

# healthWORKS

WESTFIELDS HOSPITAL HEALTH MAGAZINE

2013 Care for life.

ISSUE 4

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Grand  
Opening



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*HealthPartners Family of Care*

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# Westfields cares for our community.

**Our Mission**

Westfields Hospital, in partnership with others, will improve the health of our patients and community by providing high quality health care which meets the needs of all people.

**Our Core Values**

- Respect
- Stewardship
- Care
- Quality

**Find us at:**

535 Hospital Road  
New Richmond, WI 54017  
(715) 243-2600  
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healthWORKS is published by Westfields Hospital, 535 Hospital Road, New Richmond, WI 54017 for residents of western Wisconsin. The information in this newsletter cannot be used to diagnose individual cases. Each case is unique. Only a professional health care provider is qualified to diagnose illness and prescribe treatment.

## Welcome to the latest issue of healthWORKS, a publication of Westfields Hospital.

We are always looking for ways to improve the care we provide to the New Richmond community. So we are very excited about several recent technology updates and new additions to our clinical care offerings.

In May we installed a new CT scanner, which allows us to get better images in less time at a lower radiation dose. We're also very proud of our new digital 3D mammography unit — the first in western Wisconsin. Westfields, Regions Hospital and HealthPartners Specialty Center are the first in the Twin Cities area to offer 3D mammography screening. You can find out more about these new technologies in this issue. And recently we installed a new central monitoring system to give cardiac patients more freedom and comfort. Patients can walk around, perform everyday activities, and even shower while they are being monitored.

Elsewhere on the Westfields campus, we are getting ready to open a convenient, retail pharmacy. Soon you will be able to fill prescriptions and pick up non-prescription supplies while you are here to visit your doctor.

Our plans to expand our medical specialties are moving forward. In the last issue of healthWORKS, we were pleased to welcome cardiologist Brandi Witt, M.D. to the Westfields team. In this issue we've invited her to advise our readers about the important topic of women's heart health. Later this summer, we will be adding a new specialty to our campus with the arrival of a pediatrician.

Because we are committed to serving the New Richmond community, we look to you to tell us what you think. If you have comments or suggestions, I encourage you to contact me directly. My telephone number and email address are published below.

Sincerely,



Steve Massey, CEO  
Westfields Hospital  
(715) 243-2850  
steven.m.massey@westfieldshospital.com

## Westfields Hospital Foundation Annual Golf Outing Save the Date

- Monday, August 5th  
Lunch served with shotgun start at 1 pm (18 holes) followed by dinner, prizes and raffle.
- New Richmond Golf Club
- Register through the Foundation Office  
Phone: (715) 243-2868  
Email: jean.x.needham@westfieldshospital.com

Proceeds from the event will purchase a new surgical table for Westfields Hospital. The surgical table provides greater flexibility when performing orthopaedic procedures.

**For More Info:**

Contact Jean Needham  
(715) 243-2868  
or Diane Singerhouse  
(715) 243-2853



## A new home for the healing power of art

The arts can lift our spirits and broaden our perspectives. They also can soothe and inspire us when we are anxious or stressed. That's why we are working with The Phipps Center for the Arts in Hudson to bring art to Westfields Hospital. We are hosting an artists' reception on July 18 from 5:30 to 7:30 pm to kick off the Healing Arts program on campus. The featured artists will be in attendance to talk about their work and mingle with guests. Everyone is invited. Exhibitions will change four times a year to showcase new art and artists.

The exhibition was inspired by a long-running partnership between The Phipps and Hudson Hospital. Recently, Helen Sathre, our Vice President of Patient Care Services, visited the Healing Arts exhibition at Hudson. "She really liked what we were doing there," says artist and arts coordinator Chelsea Kelly. Kelly will serve as the Healing Arts Coordinator for Westfields.

"We are starting on a smaller scale than Hudson Hospital," says Kelly. "But we're creating and building a similar system. Hudson has about 15 artists exhibiting there at any one time. For Westfields, we are planning to get three or four artists for our first exhibition. Then we will have new artwork displayed quarterly."

At first, the Westfields Healing Arts exhibitions will showcase two-dimensional works, such as drawing, paintings, stained glass and tile. "Showing 3-D work is something we're definitely interested in," Kelly says. "We're looking at that for next year, once we find places where we can put pedestals up."

The first artists will be chosen from those who have been part of juried exhibitions at The Phipps and Hudson Hospital. Eventually, members of the community will participate in selecting artists for the Westfields Healing Arts exhibitions. "I will be getting New Richmond local artists and some of the staff at the hospital to come in as well so that they have a say in what will be exhibited there," Kelly explains. "We want to have a strong connection with the community. And we want people to know they will have a say in what will be showing."

