

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 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	501-622-2391
Senior Horizons	501-622-1291

Sister Mary Roland Leaves Co-Workers With The Gift Of A Living Legacy

Sister Mary Roland Bienvenu, R.S.M., left St. Joseph's co-workers with the gift of a living legacy.

After spending nearly 14 years with St. Joseph's, the visible Sister Mary Roland was recently reassigned to a Sisters of Mercy Health System position in St. Louis. We still have, however, the memories of her selflessness and humility.

Sister Mary Roland went about her good works at St. Joseph's quietly and unpretentiously, asking much more of her self than others and sharing whatever she could with those who were disadvantaged, lonely or lost. It was in 1990, as Vice President for Mission Integration, that she began her service to St. Joseph's. She ended it in support of co-workers as the Employee Relations Coordinator, and along the way she impacted everyone she came in contact with.

"I believe it is safe to say that nearly all of us at St. Joseph's, in some form or another, have had contact with Sister Mary Roland," said Randy Fale, St. Joseph's President and CEO. "Whether it was her morning and evening prayers, asking for her counsel and prayers, or a chance meeting in the hallway that led to a smile and a word of support, we have all been touched by Sister Mary Roland."

Sister Mary Roland, a native of St. Martinville, Louisiana who entered the Sisters of Mercy convent in 1948, insists the same can be said of her. Her heart was touched by many a co-worker and patient and she has fond memories of her time at St. Joseph's.



"St. Joseph's and Hot Springs are the best places I have ever been, so it was hard to leave," she said. "I took a vow of obedience, though, and when my superiors say it is time to transfer, I go."

When word of Sister Mary Roland's transfer got out, however, co-workers came forward immediately, asking if there was a way to collectively honor and thank her for her example and years of service. It was then decided that the Sister Mary Roland Endowment for the Mercy Lodge would be established. The Mercy Lodge plays a vital role for St. Joseph's, providing out-of-town patients and their families with comfortable, home-like accommodations while they are receiving daily and extended treatments.

"I believe it is a wonderful way of honoring Sister Mary Roland, who gave so much of herself to us," Fale said. "It stays true to the mission of the Sisters of Mercy, and at the same time helps our patients and their families."

Sister Mary Roland concurs.

"It is a very good thing and the concept of the Mercy Lodge is very close to my heart," she said. "I am honored and humbled that co-workers established the endowment in my name, but I want any gifts that go to it to be voluntary and given from the generosity of the heart."

Her selflessness and humility continue to shine at St. Joseph's. It is just a part of who she is, and consequently, it is not surprising that she had this farewell message for St. Joseph's co-workers:

"Thank you for really being Mercy."

For more information on the Sister Mary Roland Endowment for the Mercy Lodge, please contact the St. Joseph's Mercy Health Foundation at (501) 622-1123 or (501) 622-1060.

St. Joseph's Proudly Provides A Smoke-Free Environment

St. Joseph's is proud to now provide a smoke-free environment inside and outside all of its campus buildings and affiliated properties, including area clinics and ambulance stations.

Tobacco use is the top cause of preventable death and disease in the United States and implementation of the smoke-free policy has eliminated second-hand smoke and created a healthier environment overall.

"According to the Centers for Disease Control, one in five deaths is related to smoking and more than 440,000 people die prematurely each year of smoking-related diseases," said Patrick McCrudden, St. Joseph's Vice President of Mission and Ethics. "That's more than deaths caused by alcohol, cocaine, crack, heroin, homicide, suicide, automobile accidents, fire and AIDS combined.

"We counsel patients with heart disease, chronic obstructive pulmonary disease (COPD) and other diseases related to smoking daily. It just didn't make sense for us to enable smokers to create a cloud of second-hand smoke right outside our entrances."

St. Joseph's administrators believe the change is long overdue. The Mayo Clinic and its affiliates became smoke-free environments in 1987. Since then, other hospitals throughout the country have gone totally smoke free, including Children's Hospital and the University of Arkansas for Medical Sciences (UAMS) Medical Center in Little Rock.

"Our intent is to intervene, educate and heal through smoking cessation resources that will assist co-workers and patients and family members when they are here," McCrudden said. "Specifically, we offer nicotine replacements and literature for those who must cope with their addiction while they are on the grounds."

As the largest employer and hospital in the region, St. Joseph's is committed to setting a wellness example. We believe modeling such healthful behavior is important to the health of our patients, co-workers and community.

