



# 2011 COMMUNITY REPORT



Stormont-Vail  
HealthCare

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## OUR MISSION

Working together to improve  
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## OUR VISION

- To provide the safest and highest quality health care in Kansas
- To be the health care provider of choice in Kansas
- To be the health care employer of choice in Kansas

## OUR VALUES

*Service to others:* We meet or exceed the needs and expectations of those we serve.

*Quality:* We create an environment of trust, comfort and confidence brought about by a competent, compassionate and caring staff.

*Teamwork:* We do together what cannot be done alone.

*Respect:* We honor the dignity and creative potential of each staff member.

*Viability:* We assure our mission by remaining profitable.



SueAnn Schultz



Maynard Oliverius

## A MESSAGE TO THE COMMUNITY

*Patient safety, satisfaction and quality care.*

Stormont-Vail HealthCare has taken progressive measures during the past year to ensure that patients and families now and in the future will receive the safest and highest quality of health care in Kansas.

The changes range from basics like hand washing and dispensing the correct medications to patients, to electronic medical records systems assuring all clinicians have access to the same information at the same time. The bottom line is to provide a safer patient experience. The emphasis on safety includes all Stormont-Vail employees – from patient care staff to leadership. The added component of high-quality care provided for newborns through seniors has resulted in high satisfaction marks by patients and families.

Integral to raising standards has been the installation of the SV ConnectOne electronic medical records system. With the hospital going online with the new system in May 2011, we are now planning to add the clinics in 2013 so that patient records will seamlessly flow to all Stormont-Vail providers. This electronic documentation system will result in more efficient and safe care for patients.

By strengthening our processes and systems, Stormont-Vail is enhancing care for our community. And the “community” we serve is growing. With the addition of sub-specialists as well as a strong foundation of primary care providers, we are reaching a broader geographic audience and, in some instances, providing care to citizens across Kansas. This is most apparent in our behavioral health, neonatal and maternal fetal, trauma, and pediatric sub-specialty services.

As we fine-tune our programs, we are also making improvements in our physical facilities by upgrading our North Tower entrance area, remodeling patient rooms on 7-South, and renovating the South Tower space formerly occupied by the Emergency Department. This area will become the outpatient services of Pain Management, Endoscopy and Pulmonary Lab.

Stormont-Vail continues developing options for consumers who need different levels of care – from a nurse-information line to walk-in immediate care clinics like The Clinic at Walmart and our ExpressCare locations. In spite of these added options, our Emergency Department and Trauma Center is experiencing record volumes. By opening that state-of-the-art facility in 2009 and developing a team that provides a higher quality and level of care, we have become the provider of choice in the region.

The coming year promises to bring new opportunities and transitions. Stormont-Vail HealthCare is partnering with Topeka Public Schools to create a health care career pathway for students at the Kansas Education and Science Park. As a part of the partnership, Stormont-Vail acquired 10.3 acres of land at the park for future expansion. A change in leadership will take place in 2012. Maynard Oliverius will retire June 30, 2012, as president and chief executive officer – a post he has held for 15 of his 43 years with the organization.

The commitment by the organization to our mission of providing the highest quality and safe care for our patients is at the forefront in 2012. We work together to improve the health of the community and to get our patients “back to living.”

**SueAnn Schultz**  
*Chairman of the Board*

**Maynard Oliverius**  
*President and Chief Executive Officer*



# ENSURING PATIENT SAFETY FIRST

Patient Safety Rounds in Trauma Services  
Angela Gamber, RN, MBA, Matt Stillion, RN, Toni Griffin, PCT,  
Carol Perry, RN, vice president and CNO, Douglas Rose, M.D.,  
and Clifton Jones, M.D.

## Ensuring Patient Safety First

Taking care of patients and families is the cornerstone of Stormont-Vail HealthCare's business. Every day patients entrust their health to clinicians and staff, and it is the organization's responsibility to provide a safe and quality health care experience.

The goal of patient safety has always been at the forefront for Stormont-Vail. However, in 2011, the focus

was sharpened to provide the safest environment and experience possible. In fall 2011, leadership rounds led by Carol Perry, RN, vice president and chief nursing officer, and Douglas Rose, M.D., chief medical quality officer, were initiated to focus on patient safety in patient areas. Other physicians and clinical staff rotate in each week. Candid discussions are held with staff in visited areas to learn about challenges they face and opportunities to improve safety.

Patient safety rounds have been conducted in Critical Care, 4 Pavilion, Surgery, PrePost, PACU, Cath Lab and CVOPC, Radiology, Spine Center, Birthplace, Emergency Department, Infusion Center, 7-North, Neonatal IntensiveCare, Stormont-Vail West adult unit.

The rounds have resulted in meaningful dialogue and changes in processes that promote safety. In addition, an organization-wide initiative

called “Patient Safety First” calls for staff to get back to basics. The initial areas of emphasis identified for staff are:

- Wash your hands.
- Use two patient identifiers.
- Use safe medication practices.
- Prevent falls.
- Improve communication between staff and patients.

