clinical outcome ratings from HealthGrades™ – the nation's leading healthcare quality firm.

Moreover, in helping St. Joseph's become a winner of HealthGrades™ 2003 Distinguished Hospital for Clinical Excellence Award™, the healthcare quality firm ranked the Center first in Arkansas for overall cardiac services, cardiology services and treatment of stroke, with five-star ratings for coronary bypass surgery and treatment of heart attack. The distinction places the 309-bed, not-for-profit Sisters of Mercy Health System facility among the top 3.3 percent of full-service hospitals in the nation, along with the prominent Mayo Clinic and Cedars Sinai Medical Center.

Nonetheless, St. Joseph's, because of an ongoing commitment to provide the Hot Springs area with the best in Christian-based health care, is not resting on its laurels. In an effort to better battle heart disease – the nation's leading cause of death for those over 35 years of age – Arkansas' top heart center got even better with the recent addition of the Integris Allura Flat Detector X-ray System.

This state-of-the-art cardiac catheterization x-ray lab allows the Mercy Heart Center to conduct minimally invasive procedures to treat a wide range of clinical problems, including coronary artery disease. Its catheter-based procedures – with benefits of shorter hospital stays, reduced recovery times without the pain of large incisions and minimal surgical scarring – are designed to enhance therapeutic results and reduce the risks found in traditional surgical approaches.

The fully digital system also enables physicians to capture and view detailed images of a patient's coronary structure, thereby facilitating a faster and more accurate diagnosis and treatment. The system exposes patients to less radiation during procedures and is compact so physicians have better patient access during exams. Due to its flat detector system and digital design, it provides better x-ray images with less distortion.

"Our patients are benefiting from the speed and superior image accuracy of this new system," said Vicky Sanders, Mercy Heart Center Product Line Manager. "It also allows our physicians to complete a variety of diagnostic and therapeutic procedures faster and that means the patients are on their way to recovery and discharge much sooner."

"The American College of Cardiology (ACC) National Cardiovascular Data Registry module option we received with the system is beneficial, too. It is imperative that hospitals and physicians know the data and how they compare to other facilities. This will help us to identify areas where performance improvements can be made, allowing us to continuously improve the quality of care we give our patients."

Flexibility is a huge attribute of the system. Not only can it aid in the diagnosis and treatment of a range of patient conditions, it can be used for procedures such as diagnostic catheterization, balloon angioplasty and stenting. Stentboost is another feature of St. Joseph's system and the unique technology improves upon the visualization of stents in the coronary arteries and enhances stent deployment visibility.

"Stentboost is a feature that will allow for better visualization and optimal deployment of all stents, especially the new drug-eluting variety," said cardiologist Jeffrey G. Tauth, M.D. "Full deployment is imperative to get the full benefit of the drug-eluting properties."

The Cardiac Catheterization System was possible due in part from funding from the Mercy Health Foundation. The Foundation's mission is to support St. Joseph's programs and services and this latest investment is further enhancing the Mercy Heart Center's reputation of excellence.

## 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
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