### For more information

If you are interested in having your artwork featured in the Healing Arts program at Westfields, The Phipps will be conducting a juried selection later this summer. Email Healing Arts Coordinator Chelsea Kelly at [westfieldshealingarts@gmail.com](mailto:westfieldshealingarts@gmail.com) to get information about submitting your work, or visit the Call for Artists section of the Visual Arts tab on The Phipps website, [www.thehipps.org](http://www.thehipps.org), for more information.

[westfieldshospital.com](http://westfieldshospital.com)

The deadline for submissions is July 1.



## Growing a healthier community

To promote healthy eating in the New Richmond community, the Westfields campus is hosting its first-ever community garden this year. Inspired by St. Croix County's Healthier Together project, our new garden features 18 plots where individuals, families or groups can grow fresh vegetables all season long.

Gardeners paid a fifteen-dollar deposit for each plot. "At the end of the gardening season, they will be responsible for cleaning that garden plot off and getting it ready so that next spring we can plow it up and it's ready to go again," explains community liaison Jean Needham. "If they do not do that, they forfeit their fifteen dollars. If they do clean it up, they get ten dollars back. So they have access to this garden for basically five dollars a gardening season."

Water is available from the conference center's outdoor spigot, located about ten feet from the garden. Gardeners must supply their own seeds and tools. Expert gardeners may be available to answer questions and give advice to novices.

The garden was created by the Westfields Green Team, which has been responsible for other eco-friendly projects on campus. "We are concerned about good nutrition and eating the right things, as well as being an organization that promotes sustainability," says Needham. "The garden addresses all these things. It's going to be fun. And it's going to be interesting to see how it all evolves, what kind of response we get. It's the right thing to do." ■

## July 10 grand opening planned for new pharmacy

Your daily dose of  
**convenience,  
care, service  
& smiles.**

Save the date! The grand opening of our new retail pharmacy is scheduled for July 10, 2013. Come meet our staff and enjoy light refreshments. The New Richmond Area Chamber of Commerce will be here for a ribbon-cutting ceremony at 10 am.

"The pharmacy is a service we provide as a convenience to the community as well as our patients here at Westfields and the New Richmond Clinic," said Pharmacy Supervisor Nicole Trosen. "People who are seeing their doctors here on campus or patients who are going home from the hospital can pick up their prescriptions without having to make one more stop. They can get home and get well quicker."

In addition to prescription medications, the pharmacy also will sell over the counter medications and non-prescription items such as wound care supplies and crutches. "We'll have the things you'll need to get home and take care of yourself or loved one," Trosen says.

Although the pharmacy will be especially convenient to patients on campus, it will serve everyone in the area. "New Richmond is a growing community," Trosen explains. "So there's a growing need for another retail pharmacy. You don't have to be a Westfields patient. You don't have to be a New Richmond Clinic patient. We welcome all prescriptions and transfers from anywhere in the area."

The pharmacy will be located in the rotunda just inside the entrance to the New Richmond Clinic and Westfields Hospital. The staff of pharmacists and pharmacy technicians look forward to greeting their patients and providing a friendly environment in which they can get all their medication questions answered. ■

### Pharmacy hours



Monday – Thursday  
**8:30 am – 7:00 pm**

Friday  
**8:30 am – 6:00 pm**

Saturday  
**8:30 am – 12:30 pm**

**(715) 243-2970**

[pharmacy.westfieldshospital.com](http://pharmacy.westfieldshospital.com)



## Bringing new advances in medical technology to our community.

You can benefit from the latest advances in health care technology right here in New Richmond. Three new arrivals will help us deliver a higher quality care and improved safety.

### 3D mammography

We are proud to announce that Westfields now offers breast tomosynthesis, or 3D mammography, a new technology to screen for breast cancer. Westfields and Regions hospitals and HealthPartners Specialty Center are the first in the Twin Cities metropolitan area to offer this important advance in breast cancer screening.

While 2D remains the current standard for breast imaging and is still offered at Westfields, 3D imaging may be beneficial for women who have a strong family history of breast cancer, dense breast tissue, been called back for diagnostic imaging in the past or have a strong personal preference.

All images are reviewed by breast radiologists, doctors with training in breast imaging. With 3D imaging, research shows a 15 to 40 percent decrease in patients who are asked to come back for more imaging. The radiologist can more clearly see if there is an area of concern, so there are fewer "false alarms." This saves patients from the added worries of finding a cancer, time involved in another appointment, more imaging and added costs.

