

HEALTH matters

Patients Rate JRMC Orthopedic Services, Surgeons, Staff Number One!

It's seven o'clock on Friday morning when a group assembles in the patient lounge on the third floor of the hospital. Members include orthopedic surgeons and the clinicians and support staff responsible for the operating room, nursing, pharmacy, food and nutrition services and anyone else the team believes can improve the quality of orthopedic services at Jefferson Regional. The candid exchange of data and ideas is aimed at returning patients to normal activity. The group meets about once a month to check on its own progress. One of the key indicators of their performance is the patient's own assessment of the 3 West Orthopedic Unit.

Press Ganey Associates, Inc., randomly surveys patients after discharge and reports quarterly findings for hospitals of similar size. The June 2004 report indicates patients rate the orthopedic specialty first overall, compared to its peers.

The physicians earned number one ranking overall. They were noted for the amount of time they spend with the patient, concern for the patient and for courteous and friendly service.

The following staff earned "number one" status: the people who took blood or started an IV, people who delivered meals and cleaned the rooms.

Patients rated staff number one for their concern for the patients' privacy and emotional needs, the response to patient concerns and for keeping the patient involved with the course of treatment.

Elements of the admission process, discharge process and the tests and

treatments also earned number one status.

"This latest report is really a true indication of how many people from all parts of the hospital come together to deliver a quality program for our patients," said 3 West Patient Care Manager Brett Morgan. "We are privileged to care for our patients like family and to provide one of the top orthopedic programs in the Pittsburgh area."

FACT: Patients rated the 4 North Oncology Unit number one in nearly 20 categories, according to Press Ganey, June 2004.

Diabetes Fair Scheduled

The annual diabetes fair will take place on Thursday, November 4, 2004, on the Jefferson Regional campus. Details are being planned to include diabetes product companies (insulin, insulin pumps, glucose meters), a cooking demonstration and discussions about diabetes and depression and exercise programs. Look for details in the October *Health Matters* or at www.jeffersonregional.com.

Medical Career Explorers Season Starts with the New School Year

For more than 20 years, high school students have had the opportunity to learn about careers in health care through the Medical Career Explorers program. On the first Thursday of each month during the school year, the group meets from 7 to 9 p.m.

Beginning at the J Café, students describe their areas of interest and meetings are arranged to provide hands-on tours. Students usually tour sports medicine, the operating area, nursing, physical therapy, occupational therapy and pharmacy.

The team that coordinates Medical Career Explorers motivates the students to continue their education and return to Jefferson Regional Medical Center as health care professionals. Alumni of the program work here as nurses, paramedics and surgeons. Employees are encouraged to bring their children to the meetings.

For more information, call Jack Marshall at 412-469-7137.

THE PATIENT SAID: "This was my first time as a patient in Jefferson. If you have to be in a hospital, Jefferson is a great place to be. My family and I were very favorably impressed with Jefferson."

Support Group Meetings at Jefferson Regional Medical Center

Event	Day	Time	Location
Alanon, Alateen	Wednesdays	8 p.m.	Bibro Pavilion
Alcoholics Anonymous (AA)	Wednesdays	8 p.m.	J Café
Emotions Anonymous	Wednesdays	Noon	Caste Village
Emotions Anonymous	Fridays	7:30 p.m.	Bibro Pavilion
Narcotics Anonymous	Saturdays	8 p.m.	J Café
Caregiver Support Group	1st Wednesday	2 p.m.	3 SW Conf. Rm
Cancer Caring Center Support Group	2nd Tuesday	7 p.m.	J Café
Lyme Disease Support Group	1st Thursday	7:30 p.m.	Bibro Pavilion
"Puff Pals" Pulmonary Support Group	3rd Thursday	2:30 p.m.	J Café
The Yearlings (<i>Family Hospice crafts</i>)	4th Tuesday	1 p.m.	Southminster House
Family Hospice Support Groups	1st Wednesday	7 p.m.	Baldwin Methodist
	2nd Tuesday	1 p.m.	Southminster House
	3rd Monday	7 p.m.	Unitarian-Universalist

Jefferson Regional Primary Care Physicians Provide Options for Gynecologic Care

Incorporating routine gynecologic care into an annual physical check-up with your primary care physician (PCP) makes good sense for many reasons. PCP's can provide one stop preventative services that offer time and money conveniences in the often very busy lives of women.

Although obstetricians/gynecologists still provide most of the prenatal and delivery of infants, as well as gynecologic oncology and problem gynecologic care, the PCP can provide an appropriate alternative to the gynecologist's office.

PCP's follow standards of care guidelines for patients in routine gynecologic care. This includes annual Papanicolaou (Pap) and/or pelvic exams, clinical breast exams and prescriptions for mammography screenings.