YOUR HEALTH MATTERS

ST. JOSEPH'S MERCY HEALTH CENTER **SPRING 2005**

St. Joseph's Continues Tradition Of Clinical Excellence

HealthGrades, the nation's leading healthcare quality firm, recently awarded St. Joseph's the 2004 Distinguished Hospital Award for Clinical Excellence™. St. Joseph's was also a recipient of the award in 2003, making this the second consecutive year it has been the only Arkansas hospital to receive such a designation.

The distinction places the 309-bed hospital among the top five percent of all acute care hospitals in the country and in a unique group of high-quality facilities recognized for their overall clinical excellence across several service lines.

"We are proud of our results," said Randy Fortner, St. Joseph's Chief Operating Officer. "Winning consecutive HealthGrades awards proves that our processes are consistent, well founded, well structured and allow co-workers and clinicians to produce the outcomes we have produced in the past."

"The winning of two consecutive awards also shows that the processes put in place to monitor and reinforce those outcomes are working and that they don't come as a result of chance. Lastly, it demonstrates the commitment of our co-workers and clinicians to constantly strive toward high quality care and it shows their willingness to continue to educate themselves and upgrade their skills to allow for the outcomes to occur."

The study to determine the annual winners of the HealthGrades Distinguished Hospital Award for Clinical Excellence is based on a three-year, risk-adjusted analysis of 20 procedures and diagnoses in six clinical specialties – cardiac surgery, cardiology, orthopaedic surgery, neuroscience, pulmonary and vascular surgery. The 2004 study was based on data collected from 2000 through 2002 by the federal government's Center for Medicare and Medicaid Services (CMS).

"The analysis produces a report card rating for performance of hospitals based on the patient population of each individual facility," said Sarah Loughran, HealthGrades Executive Vice President. "By comparing actual outcomes such as mortality or complications against what is expected, we can provide an accurate apples-to-apples comparison of providers."

HealthGrades' annual quality-of-care analysis of the country's nearly 5,000 hospitals leads to the publication of performance-based ratings – five-star for best, three-star for average and one-star for poor.

In addition to the overall recognition it received as a winner of the Distinguished Hospital Award for Clinical Excellence, St. Joseph's received five-star ratings for clinical performances in cardiac, pulmonary and orthopaedic services. As a result, St. Joseph's is rated among the nation's top 10 percent in heart surgery and No. 1 in the state for overall cardiac services and heart surgery.

"HealthGrades objectively assesses and rates hospital performance in order to help consumers make better and more informed healthcare choices," Loughran explained. "With consumers having a greater stake in their healthcare purchasing decisions, it's important for them to know that there is a tremendous difference in clinical quality outcomes between hospitals."

"In the Hot Springs area, St. Joseph's Mercy Health Center stands out notably in terms of delivering quality care for its cardiac and orthopaedic patients. Patients, families and employers here truly have access to health care that is among the best in the nation."

For more information on HealthGrades, visit the HealthGrades website at www.healthgrades.com.



What does MERCY mean to you?

MERCY
ST. JOSEPH'S MERCY
HEALTH CENTER

300 Werner Street • Hot Springs, Arkansas • saintjosephs.com

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"Mercy Meds" Initiative
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The Hot Springs area offers an extraordinary array of services, culture and recreation. It also offers some of the finest medical professionals in the country. More than 20 new physicians have moved to Hot Springs within the past year. These dedicated physicians have expertise across a wide variety of specialties; share a passion for helping those in need; and give generously of their time, spirit, hope and healing touch.



Randy Fale
President/CEO

Our area physicians are committed to ensuring quality health care. This is one of the contributing factors that has helped St. Joseph's receive the HealthGrades Distinguished Hospital Award for Clinical Excellence for the second consecutive year.

On Wednesday, March 30, we will celebrate National Doctors Day. This time of recognition was established in 1933 and continues to provide us with the opportunity to thank doctors for their significant contribution to the health and well-being of their patients.

I encourage community residents to take a moment to think about the important role their physician plays in their lives and to express their appreciation. We want our medical staff to know how much they are respected and valued so that physicians who are considering Hot Springs as their home will continue to recognize the area as a world-class community in which to practice medicine and to live - because these extraordinary everyday heroes and heroines make a difference, every single day.

MERCY means



St. Joseph's Mercy Health Center is honored to be the recipient of the HealthGrades 2004 Distinguished Hospital Award for Clinical Excellence™, ranking us among the Top 5% of all hospitals in the country for Overall Clinical Performance.