Stormont-Vail HealthCare is a leader in providing top-quality medical services and programs to Kansans through primary care and specialty clinicians and staff. Stormont-Vail is striving to be the safest provider in Kansas.

### Optimizing Electronic Medical Records

Stormont-Vail HealthCare took a giant step in 2011 to improve its approach to caring for patients by replacing its first generation electronic medical record systems with an integrated electronic medical record system. An electronic medical record (EMR) is a medical record in digital format that includes information such as data from prior hospitalizations, laboratory tests, diagnostic procedures, physical exams, and medication and allergy lists.

The new electronic medical record

system combines a patient’s medical information into one complete record of care. This means less time is spent collecting clinical information – such as allergies and medications – every time a person enters the hospital. One record also lowers the risk for duplication and error, which increases patient safety. In addition, system capabilities such as medication and allergy safety checks are able to alert staff when medications may not be appropriate for a particular patient.

Staff also benefit from the new system. A single record for each patient allows hospital staff to “be on the same page” when it comes to discussing a patient’s health information. This minimizes the time staff spend in front of a computer, so they can spend more time with the patient. Communication between departments is more streamlined as well, and record sharing with other hospitals with compatible electronic medical record systems is feasible.

SV ConnectOne (the name given to the Epic software system) went live at 4 a.m. May 22, 2011. Extensive support for staff and physicians through training sessions and a help line were also implemented and enhanced as a result of the new system.

Stormont-Vail was an early adopter of electronic medical records and has been utilizing electronic medical records since 1995. Recent media attention has focused on the federal government’s mandate that will require all hospitals and physicians to convert to electronic medical records by 2014. Integrating electronic records of the clinic will be the next phase of the project, with a target date of June 2013. In the meantime, the clinic continues to expand provider usage of the current systems.



Paula Canon, Help Desk Analyst

## TRINA’S STORY

One morning I woke up with one of the worst eye problems I have had in a long time. I called my doctor of optometry and the office was closed for the day due to illness. I was in so much pain, and couldn’t see. I wasn’t able to drive myself anywhere. I called Dr. Babak Marefat’s office to see if he would be able to work me in. It just so happens that that was his surgery day. The office person I spoke with took my name down and said she would talk to Dr. Marefat when he was out of surgery.

She spoke with Dr. Marefat, called me back and said that if I could find someone to drive me in, he could see me. As soon as he was able to take a break he examined my eye and said,



## Get back to living.

“No wonder you’re in so much pain.” I had a corneal abrasion, and a bad case at that. He administered some eye drops, gave me a sample and told me to see him Monday.

I ran out of drops over the weekend, but was feeling better so I thought all was well! I was wrong. Sunday morning I woke up in pain. I called Health Connections and they contacted Dr. Marefat. He returned my call within two minutes, told me what to get at the pharmacy and to make sure I came in the office Monday. Believe me, I couldn’t wait to get there. Because of Dr. Marefat, I was able to get back to living!



# COVERING ALL LEVELS OF CARE

Abraham Stillion  
and Megan Riley, RN

## Covering All Levels of Care

Stormont-Vail HealthCare provides a variety of levels of care, ranging from routine primary care to emergency hospital care. During 2011, the organization has been educating staff and the community about these options, and developing processes so that patients are directed to the appropriate level of care in a timely manner. If a patient has a need arise during regular office hours, the primary care physician's office can be consulted for instructions. If a need is severe, or occurs when the primary care physician is not available, then the patient has three options: The Clinic at Walmart, Cotton-O'Neil ExpressCare, and the Emergency and Trauma Center.

## The Clinic at Walmart by Stormont-Vail

The Clinic at Walmart, located inside the north Topeka Walmart, provides get well and stay well services without an appointment for patients ages 18 months and older. Services offered by the clinic include sports physicals, immunizations and care of minor illness and injuries such as sore throats, earaches, minor abrasions, insect bites and poison ivy. The clinic is open 9 a.m. to 9 p.m. weekdays, 9 a.m. to 5 p.m. Saturdays, and 11 a.m. to 5 p.m. Sundays and is staffed by advanced registered nurse practitioners.

### **Cotton-O'Neil ExpressCare**

Cotton-O'Neil ExpressCare is an urgent care walk-in clinic for patients of all ages. The clinics exist to treat minor illnesses or injuries that can't be immediately treated by one's own physician or are not severe enough to require a visit to the emergency room. All four locations offer X-ray and lab tests. A full-time physician specializing in family medicine or emergency medicine, nursing staff and a lab tech are available to diagnose and treat minor acute illnesses or injuries. Patients do not need to be a Cotton-O'Neil patient to be cared for at ExpressCare.