According to Dr. Nupur Dashottar, medical director for *Health for Her* at Jefferson Regional and a physician with Family Practice Medical Associates South, many family practice practitioners and internists have expanded their scope of care to provide comprehensive, preventative gynecologic care for their women patients.

"If I have a patient come into the office who is behind in her Pap screenings, I will always suggest, 'Let's just do it now.'" According to Dashottar, this can often reduce pre-Pap anxiety and provides the necessary screenings for diagnosis of cervical, ovarian and/or other serious medical problems that may go undetected.

"Even women post-menopausal and/or with hysterectomies mistakenly think they don't need gynecologic

exams anymore. There are some situations in which a Pap screening is no longer indicated in a post-menopausal woman, however that is not always the case."

Including routine gynecologic care at your annual physical gives you and your primary care physician an

opportunity to review your overall health and well-being.

Call your PCP to find out if they provide routine gynecologic care with your next scheduled office visit. To find a doctor at Jefferson Regional Medical Center, call Physician Referral at 412-469-7000.

The Facts about Lyme Disease

An infectious etiology was identified as the cause of arthritic symptoms noted in a cluster of children in Lyme, Connecticut, in 1977. Today Lyme disease is found throughout the United States, but primarily on both sea coasts. The deer tick (*Ixodes*) is responsible for the transmission. *Ixodes* is a much smaller tick than the common dog or cattle tick.

Lyme disease is not transmitted by casual contact and having Lyme disease once does not protect one from reinfection (so as humans we don't produce adequate antibodies for protection). Research continues to find scientific reasons for relapsing symptoms in some people infected with the organism (*Borrelia burgdorferi*) found to cause Lyme disease. The key to controlling the numbers of humans infected annually is education and prevention. The Internet serves as a wealth of information regarding education, prevention, treatment, and research, including the Centers for Disease Control web site at www.cdc.gov.

COMMUNITY EVENTS CALENDAR

Call (412) 469-7100

JEFFERSON
REGIONAL MEDICAL CENTER
Medical excellence closer to home

Date(s)	Event	Sponsor	Time
Thursdays	Mall Walkers Century III Mall	Emergency Department	8 to 10 a.m.
Sept. 22	Advanced Insulin Pumps	Terri Yeager, RN, MS, CDE	6 to 7:30 p.m.
Oct. 7	Medical Career Explorers	Jefferson Regional	7 to 9 p.m.
Oct. 12	Knee and Hip Pain Seminar	Orthopedics	10 to 11 a.m.
Oct. 5, 7, 12 & 14	"Take Control of Your Diabetes"	Education	1 to 3 p.m.
Oct. 12	Bereavement Support Begins	Spiritual Care	6:30 to 8 p.m.
Oct. 18	Managing Peri-menopause	Dr. Reena Satyawadi Dr. Nupur Dashottar	5 to 6:30 p.m.
Oct. 19, 21, 26 & 28	"Take Control of Your Diabetes"	Education	1 to 3 p.m.
Oct. 26	The Emotional Body Series Neuropsychiatric Disorders and Emotional Health		11 a.m. to 1 p.m.
Oct. 27	Managing Irritable Bowel Syndrome & Constipation	Dr. Alphonso Barbati	5 to 6:30 p.m.
Nov. 4	Diabetes Fair at Jefferson Regional Medical Center		
Nov. 15	Treating Fibromyalgia & CFS	Dr. Leslie Tar	5 to 6:30 p.m.

Community Programs for Oncology Patients

Sept. 22	Complementary and Alternative Medicine	Dr. John Laird	5 to 7 p.m.
Oct. 14	Nutritional Needs of Oncology Patients	Joyce Diccoupolis, RD	5 to 7 p.m.
Nov. 16	Conservation of Energy and Simple Body Strengthening	Cindy Olson, RN	5:30 to 7 p.m.

"Well Worth It"

West Mifflin WalMart Pharmacy		Free Health Activities	
Oct. 7	Depression Screening	JRMC Behavioral Health	Noon to 4 p.m.
Oct. 14	Respiratory Care Week	JRMC Respiratory Care Services	11 a.m. to 1 p.m.
Oct. 14	Breast Cancer Awareness	JRMC Oncology Unit	1 to 3 p.m.
Oct. 26	Healthy Lung Month	JRMC Oncology Unit	11 a.m. to 1 p.m.
Oct. 28	"Ask the Dietician"	JRMC Food & Nutrition Services	10 a.m. to Noon

Sharing Our Vision and Our Values

JRMC VISION: Our communities will have confidence that the Jefferson Regional Medical Center will be available for them in times of need, providing superior care and service, and working to improve the health of the region.

CORE VALUES: Respect and dignity, achievement, professionalism and compassion, integrity and honesty and spirituality.