We're even prouder of the exceptional standards that have earned us this award for the second year in a row. With dedicated and qualified caregivers in every department, our four Centers of Excellence bring quality health care to every age and every stage of life. Our greatest source of pride, however, is a steadfast, A+ commitment to our greatest distinction - you, our patient.

What does MERCY mean to you?

HealthGrades Distinguished Hospital Award for Clinical Excellence - 2003 & 2004

HealthGrades five-star rating for clinical performances in the treatment of chronic obstructive pulmonary disease, heart attacks, coronary bypass surgery and orthopaedic services.



saintjosephs.com



Providing A Safe Environment For Our Patients With "Mercy Meds"

Nearly two centuries ago, Sisters of Mercy foundress Catherine McAuley established a heritage of committed caregiving to the sick and poor that carries on today.

Evidence of that commitment is "Mercy Meds," the new medication system designed to transform the way medication is administered to patients throughout the Sisters of Mercy Health System (Mercy).

Quite simply, "Mercy Meds" strives to ensure the six "rights" of medication safety - the "right" dose of the "right" drug through the "right" route at the "right" time to the "right" patient with the "right" documentation - and promises to have the greatest impact on patient safety ever achieved in Mercy's history.

To verify accuracy from a computer on wheels that can be moved from one patient room to another, hospital caregivers use a handheld scanner to scan their own identification (ID) badge, the patient's ID wrist band and the bar-coded medication packaging. All six of the "rights" of medication administration must be in place for the technology to accept the order and if any of the "rights" are not verified, the system issues an alert. In addition to verifying medication accuracy, the computer system automatically updates the patient's record, checks for any allergies and allows caregivers to research on-line drug references for further information.

The 1999 report of the Institute of Medicine (IOM) found that an estimated 7,000 deaths occur each year in United States hospitals as a result of medication errors. These errors occur for a variety of reasons - for example the failure to distinguish between the look-alike packages and sound-alike names of medications such as Celebrex (anti-inflammatory agent) and Cerebryx (seizure disorder medication). The growing numbers of new drugs - up to 60 are introduced each year - also challenge the ability of clinicians to keep up with the constantly changing information.

Additionally, research shows that from the time a physician prescribes a medication to the time it is administered to a patient, there are more than 70 steps involved in which errors could potentially occur. Like other healthcare organizations, Mercy is not immune to those errors and leaders recognized that new strategies such as "Mercy Meds" were critical to improving medication safety for our patients.

Today, St. Joseph's is using this medication scanning system for 200 beds in the following areas: Pediatrics, Labor and Delivery, Post Partum, Nursery, Cardiology, Neurology, Oncology, Surgical, Orthopaedics, General Medicine and Urology. Since September, more than 15,000 medications have been scanned prior to administration, resulting in the prevention of many potential errors.

With that impressive data and the heritage Catherine McAuley established in mind, it is clear St. Joseph's commitment to caregiving in a safe environment has not wavered and "Mercy Meds" is the "right" thing to do.

The Mercy Wound And Hyperbaric Center Helps Garner Get Back On His Feet

Gary Garner is the first to admit his prognosis wasn't good.

Garner, a 49-year-old truck driver who had undergone heart bypass surgery almost six years ago, was admitted to St. Joseph's on May 5 of last year with shortness of breath.

It was determined that Garner, who had already been diagnosed with congestive heart failure and diabetes, had severe peripheral vascular disease (PVD) and was getting little if any blood flow to his lower legs and feet. A number of stent-placement and balloon-insertion procedures later, blood flow returned to his left leg, but adequate flow could not be restored to the right. Garner then had to make the difficult decision of having his leg amputated just below the knee.

"It was the toughest decision I can ever remember having to make," Garner said.

Things went well for a while following the elective surgery, but then Garner started experiencing problems with getting the amputation wound to heal properly. Shortly thereafter, orthopaedic surgeon and Mercy Wound and Hyperbaric Center Medical Director Robert W. Kleinhenz, M.D., his staff and the Mercy Diabetes Center staff came to the collective conclusion that Garner's diabetes was to blame.

"We elected at that point to put him into hyperbaric oxygen therapy (HBOT) and it wasn't long before his wound healed," Dr. Kleinhenz said. "To Gary's credit, he made some lifestyle changes - going from four packs of cigarettes a day to about half a pack - but once he started the hyperbaric oxygen therapy it wasn't long before the wound was healed.