There are four ExpressCare locations: ExpressCare-Croco, 2909 S.E. Walnut Dr.; ExpressCare-Urish, 6725 S.W. 29th St.; ExpressCare-North, 1130 N. Kansas Ave.; and ExpressCare-Osage City, 131 W. Market, Osage City.

### **Stormont-Vail Emergency and Trauma Center**

Open 24 hours a day, every day, the Emergency Department is designed for sudden, serious injury or illness. In the case of a life-threatening emergency, call 911 or go immediately to the Emergency Department, located one block west of Eighth and Washburn Street.

### **Health Connections' Ask-A-Nurse**

Nurses at Health Connections' Ask-A-Nurse are available when physicians' offices are closed, and can help callers determine the best place for their after-hours health care needs. They can be reached at (785) 354-5225.

### **Utilizing Technology for Greater Access**

The use of videoconferencing has provided a means for Stormont-Vail professionals to share knowledge with their peers across Kansas as well as enter the field of telemedicine. Videoconferencing uses telecommunication technologies to allow two or more locations to simultaneously interact via video and audio transmissions. Utilizing this technology saves time and money that would otherwise be spent on travel. Stormont-Vail physicians and staff have provided continuing medical education to other providers across the state, including those in the Health Innovations Network of Kansas, Inc. (HINK) coalition.

Physicians at the Cotton-O'Neil Diabetes and Endocrinology Center also began utilizing the technology to do consults with patients in other cities, thus moving the organization into telemedicine. Telemedicine will continue to be developed as a tool to provide sub-specialty expertise to rural areas that had not previously had access.

## **MICHELLE'S STORY**

I had been fighting a horrible head cold for several weeks, which included a minor earache in both ears. I kept ignoring the pain, as I was certain it would go away as it had done many times in the past.

Not this time. Each day my ear pain got worse. I came to work each day and did my best to get through it. Finally, the pain was so intense that I could no longer stand it. I couldn't focus on anything or even have a conversation without breaking down in tears.

Thanks to my boss, I was allowed to leave work early to go to an ExpressCare Clinic to be taken care of. I went to the North Topeka ExpressCare Clinic. I received prompt service from the staff there and was very respectfully taken care of. I had a horrible bilateral ear infection, both inner ear and in the canals and they got me fixed up fast.

I then went to Medical Arts Pharmacy to get my pain relief eardrops and my antibiotic. Their staff had my prescriptions ready in no time, educated me on what I needed to do, and on my way I went.

Thanks to my boss, the staff at the North Topeka ExpressCare Clinic, and the staff at Medical Arts Pharmacy, I was able to get medical care in an extremely timely manner. Their dedication to getting me "back to living" was very much appreciated and will never be forgotten.



**Get back to living.**



# CELEBRATING THE BIRTH OF QUADRUPLETS



Maddox, Alyssa, Logan  
and Jaden Decker at age 1.

## Working Together for Historic Birth

It was eight thumbs up at a news conference in January 2011 when the staff of Stormont-Vail Regional Health Center talked about the recent birth of quadruplets at the hospital – a first for the hospital.

Angela and Anthony Decker welcomed three boys and one girl into their family on Nov. 26, 2010. The babies were born shortly after 5 p.m., all weighing between 2 and 3 pounds. The babies are Alyssa, Maddox, Logan and Jaden. Their weights on the day of the news conference ranged from 3 pounds, 9 ounces to 5 pounds, 5 ounces.

“We are honored to be able to care for this family,” said Carol Perry, RN, vice president and chief nursing officer.

“When I think of patient care staff, this is the day they have trained for. Stormont-Vail has the only Level III neonatal intensive care in the region, and this staff is incredibly competent.”

A team of more than 20 health care professionals, including Angela Decker’s obstetrician Dr. Jeff Teply, Lincoln Center OB/GYN, perinatologist Dr. John Evans, neonatologists, nurse practitioners, nurses, respiratory therapists, and patient care technicians were present for the birth.

A number of multiple births have taken place at Stormont-Vail Regional Health Center because of the level of care provided in the Neonatal IntensiveCare unit

and the maternal fetal medicine program. Sue Hall, M.D., neonatologist and medical director of the NIC, said the hospital typically sees 20 to 40 sets of twins each year and one or two sets of triplets. Previous multiple births included a set of quintuplets in July 1994 and three groups of triplets born during a one-month period in 1988.

More than 2,000 births occur at Stormont-Vail annually. The Neonatal IntensiveCare unit provides special care for 500 newborns each year, including those who are ill or premature. The Stormont-Vail Neonatal IntensiveCare is the region's only Level III neonatal intensive care facility. It is staffed around the clock by four neonatologists, four neonatal nurse practitioners and other specially trained staff.

