WHEN YOU NEED HELP FOR YOUR BACK

GO FOR FITNESS GOLD
Excellence for every patient, every time

Adventist Health employees experience more than a million patient interactions a year in the Central Valley. To ensure that we provide our best care in every interaction, team members spend many hours working behind the scenes to evaluate and improve our services.

“We’re here to help every patient live their best life,” says Andrea Kofl, Chief Operating Officer for Adventist Health/Central Valley Network. “Every person matters. While they’re with us and after they go home or to their next place of care, we work very hard to provide the best experience and care.”

Because health care is so crucial to a person’s life and well-being, Adventist Health/Central Valley Network tracks dozens of measures related to our services before, during and after a patient visits us. We want to know, for instance:

• How long did it take the patient to get an appointment?
• How long did he or she wait in our lobby?
• Did the patient receive all of the immunizations he or she needs?
• After patients left our medical center, did they need additional treatment?

We also proactively evaluate our care. Every month, more than a dozen team members sweep through each Adventist Medical Center in a quality blitz to check equipment and processes and ask team members questions to identify opportunities for improvement. If improvement is needed, a project is assigned to a leader with a deadline, and a spreadsheet tracks projects to completion.

Patient care teams and support teams also meet in a Performance Improvement Committee every month. There, team members discuss the projects they’re working on to improve patient care or other processes. Current projects include reducing infections and patient wait times and referral time.

“Our mission to share God’s love drives us toward excellence in patient care,” Kofl says. “Caring for others is a privilege, and we can never lose sight of the awesome responsibility we have to serve and to share God’s love while we serve.”

TELL US WHAT YOU THINK

Share your opinion, and you’ll be entered into a prize drawing for a free FitBit Blaze! As we work to improve our services, we’d love to know what comes to your mind when you hear the words “quality health care.”

How would you describe an excellent health care experience? What is important to you when you receive a health care service?

Thank you for your time and thoughts! Your comments will help us improve.

To share your opinion, visit AHQualityCare.com. All those who submit a form by Sept. 30, 2016, will be entered in a prize drawing for a FREE FitBit Blaze! The winner will be notified in October.
Happy surprises

**Family Birth Center delivers more than one couple expects**

Chad and Jessica Medeiros of Hanford were in for some surprises with the birth of their first child.

The couple still had two baby showers to attend and tasks to complete when Jessica’s water broke around 10:30 p.m. on May 17, nearly a month early. They rushed to Adventist Medical Center’s new Family Birth Center in Hanford.

“It was a big surprise,” says Jessica, a certified nurse assistant at Adventist Medical Center–Hanford. “We were going to get the nursery done that weekend...We still needed to unpack and get the room ready.”

She and Chad thought the hospital might send them home, but after some tests, “our nurse gave us the great news that a baby will be entering this world before we leave the building,” Chad recalls.

The next surprise came when the couple walked into their private hospital room. It was their first visit to the new Birth Center.

“I was shocked at how clean, large and amazing this room was,” Chad says. “It’s so beautiful,” Jessica adds. “It’s not even like a hospital. It’s like a resort.”

‘They were so encouraging’

The couple were also surprised at their care team’s personal attention to them, their baby and their family.

“The nurses made me feel real comfortable, talked me through the process and put my mind at ease,” Jessica says. “They were so encouraging.”

After 36 hours of labor, Jessica’s physician, Richard Ellsworth, DO, delivered Luke Anthony by C-section at 10:42 a.m. on May 19.

“Our experience was truly, truly amazing,” Chad says. “The building was full of people who love their jobs, care about their patients and are not afraid to build friendly relationships with those they’re caring for.”

When the new family returned to the Birth Center for a visit a month later, nurses gathered around them and took turns holding Luke. Others greeted them in the hallway as they walked by.

“This is what I’m talking about: the personal care and attention,” Chad says. “You can’t get that anywhere else.”

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**FOUNDATION GALA**

**WALK THE LINE, RAISE SOME CASH**

The Kings Regional Health Foundation contributed more than $1 million to make the Family Birth Center a reality for the Medeiros family (story at left) and thousands of others.

Now the Foundation is raising funds for the Fowler project, an adult and children’s clinic that Adventist Health is building with Valley Children’s Healthcare. The project will bring quality care closer to home for thousands of patients in Kings County and throughout the Valley.

A major fundraiser for the Fowler project is the Foundation’s annual charity gala, which will be held this year on Oct. 6 in Hanford.

This year’s event will feature a Johnny Cash tribute by James Garner, singing some of the country music legend’s most memorable songs.

Dinner, catered by The Vintage Press, and a silent auction will be held at the Hanford Civic Auditorium first, and then guests will stroll across the street to the historic Fox Theatre for the tribute concert.

Tickets are $50 for the dinner, or $250 for the dinner and concert.

**CALL # FOR MORE INFORMATION, PLEASE CALL THE FOUNDATION AT 559-537-0760.**

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**LIVINGWELL**

LivingWell is published as a community service for the friends and patients of ADVENTIST HEALTH/CENTRAL VALLEY NETWORK, 1021 N. Douty St., Hanford, CA 93230, telephone 559-537-1530, website adventisthealth.org/central-valley.