HealthPartners recommends breast cancer screening every one to two years for women ages 50 to 75. Women ages 40 to 50 should ask their doctor whether they should be tested. To make an appointment for a screening mammogram at Westfields Hospital, call 715-243-2895.

### New CT scanner supports best practices in stroke care

A new 320-slice Toshiba Premium CT Scanner, installed this spring, delivers excellent image quality with the lowest radiation dose available. It's the second-fastest CT scanner available and it can scan the entire body in under five seconds.

That's important, especially in the case of stroke care where time is of the essence. At Westfields we follow national standards for treatment of stroke within 90 minutes.

Before the new CT scanner, to obtain an image of the blood vessels only required for stroke diagnosis, we had to export CT images into a specialized software application and manually edit out bone images. It was a time-consuming process. With this new technology that process is now almost instantaneous. We are able to provide the information to our E.R. doctors so they can quickly and accurately begin treatment.

The high quality image capabilities also offer us the opportunity to further develop a diagnostic program for patients at-risk for heart disease and provide a more comprehensive cardiology program here on our campus.

Our community can be proud of the highly trained imaging staff at Westfields which includes ten specialty registered CT technologists. All CT techs have 40 hours of training at Toshiba headquarters plus 160 hours of on-site training with a Toshiba specialist. Of all the hospitals in the region with fewer than 100 beds, Westfields is the only one that is accredited by the American College of Radiology in each of the five high-tech imaging areas. We are proud to be recognized for imaging excellence.

### Bar code wristbands provide added medication safety

Patients can be confident that Westfields is using the latest technology to ensure medication safety. Patient wristbands are now printed with a scannable barcode that will help hospital staff confirm the "Five Rights" — right patient, right drug, right dose, right time, and right route. We worked together with Regions Hospital, Hudson Hospital and Lakeview Hospital to implement this with our medical surgical inpatients, oncology, and emergency departments.

## Stay tuned

At Westfields, we're always striving to stay current on the latest technologies so we can provide the advanced, high-quality care you'd find in a major metropolitan area. We look forward to announcing even more updates and upgrades in the months to come.

The nursing staff simply scans the wristband which identifies the patient, then scans each medication to be administered. The scan verifies that the medication matches the patient's medical record. Likewise, all medicine administered is accurately and automatically documented in the electronic medical record. "While we still verify the patient's identity verbally by asking for his or her name and birthdate, the bar code is an extra safety measure that can also assure us we have the right dose and the right time of administration," says JoAnn McGath, RN, BSN, director of nursing. "The technology also gives allergy alerts right on the scanner screen."

The nursing staff has greeted this new development with enthusiasm. "Nurses learned the process right away because they knew how important medication safety is," McGath says. "Patients can have the added reassurance that we are using our electronic medical record capabilities in a meaningful way to improve safety and their health. ■



## Caring for the patient; a team approach

**T** Last fall, Westfields joined a nationwide program called Transforming Care at the Bedside to improve the quality and safety of patient care.

A team of nurses, including JoAnn McGath, RN, BSN, director of nursing at Westfields Hospital, received specialized training on how to redefine the work they do so they can spend more time with patients. "Our nursing staff wants to be at the bedside, spending time with our patients because that's the reason they went into the nursing profession in the first place," McGath says.

This was an exciting opportunity for the staff because the program encouraged them to come up with their own ideas. "It's not about leadership telling staff how to do their work," McGath says. "Those providing the care decide. It empowers them to make the improvements necessary to enhance care and patient experience."

Some of the improvements are happening behind the scenes. "The first thing we did following our training was to get a big, red rubber mat," McGath recalls. "We put it in front of the automated medication dispensing system. Whenever anyone is standing on the mat, you cannot talk to them, cannot interrupt them. You have to wait until they get off of the mat to speak to them so they can concentrate on taking the medication out of the machine, doing it correctly. It's a process where you really need to pay attention to what you're doing."

Patients and their families are now participating in another improvement, the bedside report. "The bedside report is one of the major initiatives that involves patients and families more in their care," McGath explains. "The nurses go to each patient's bedside at change of shift, at 7:00 in the morning, 3:00 in the afternoon and 11:00 at night. The nurses explain what the goals are for the upcoming shift, as well as what has been accomplished in the previous shift."