### Expanding Pediatric Expertise

The recruitment of pediatric specialists and the opening of the Pediatric IntensiveCare area mean children of northeast Kansas now can receive care closer to home. Specialists in hematology/oncology, endocrinology, infectious disease, neurology, hospitalists, cardiology and neonatal intensive care, and pediatric intensivists provide care to Stormont-Vail's younger patients. Instead of having to travel to larger metropolitan areas, specialists are now available for consultation to patients and families near their hometowns.

The emphasis on providing care for youngsters through adolescents began in 2010 with remodeling of the inpatient Pediatrics unit and opening of a Young Adult Center for older adolescents. The Pediatric IntensiveCare Unit re-opened in spring of 2011, providing care for seriously ill or injured patients.

PediatricCare also bolstered its ranks of pediatricians to serve the primary care needs of children and adolescents.

### AARON'S STORY

My son Aaron was diagnosed with hydrocephalus at 6 months of age. We began seeing Dr. Daniel Katz and he has been an integral part of Aaron's life in referring him to other doctors throughout the country. Aaron has had 12 different surgeries so far. Dr. Katz has been our light when we didn't think there was a light.

When Aaron's shunt began to malfunction and he was vomiting non-stop, Dr. Katz carried Aaron from his office up to Stormont-Vail's Pediatric Unit on the fifth floor. How many doctors carry their patients?



Tammy Hoyt, RN



When we are at the Mayo Clinic or at John Hopkins, Dr. Katz will give us a call on our cell phone and ask how Aaron is doing. Aaron is usually hospitalized at least once a year at Stormont-Vail. We are warmly welcomed by the Pediatric staff and doctors.

In Aaron's life, hospitalizations are a part of life. We are thankful for Stormont-Vail and how they have cared for him and our family. There is no other hospital we would rather be at in Kansas.

**Get back to living.**

# IMPROVING ACCESS TO QUALITY CARE



Heather Armstrong, PCT

## Participating Powers Clinical Trials

The Cotton-O'Neil Clinical Research Center has a mission to contribute to the development of medications, devices and medical science through the quality performance of clinical trials and to improve the health of the community. Two major initiatives in 2011 strengthened the center in that regard.

First, an Institutional Review Board (IRB) was developed to oversee research trials offered through the clinical research center. The Stormont-Vail IRB is the only one of its kind in Topeka. The IRB provides oversight to more than 150 ongoing studies. Some of the studies are part of a larger national, multi-site study with a local medical provider as an investigator and a central IRB providing review of the protocol; or the studies may be done in partnership with another institution; or they may be a local study.

Clinical research provided through the Cotton-O'Neil Cancer Center was also folded into the responsibilities of the Cotton-O'Neil Clinical Research Center during 2011. The cancer center has had a history of providing access to clinical trials for more than 30 years, and will continue to provide those opportunities.

As a way to thank the more than 3,000 community members who have participated in clinical research through Cotton-O'Neil, an appreciation event was held in November at the NOTO Community Arts Center. Clinical research is important to the health of the community because results of studies can become new standards for treatment and lay the groundwork for the next study. That's the power of participation.



"Blue Kitty" was created by Deann Behring, a member of the Cotton-O'Neil Cancer Center art therapy group, and represented how she felt when she found out she had a diagnosis of cancer. The watercolor was displayed during a special clinical research art show at the NOTO Community Arts Center in November 2011 to promote the power of participating in clinical trials. Deann died Oct. 30, 2011.

## Developing a Comprehensive System

*MRI Center of Kansas Joins Stormont-Vail* – MRI Center of Kansas, a convenient, high-quality magnetic resonance imaging center that was the first MRI system in Kansas, became a part of the Stormont-Vail HealthCare family in 2011. The change in ownership of the facility at 731 S.W. Mulvane was effective Dec. 20, 2010. MRI Center of Kansas, which has been in Topeka since 1986, offers MRI services in a freestanding facility, with convenient, close-up parking.

*Infusion Center Relocates to Hospital* – The Cotton-O'Neil Infusion Center relocated to Stormont-Vail Regional Health Center in March 2011. It initially was on the 7th floor of the South Patient Tower, but later found a more permanent location in the Pavilion Patient Tower. The move to the hospital allows for extended hours, more flexibility in scheduling, and improved patient convenience and privacy.

## Initiatives Created to Meet Patient Needs –

- Stormont-Vail initiated a Clinical Documentation Improvement initiative to more accurately report quality outcomes.
- A Medicare Wellness Visit Program was developed in Cotton-O'Neil Clinic. The program is designed to identify medical issues and encourage preventive screening for patients 65 years and older.
- A new Transitional Care Program was implemented by Stormont-Vail to track patients throughout the system and help identify patient issues before they arise.
- Project Red (Project Re-Engineered Discharge) was instituted to improve the hospital discharge process in a way that promotes patient safety and reduces re-hospitalization rates.
- ExpressCare Clinic hours at several locations were expanded to give patients greater access to immediate care. A pilot program to have pediatricians available during evening hours was instituted as well.