Information in LIVINGWELL comes from a wide range of medical experts. If you have any concerns or questions about specific content that may affect your health, please contact your health care provider. Models may be used in photos and illustrations.

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OLYMPIC TRIVIA

- The ancient Olympic Games began in Greece about 3,000 years ago. They were originally held over one day. The games were suspended in 393 AD. The modern games were revived in 1896.
- This year, the Summer Olympic Games is playing out in 32 competition venues in four regions of Rio de Janeiro.
- Some of the things organizers expected to need for the games: 25,000 tennis balls, 8,400 shuttlecocks (for badminton), 60,000 clothes hangers and 34,000 beds.
- During 17 days of competition, 306 medal events will take place—136 for women, 161 for men and 9 mixed.
Quality care, close to home

By CHRISTOPHER VERIOTI, DO, Sports Medicine Orthopaedic Surgeon

It takes a lot of time and training to become an Olympic athlete. You don’t have to mimic those efforts, however, to be fit. You just need to be consistent at aerobic exercise and muscle-strengthening activities and not give in to excuses.

Aim for at least 150 minutes of moderate aerobic activity—such as brisk walking or tennis—every week. And do muscle-strengthening activities, such as lifting weights or using resistance bands, for two or more days per week.

Any movement beats being sedentary. But you will gain the most health benefits if you exercise regularly. Staying active could help lift your spirits, trim your waist and lower your risk of heart disease, stroke, type 2 diabetes and some cancers.

No excuses!
To be successful, it’s important to persevere. As a track athlete in high school and at Boston College, there were times when exercise wasn’t my favorite thing to do, but I always felt better when I pushed myself to do it anyway.

If an injury is preventing you from your best life and physical therapy hasn’t improved your symptoms, please call my office so we can work together on your recovery.

If, however, you’re hitting motivational roadblocks, see the chart at right for some common thoughts that hinder good exercise intentions—and tips for what to do about them.

THE EXCUSE
“I’m too tired.”
The truth: Consistent exercise actually boosts your energy. But if you wait until you’re too pooped to pump, it might not happen at all. So schedule your workout for a time of day when you have some get-up-and-go.

“I don’t have time.”
Schedule exercise just like any other priority.
Keep your walking shoes at your desk and head out for a brisk stroll during lunch or breaks.
Pack your gym bag the night before.
Break exercise into 10-minute chunks if you need to.
Do double-duty: Walk in place while watching TV; ride a stationary bike while on the phone; park 20 minutes from work and walk to and from your car.

“It’s too wet/cold/hot.”
Come up with an indoor routine you can do when the weather doesn’t cooperate. Doing calisthenics, climbing stairs, jumping rope, walking in a mall or swimming indoors are no-cost or low-cost activities.

“Who cares? Why bother?”
Oh, that negative inner voice. It zaps confidence and destroys motivation. Keep track of your miles, time, reps or steps. Give yourself credit for a job well done!

Sources: U.S. Department of Health and Human Services, American College of Sports Medicine; American Council on Exercise; Centers for Disease Control and Prevention

CALL: CHRISTOPHER VERIOTI, DO, IS A SPORTS MEDICINE ORTHOPAEDIC SURGEON WHO CARES FOR PATIENTS AT THE HANFORD MEDICAL PAVILION, 125 MALL DRIVE, SUITE 205. TO SCHEDULE AN APPOINTMENT, PLEASE CALL 844-846-8197.

WEB: TO LEARN MORE ABOUT ADVENTIST HEALTH/SPORTS MEDICINE OR DR. VERIOTI, GO TO HANFORDSPORTSMEDICINE.COM.

Dr. Verioti cares for Ernie Wing of Hanford as well as other patients with sports-related injuries and conditions.
Get relief for back pain

To help our community live their best lives, Adventist Health has expanded spine care services to provide a wide range of treatment options for back pain.

Spine and Pain Center
The Spine and Pain Center offers an integrated care approach to reducing pain, including medication, surgery and physical therapy. Our staff creates a plan of care to fit each patient’s unique needs.

Our services provide interventional pain relief and improve our patients’ quality of life by restoring function and reducing pain. Providers include Michael Brook, MD; Vilija Abrute, NP; and Pedro Romero, PT.

The Spine and Pain Center is located at the Kerr Outpatient Center, 470 N. Greenfield Ave., Suite 303, Hanford.

7 tips to protect your back
According to Dr. Brook and the North American Spine Society:

1. Lifting incorrectly strains the back muscles, which is the leading cause for low-back pain. Kneel, get close to the object and use your legs predominantly to lift.
2. Push, don’t pull, heavy objects.
3. Stand on a sturdy stool to reach things above shoulder level.
4. Exercise regularly to keep muscles strong and flexible.
5. Control your weight.
6. Don’t smoke. Smoking restricts blood flow to the disks that cushion the vertebrae.
7. Place pillows under your knees if you sleep on your back, or lie on your side with a pillow between your knees.