The patients are then included in the plan and able to be active members in deciding what is best for them. The nurse who is coming on duty gets introduced to the patient by the nurse who's leaving. The nurse who has cared for the patient during the last eight hours shares what she or he has done for that patient, what the plan is moving forward and what the doctor has talked about with the patient for that day. The nurses complete an assessment and discuss anything they need to be aware of for the next shift. They include the patient in this report so they are fully informed about their care plan and can share any concerns they may have. It also gives them an opportunity to say whether they're having any pain or if the pain medication has been working, or if they might need help when they get up."

Visiting family members are included in the bedside report if the patient agrees. "Patients often find it comforting to have a family member be involved," McGath says. "So we are including the patients and their families. We ask questions about what they're going to do when they get home with their medications. Who will help them with their grocery shopping? We identify the primary caregivers for the patients. Then we include them in this bedside teaching."

Patients will also see new "care boards," which are white message boards located in each room. "Every morning, the nurse speaks about the plan for the day with the patient and he or she writes it on the care board," McGath says. "We talk about their discharge date, when the doctor thinks they're leaving. We talk about getting prepared for discharge. We write down if they're having pain. The doctor's name is on the message board and the caregiver name is on there for each shift."

These changes have been welcomed by our patients. "The nurses have the satisfaction of knowing they are addressing what matters most to the patient and providing care in a safe way," McGath says. "I'm really excited about being part of this nationwide movement to 'transform care at the bedside.'" ■

## Know your heart: Women and heart health

Mary Jones



**H** If the symptoms of heart disease could fool Mary Jones, they could fool anyone. Jones, a retired nurse who lives in the country between New Richmond and Star Prairie, thought she was having lung trouble back in 2009. "I had high anxiety and I felt like I couldn't breathe," she says. "But I had no pain."

Jones had been on blood pressure medication for years. And there was a history of heart disease in her family. But she had been feeling fine until her symptoms came on suddenly. She was alarmed enough to take immediate action — but not concerned enough to ask for a ride to the Westfields campus. "Being an ex-nurse, we don't rush to the doctor every time we have a pain some place, she says. "My daughter's a nurse, too, and she really read me the riot act because I drove myself to the clinic."

**"Over half of women with documented heart disease have never had any chest pain."**

When she arrived at the New Richmond Clinic, "I went in and said, 'I need to see somebody.' I didn't care who," she recalls. "The doctor sent me right to the emergency room. The next thing I knew, I was heading into the Cities. It wasn't my plan for that day."

The Westfields Emergency Department sent her to Regions Hospital in St. Paul. Regions, named one of the nation's best cardiac care institutions by Leapfrog Group, immediately performed an angiogram and kept her overnight.

The angiogram didn't reveal any major blockages. "They said there was a blockage in a small vessel behind the heart," she said. "But it wasn't one of the main arteries."

Today, Jones is feeling better and following the advice of Westfields cardiologist Brandi J. Witt, M.D. "She told me to exercise and watch my diet," Jones says. "So I go walking. And I have a quarter-acre garden I take care of. I have lost some weight, which helps."

Dr. Witt says that one in two women will develop heart disease and their symptoms will likely be misleading. "The symptoms can be incredibly different in women," she says. "The symptoms in men are classically chest pain or pressure with exertion. And, although women can get that, over half of women with documented heart disease have never had any chest pain. They have things like shortness of breath, or fatigue, back pain, arm pain, or jaw pain. Unusual weakness or fatigue can also be a sign of heart disease."

If you suspect you might be experiencing symptoms of heart disease, Mary Jones advises you to see your doctor right away. "Better do it, even if you feel like you're being a pest," she says. "Don't put it off. It's not real smart. I have that tendency to think, it'll go away, it's not bad. We women are born and raised to be caretakers, not to take care of ourselves." ■



**Brandi Witt**  
M.D.

## The Westfields **continuum** of heart care

At Westfields, heart care is one of our most important concerns. And we are always striving to improve the care we provide.

The Westfields Hospital Emergency Department (ED) works closely with the New Richmond Area Ambulance and Rescue Service and St. Paul's Regions Hospital to provide the fastest possible response time for patients who may be having a heart attack. If a patient comes to the Westfields ED with signs of a heart attack, the hospital's goal is to get the patient assessed, transported and into the Regions Heart Center within 90 minutes.

The hospital staff refers to this as their "door-to-balloon" time. The ED can begin prepping the patient right away, administer treatment and contact Regions immediately so they can get ready for the patient's arrival. Clinicians at Regions can see lab results from Westfields as soon as the information is entered into the electronic health records system.

Having Dr. Witt on the Westfields specialty team helps us to provide preventive care and aftercare for patients who need the expertise of a cardiologist. ■



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