## MALEA'S STORY

Cotton-O'Neil Clinic-North staff and physicians helped me get back to living along with my nurse manager Patti Allen. I was expecting a baby in February of this year and came down with the flu one week prior to having my beautiful daughter. Everyone at my work pitched in to take care of our patients and cover for me while I was gone. The staff at Stormont-Vail Labor and Delivery was very helpful in working with me throughout my hospital stay and delivery process.

Deb Gottschalk at the Stormont-Vail Breastfeeding Clinic also did a wonderful job in supporting my needs and helping me get answers to my illness. I recuperated and was able to get back to living.



**Get back  
to living.**

Renea Wilson, RN



Treva Christian,  
Occupational Therapist

### Providing Behavioral Health Care

When Menninger announced that it was uprooting from Topeka, and the Topeka State Hospital shuttered its doors, northeast Kansas was left with a void in inpatient mental health services. Stormont-Vail HealthCare stepped up to the plate and filled a need for improved access to behavioral health services. To help fill this need in the community, Stormont-Vail purchased the facility at 3707 S.W. Sixth Ave., former home of Parkview Hospital, and opened Behavioral Health Services at Stormont-Vail West.

Fast forward to 2011 when Stormont-Vail West celebrated its 10th anniversary of providing high quality behavioral health care services to patients of all ages. Since opening its doors on Feb. 22, 2001, Stormont-Vail West staff have cared for 21,182 adult inpatients and has had an estimated 50,000 outpatient visits. In addition, the child/adolescent unit has cared for 8,426 inpatients since it opened on May 21, 2001.

The Stormont-Vail West behavioral health care team of physicians, social workers, therapists and nursing staff treats the “whole” person and recognizes that the relationships between patients and their families, friends, peers and the community are intrinsic components to healthy living. Stormont-Vail West staff believes that the continuity of care with family members, referral sources and community resources are vital to the well-being of patients.

Services offered at Stormont-Vail West include a child and adolescent inpatient program, adult inpatient program, substance abuse program, adult and senior partial hospital program and outpatient services. The child and adolescent inpatient program serves patients ages 6 to 17 years and focuses on short-term crisis stabilization using therapeutic interventions, groups and

activities. The average length of stay is three to five days.

The adult inpatient program focuses on acute, short-term crisis stabilization using psycho-educational groups and activities, with an average length of stay of three to four days. The program serves adults 18 years of age and older on a voluntary basis only.

The substance abuse program treats adults suffering from substance abuse and, if needed, addresses contributing issues such as depression, anxiety or other mental-health concerns. Caring experts encourage and guide patients through the process of overcoming their addictions.

The adult and senior partial hospital program offers intensive outpatient intervention in a structured, supportive day setting. Patients learn the skills to transition back to healthier functioning in this short-term program.

Behavioral Health Services medical staff includes Taylor L. Porter, M.D., medical director of Behavioral Health Services, board certified in General Psychiatry; Darryl Kabins, M.D., Child/Adolescent Inpatient Program, board certified in General Psychiatry and Child/Adolescent Psychiatry; Radu Teodorescu, M.D., Senior Diagnostic Unit, board certified in General Psychiatry; and Shakila Tanjim, M.D., Adult and Child/Adolescent Outpatient Programs, board certified in General Psychiatry and Child/Adolescent Psychiatry.

### Continuing Compassionate Cancer Care

With the cornerstone of providing compassionate and convenient care, the staff at the Cotton-O'Neil Cancer Center developed an outpatient palliative care program in partnership with Midland Care in 2011. That program complements an inpatient Palliative Care program already in place at Stormont-Vail Regional Health Center.

The cancer center staff also renewed emphasis on its nurse navigator program to help newly diagnosed patients work through the health care system. The nurse navigator assists the patient and family with scheduling appointments and treatments, and in understanding the emotional, physical and financial impact that a cancer diagnosis may bring.

The cancer center continued strengthening its affiliation with the Midwest Cancer Alliance, using the synergy of the partnership to provide services and programs to patients. The longstanding tradition of clinical trials provided through the cancer center was folded into the Cotton-O'Neil Clinical Research Center. Stormont-Vail HealthCare was recognized as the Southwest Oncology Group (SWOG) affiliate institution with the highest patient accrual numbers from the previous year. Stormont-Vail was recognized for the achievement for the second year in a row. SWOG is one of the largest National Cancer Institute-supported cancer clinical trials cooperative groups.

## BRYAN'S STORY

Our story began 21 years ago, when at the time, my husband Bryan and I were just dating and he was entering his senior year of high school. He dropped 45 pounds, vomited until the blood vessels in his face would burst, and had debilitating pain in his abdomen. He was diagnosed with Crohn's disease.