"After his skin matured, they fitted Gary for a prosthesis. He is up and walking now, so obviously hyperbaric oxygen therapy has made a big difference for him. It has also made a significant difference for us as a staff at the Mercy Wound and Hyperbaric Center. Since we started using the chambers

about a year ago, we have been able to help save a number of limbs for people."

HBOT takes place in a pressurized chamber where high concentrations of 100-percent oxygen are quickly delivered to the bloodstream to assist in the healing process of wounds. HBOT also fights certain types of infections, stimulates the growth of new blood vessels and improves circulation.

Garner underwent 35 HBOT treatments over the span of about two months before his wound healed, but he insists he enjoyed the process, mostly because of the support he received all along the way.

"There was a time there - shortly after the amputation surgery and before I started the hyperbaric oxygen therapy - where I wondered if I wanted to go on," Garner said. "I was very depressed and down, but literally everyone I came in contact with at St. Joseph's, including the Mercy Wound and Hyperbaric Center, was so supportive.

"Quite honestly, they, my girlfriend Jean-Ann Davis, my family, Dr. Kleinhenz, and my family practice physician, Dr. Richard Gardial, were with me every step of the way. They all bent over backwards for me and made me feel good and special. They gave me a reason to want to go on and I'll never be able to thank them enough."

Not surprisingly, those same healthcare professionals are thrilled to see Garner up and around and attending St. Joseph's outpatient physical therapy sessions twice a week. Dr. Kleinhenz, for one, was excited to see Garner back on January 6 when he showed up at the Mercy Wound and Hyperbaric Center, sporting his new prosthesis and walking unassisted.

"He just walked in," Dr. Kleinhenz said. "To be honest, I had never seen him standing up, so he was taller than I thought he would be. It was really nice of him to stop by and show us the progress he is making. It made all of us feel good. That's why you become a physician - for endings like that."



Hyperbaric Tech Shirley Sanders and Gary Garner



Local Physicians Now Performing Less Invasive Surgeries

St. Joseph's commitment to cutting-edge, state-of-the-art medical equipment, technology and procedures is unparalleled in the region.

Two orthopaedic surgeons on St. Joseph's staff - Drs. Bruce L. Smith, Jr. and Lawrence D. Dodd of the Hot Springs Bone & Joint Clinic - subscribe to the same approach. The latest advancement in orthopaedic surgery is the development of less invasive techniques to replace arthritic joints in the hip and knee. These two physicians have recently begun performing the procedures at St. Joseph's.

"We had heard of the procedures, but Dr. Dodd and I were a little skeptical," Dr. Smith said. "The Zimmer Institute - the distributor Dr. Dodd and I have always used - pioneered the technology, so we went to Chicago and observed the surgeries being done. We liked what we saw and also found that surgeons whom we trusted and respected were learning the procedures."

Both have completed training programs at the state-of-the-art Zimmer Institute in Warsaw, Ind., and are fully certified to perform the procedures. Previously, Little Rock was the only city in Arkansas where the surgeries were available.

"There is definitely a demand for the surgeries," Dr. Smith said. "When we started doing the surgeries about three months ago, we had a little introductory seminar for our patients. We didn't expect many, but we had over 50 people show up and they had a number of questions. We just wanted to make it where residents of the Hot Springs area didn't have to go somewhere else to get these procedures done."

The knee replacement procedure is called the Zimmer Minimally Invasive Solutions™ (MIS) Quad-Sparing Technique, while the hip procedures have been named the Zimmer MIS One-Incision and Two-Incision Hip Replacement Techniques. The goals of both procedures are: less tissue trauma, smaller incisions (two to five inches as compared to 10 to 12), less blood loss, less pain, shorter rehabilitation and a shorter hospital stay.

"The whole concept behind the new surgeries is really not the size of the skin incisions," Dr. Dodd said. "They are considerably smaller, but the real issue is the tissue that has to be altered to get to the knee or hip. The new instrumentation allows you to make the cuts you need to make without altering as much tissue and that means less tissue has to be sewn back.

"It takes longer to rehabilitate a muscle that has been cut through and sutured, versus one that has been left alone. That's the major benefit of these new techniques."

The foresight and compassion of Drs. Smith and Dodd is evident as they continually strive to put patients first. That kind of physician dedication also helps explain why HealthGrades has awarded St. Joseph's a five-star rating for orthopaedic services in both 2003 and 2004.