Spine surgery
When back surgery is required, Anuj Varshney, MD, is available to care for you in Hanford.

Dr. Varshney completed a five-year orthopaedic surgery residency at Henry Ford Hospital in Detroit and fellowship training at the University of Washington–Harborview Medical Center in Seattle. He earned his medical degree from Northwestern University Feinberg School of Medicine in Chicago. He specializes in cervical and lumbar disk degeneration and herniations, spinal microdiscectomy, laminoplasty and fusion, trauma and fractures, spinal stenosis, and scoliosis.

Dr. Varshney sees patients at the Hanford Medical Pavilion, 125 Mall Drive, Suite 303, next to Adventist Medical Center in Hanford. His office number is 559-537-0310.
Community advisers hard at work

We’re grateful to the many community members who are serving on our Patient & Family Advisory Committees in Hanford, Reedley and Selma. The committees meet regularly to advise Adventist Health leaders on care and services.

Hanford’s committee has shared ideas for raising awareness in the community and accommodating children who visit the hospital. Members include Valerie Castles, Janet Church, Danette Hughes, Scott Ludwig, Edward Shanahan and TroiAnn Simpson.

In Selma, committee members have been learning more about Community Care clinic hours and Adventist Church beliefs. Selma members are Debbie Melvin, Evelyn Rodriguez, Jessica Rodriguez, Karri Latimer Smith, Maria Zapata and Delfina Vazquez. Members also spent time at the hospital looking at wayfinding, communication and potential ways to improve the patient/family experience.

The committee in Reedley, meanwhile, is focusing on improving patients’ experience through facility appearance and service, among other projects. The Reedley committee includes Erica Jones, Maria Ochoa, Ana Pimentel, Linda Salwasser and Kori Tincup.

COMMUNITY OUTREACH

1 More than 20 community members met at Adventist Medical Center–Reedley for a chamber of commerce mixer in June.

2 Several Community Care clinics provided 118 free health screenings and information on June 23.

3 Adventist Health employees offer hundreds of free health screenings weekly at Hanford’s Thursday Night Market Place.

4 Adventist Health employees provide health education in Selma.

FOUNDATIONS MAKE A DIFFERENCE

We’re very grateful for our community hospital foundations in Hanford, Reedley and Selma that raise funds for important health care services. If you’d like to know more about your local hospital foundation, please call 559-537-0760 or send an email to Valerie.Adams@ah.org.
Finding a physician is easy

Adventist Health Physicians Network includes over 25 primary and specialty physicians in Hanford, Lemoore, Reedley, Selma and Visalia. Visit AHDoctors.com to learn more about these excellent health care providers.

Physicians Network also offers urgent care seven days a week at the Lacey Medical Plaza in Hanford. More information is available at AHUrgentCare.com.

Living Well Events

Better Breathers’ Club
For people with COPD and other lung diseases and their caregivers.
Wednesdays, Sept. 14, Oct. 12 and Nov. 9; Physicians’ Lounge, first floor, Lacey Medical Plaza, 1524 W. Lacey Blvd., Hanford. 559-537-0083 or rebecca.goodstein@ah.org

Breastfeeding Classes
Combined with the fourth Childbirth Education class of each month.

Childbirth Education
Four-week classes on Wednesdays, Sept. 7, 14, 21 and 28; Oct. 5, 12, 19 and 26; Nov. 2, 9, 16 and 23; 7 to 9 p.m.; Conference Center, 115 Mall Drive, Hanford. $40 per couple. Registration required. 559-537-1710

Diabetes Support Group
 Thursdays, Aug. 25, Sept. 22, Oct. 27 and Dec. 1; 1:30 to 3 p.m.; Chapel Auditorium, 1025 N. Douty St., Hanford. 559-537-1001, ext. 20825
Fridays, Sept. 9, Oct. 14, Nov. 11; 9 to 10:30 a.m.; Conference Room 1, 1141 Rose Ave., Selma. 559-856-6090

Freedom From Smoking
 Tuesdays, Sept. 6 through 27; 5:30 to 7 p.m.; Conference Center, 115 Mall Drive, Hanford. 559-537-0083

Grief Support Group
Mondays, Sept. 12, Oct. 10, Nov. 14, Dec. 12; 6 to 7:30 p.m.; Experience Design Room, 450 N. Greenfield, Hanford. hilda.senn@ah.org or 559-537-2860

Kings-Tulare County Liver Support Group
Mondays, Aug. 22, Sept. 26, Oct. 24, Nov. 28; 6 p.m.; Chapel Auditorium, 1025 N. Douty St., Hanford. 559-537-0192

Mended Hearts Cardiac Support Group
Thursdays, Sept. 15, Oct. 20, Nov. 17, Dec. 15; 6:30 to 8:30 p.m.; 210 W. Lacey Blvd., Hanford. 559-584-7107

ADVENTISTHEALTH.ORG/CENTRAL-VALLEY