After receiving care in Kansas City, he got hooked up with the wonderful Dr. Curtis Baum in Topeka and began to see some success in his treatment. He has had success for the last 20 years, though had to be hospitalized a few times. We have always felt like our only choice and the smartest choice of Topeka hospital was Stormont-Vail. Both of our children were also delivered there.

This last year has been our most difficult yet. Bryan spent quite a bit of time in and out of the Stormont-Vail Emergency Room as well as being admitted to the hospital. We had some of the most wonderful, caring individuals during those times.

My husband just found that in addition to his battle with Crohn's disease he will now need to give the greatest fight of his life to beat intestinal cancer. He has never turned down a challenge in his life. He knows we will have friends, family, neighbors, co-workers, teammates, doctors and even the staff at Stormont-Vail to help us fight this battle together!



**Get back to living.**



## MARKING MILESTONES



Nancy Anderson, PCT

### Celebrating 20 Years of HealthWise 55

HealthWise 55, a health care resource and services program for those who are 55 and older, celebrated its 20th anniversary in 2011, with special events throughout the year. A theme of “Aging Is a Work of Art” was used for the activities during Older Americans Month in May, and culminated in a series of “art and health” events in the fall. A celebration of art and aging was done in conjunction with the NOTO Community Arts Center in October in which the artwork of those 55 years and older was showcased along with the art of Douglas Sheafor, M.D., owner of AlBo Glass. Events also included tai chi at the Gage Park Zoo and a Senior Supper featuring the Topeka Civic Theatre Radio Players.

Led by Connie Wood, RN, since its inception, HealthWise 55 provides a connection for many seniors who utilize the health care services of Cotton-O’Neil Clinic and Stormont-Vail HealthCare.

HealthWise 55 began as a health care resource for members 55 and older in 1991. Membership featured a newsletter, the AARP 55 Alive Driver Safety Program and other programs related to services at Stormont-Vail, such as blood pressure checks and medication counseling.

Today, HealthWise 55 – at 8,500 members strong – still offers the services it began with two decades ago, but it has expanded to include numerous other programs including monthly Senior Suppers and Lunch Bunches, an information phone line, television programs and exercise classes.

Art glass created by AlBo Glass.





- Health Connections' Ask-A-Nurse health resource line offers telephone health information after physician office hours and nights, weekends and holidays to direct patients to appropriate care. Health Connections also provides physician referrals, discharge appointments for the hospital patients and class registrations. Health Connections fielded **382,685 calls** during the year through its main number (785) 354-5225.
- Lifeline, Stormont-Vail HealthCare's personal response system to give individuals access to emergency services or assistance, provided services to **1,434 individuals** in 2011.
- Pozez Education Center was the site of programs attended by **88,174 people** in 2011.
- Volunteers served **more than 70 areas** throughout the health care system.
- Stormont-Vail Auxiliary disbursed more than **\$195,000** in fiscal year 2010-11 to benefit Stormont-Vail and patients.
- Baker University School of Nursing was re-accredited by the Kansas State Board of Nursing and the Commission on Collegiate Nursing Education.
- LifeStar received a three-year accreditation by CAMTS.
- Stormont-Vail HealthCare continued participation in the Health Innovations Network of Kansas, Inc. to help improve the quality and efficiency of health care in the region. Irwin Army Hospital, Fort Riley, joined the network in 2011, bringing the total number of members to 19.

## RICK'S STORY

"There's an elephant on my chest," said my husband Rick, just after his shower, early that morning two summers ago. Just 49 years old, no prior heart symptoms, he was cold and clammy, sweating and in obvious discomfort.

In shock and denial, I immediately called 911. The ambulance was at our door within six minutes, then rushed him to Stormont-Vail. When I arrived, Rick was being prepped for a heart catheterization procedure. Hospital staff kept me in the loop. Rick had a 100 percent blockage of an artery on the bottom of the heart. The blockage was cleared, two stents put in and he was placed on medication. At the time, we didn't know that the heart attack was caused by a far more serious problem that would manifest later in the day.

Once Rick was settled in ICU, one of the doctors told me more tests were needed, but he believed Rick might be headed for open heart surgery. It turns out Rick had an aortic dissection. The condition is usually fatal because it is difficult to diagnose.

Prior to Rick's second major surgery in the same day, two heart surgeons explained what they needed to do and said it could take 12 hours to complete. Throughout the night, I received regular updates from the nurse while I sat in the quiet surgery waiting room. Finally about 7 a.m., I was called to meet the surgeon in the consult room. He looked exhausted, but first he asked me how I was doing. The doctor said he didn't know how Rick's heart valve had been functioning as it had been seriously damaged. An artificial valve replaced it.

Rick had a long recuperation and there were many medical visits. It was not unusual to start with the heart surgeon, go to the Coumadin clinic and then head over to the infectious disease specialist during the same afternoon. Thankfully, they were located close together and all doctors had his information networked at a laptop glance. Much less worry and very little paperwork.

I never got the chance to truly thank the ICU nurses. I've never seen such solid one-on-one dedication to patient care. The surgeons, Dr. Peter Tutuska and Dr. Jaime Barberena, were professional, caring and amazingly skilled, as was the anesthetist, the assisting surgeons and all the amazing surgical staff.

All I can say to everyone is thank you. Thank you for saving my husband's life.

**Get back to living.**



## RECOGNITION AND HONORS



Carol Frazee, RN

### Achieving a High Standard of Cardiology Care

In 2011 the Stormont-Vail HealthCare Cardiovascular Service Line received accolades for the high standard of care that it provides patients.

The facility received the American College of Cardiology Foundation's NCDR ACTION Registry-GWTG Gold Performance Achievement Award for 2011 – one of only 167 hospitals nationwide to do so. That marked the third consecutive year that the facility has received this designation.

The award recognizes Stormont-Vail's commitment and success in implementing a higher standard of care for heart attack patients. The award also signifies that Stormont-Vail has reached an aggressive goal of treating these patients to standard levels of care as outlined by the American College of Cardiology/American Heart Association clinical guidelines and recommendations.

To receive the ACTION Registry-GWTG Gold Performance Achievement Award, Stormont-Vail consistently followed the treatment guidelines in ACTION Registry-GWTG for eight consecutive quarters and met a performance standard of 85 percent for specific performance measures. Following these treatment guidelines improves adherence to American College of Cardiology and American Heart Association Clinical Guideline recommendations, monitors drug safety and improves the overall quality of care provided to ST-elevation myocardial infarction and non-ST-elevation myocardial infarction patients.

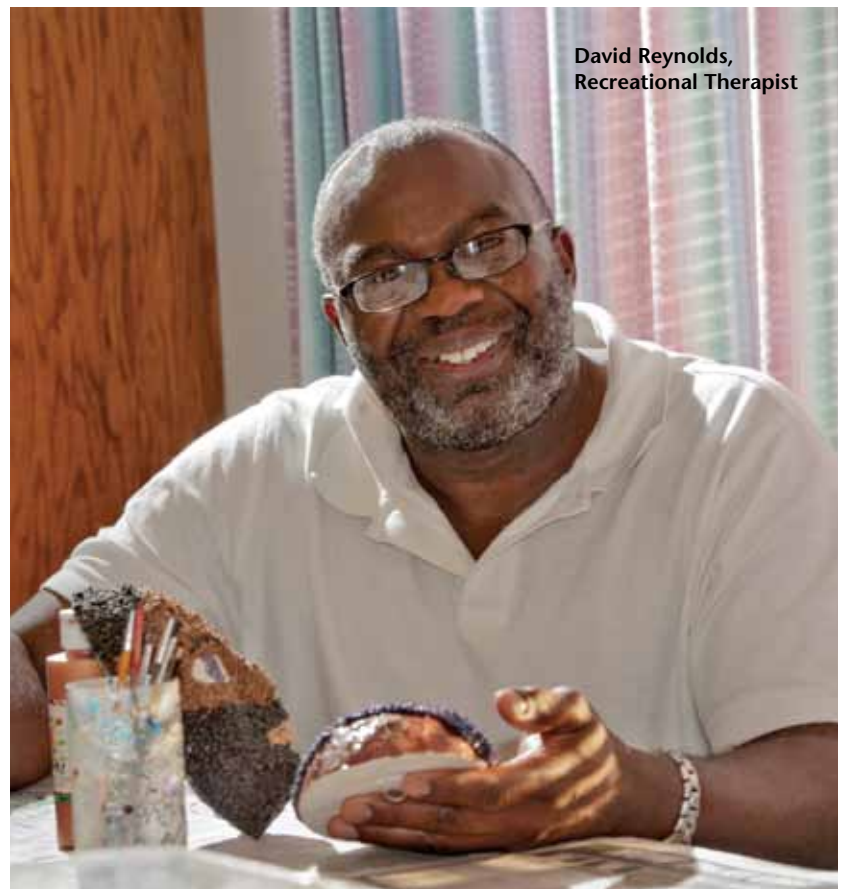
Earlier in the year, Stormont-Vail received a number one ranking among 461 hospitals participating in a national study monitored by the American College of Cardiology, National Cardiovascular Data Registry (NCDR). The Stormont-Vail team of health specialists was successful at interrupting heart attacks in 100 percent of patients within the 90-minute timeframe and therefore received the number one ranking. This is important because national studies show that complying with evidence-based clinical guidelines for heart attack treatment significantly improves patient outcomes.

## Receiving Recognition and Honors


- Stormont-Vail was named one of the top **100 Integrated Healthcare Networks** in the country, marking the seventh time in a decade that the organization has earned a place on the list as determined by an independent research organization. The ranking was announced by SDI in *Modern Healthcare Magazine*, which is a major independent trade journal. Stormont-Vail was the only health care organization in Kansas in the Top 100. It was first listed in the Top 100 in 2001.
- Stormont-Vail has been recognized as a 2011-12 Consumer Choice Award winner by the National Research Corporation (NRC). The award identified hospitals that health care consumers have chosen as having the highest quality and image in more than 300 markets through the U.S. Winners are determined by consumer perceptions on multiple quality and image ratings collected in NRC's Ticker survey. The study is the nation's largest and most comprehensive of its kind. No other study measures hospital performance and preferences and contains more consumer responses than NRC's study. In Topeka, consumers named Stormont-Vail as the best hospital for overall quality and image.
- The American Heart/Stroke Association awarded Stormont-Vail Regional Health Center with a Bronze Performance Achievement Award in recognition of its efforts in achieving adherence to the Get with the Guidelines stroke performance indicators.
- Stormont-Vail was named a Center of Excellence in Minimally Invasive Gynecology by the American Association of Gynecologic Laparoscopists (AAGL).
- Kansas Rehabilitation Hospital, which is a joint venture of HealthSouth and Stormont-Vail HealthCare, earned the Joint Commission's Gold Seal of Approval for its Stroke Rehabilitation program by demonstrating compliance with The Joint Commission's national standard for health care quality and safety in disease-specific care.

- Robert Jacoby, II, M.D., FAAFP, Cotton-O'Neil Clinic family medicine and obstetric physician, received the 2011 Kansas Family Physician of the Year award. The award was presented June 10 in Wichita. In 1990, Dr. Jacoby and his Family Practice, PA, were recruited to join the Internal Medicine, PA, an internal medicine physician group in Topeka. This consolidation grew to become Cotton-O'Neil Clinic five years later.

"Dr. Jacoby provided great leadership for that transition, and the Clinic now has a family medicine department with more than 35 family medicine physicians in 12 locations throughout northeast Kansas," said Kent Palmberg, M.D., senior vice president and chief medical officer, at Stormont-Vail HealthCare. "Dr. Jacoby is the patriarch and physician leader of the family physicians within Cotton-O'Neil Clinic."



David Reynolds,  
Recreational Therapist



Sheila Talley, PA-C,  
Michael McCann, D.O., FACOS,  
and Tara Robertson, RRT

# COMMUNITY COMMITMENT



## Charity Care

Stormont-Vail HealthCare provides care to patients regardless of their ability to pay. Charges forgiven for patients qualifying for financial assistance were **\$27,363,619** for the fiscal year ending Sept. 30, 2011.

The estimated cost of the care provided to patients receiving financial assistance was **\$9,309,841**.

Stormont-Vail also provides services to patients who are Medicare and Medicaid beneficiaries at payment rates below the cost of care.

## Patient Visits

Health Center Inpatients: **20,136**

Health Center Outpatients: **120,158**

Emergency Room: **60,942**

Births: **2,069**


Cotton-O'Neil Clinic and PediatricCare Visits: **1,132,770**

Cotton-O'Neil ExpressCare Visits: **29,591**

## Community Impact

Total employment as of Sept. 30, 2011: **4,117**

Total economic wage impact (payroll and benefits):  
**\$293,874,926**



Maynard Oliverius,  
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James S. Haines,  
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SueAnn V. Schultz,  
Board Chair

# JOINING THE STORMONT-VAIL TEAM: NEW PHYSICIANS



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William Braun, M.D., addiction medicine  
Arturo Camacho, M.D., Ph.D., neurosurgeon  
Ralph Park, M.D., general surgeon  
Patrick Raney, M.D., family medicine  
Teera Chentanez, M.D., infectious disease  
Randall Schumacher, M.D., pediatrician, *PediatricCare*  
Vamsee Priya Marina, M.D., nephrologist  
Cassie Scripter, M.D., family medicine, *Wamego*

Casey Cordts, M.D., pediatrician, *PediatricCare*  
Alana Fearey, D.O., internal medicine, *Emporia*  
Prudhvi Rajan Karumanchi, M.D., MPH, adult hospitalist  
Julia Scott, D.O., Emergency Department  
Kevin Bernd, D.O., cardiologist, *Cotton-O'Neil Heart Center*  
Jeffrey Rhoads, M.D., adult hospitalist  
Howard Rodenburgh, M.D., Emergency Department  
Joel Martin, M.D., adult hospitalist

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Irwin Army Community Hospital - Col. Mike Heimall  
Kansas Rehabilitation Hospital - Mark LeNeave  
Mercy Regional Health Center - John Broberg  
Morris County Hospital - Jim Reagan  
Nemaha Valley Community Hospital - Stan Regehr  
Sabetha Community Hospital - Lora Key  
Stormont-Vail HealthCare - Maynard F. Oliverius  
Wamego City Hospital - Shannan Flach  
Washington County Hospital - Doyle McKimmy

**Stormont-Vail**  
HealthCare