

LIFE HEALTH[®]

A JOURNAL DEVOTED TO HEALTHFUL LIVING

FALL 2009

Annual
report
to the
community.
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Change is constant in health care

FOR MORE THAN 27 years, Michael J. Wurm, MD, has worked as a family practice physician at St. Francis Hospital in Maryville. He admits that he has experienced tremendous changes in hospital and office operations during his tenure, yet he continues to look for new ways to improve services and lead innovation.

"The hospital has been completely renovated," says Dr. Wurm. "Mental health services have been developed and outpatient surgery has been expanded. We've added subspecialty physicians, such as orthopedic surgeons, and now provide onsite CT and MRI imaging services.

"In more recent years, outpatient psychiatry services have been initiated and we've consolidated care from several one-to-four independent physician offices to an employed physician organization.

"Laparoscopic surgery was



NOW AND THEN: Michael J. Wurm, MD, and Patricia VanDyke have both seen a lot of changes in the hospital during the past several years.

unknown when I first started at St. Francis, and now it's commonplace."

WE DID IT FOR YOU

Dr. Wurm stresses the driving force behind all changes is the intent to satisfy patients. "Through the kindness of Jimmy Jones, the hospital offers private rooms with private baths," says Dr. Wurm. "The dietary department built on that and provides hospitality dining for our patients. It was a good idea, and we've received positive feedback."

Another area of focus for improving patient satisfaction was access to the physician clinic. Beginning Aug. 5, Dr. Wurm expanded his hours. The goal is to de-emphasize the emergency department by providing nonemergency services

between 5 and 7 p.m. on Wednesday and Thursday nights.

SATISFIED CUSTOMER

Patricia VanDyke, a 72-year-old retired university professor, was one of the first to take advantage of the after-hours program. VanDyke had been experiencing some unusual symptoms but needed a friend to accompany her to the doctor visit to describe her physical appearance during the episodes. Since her friend did not work in Maryville during regular business hours, VanDyke scheduled an appointment during the clinic's expanded hours—making it easier for her friend to join her.

During the appointment, Dr. Wurm determined—based on

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HEALTH NEWS UPDATE



Breakfast— read this before you skip it again

Breakfast—we know it's good for us. Yet, how many of us still skip it?

According to a survey by the International Food Information Council Foundation (IFIC), 92 percent of people say breakfast is the most important meal of the day. Even so, less than half (46 percent) of those surveyed reported eating breakfast daily.

What are we missing? According to the IFIC, eating a healthy breakfast can jump-start your daily intake of vitamins, minerals and other nutrients. It may also help you: ■ Maintain a healthy weight. ■ Boost cardiovascular, digestive and bone health. ■ Increase energy and reduce emotional distress, anxiety and depression.

In children and adolescents, eating breakfast may improve their memory, test scores, school attendance, self-confidence and mood.

Making it happen. You'll reap the most breakfast benefits from eating whole-grain breads, cooked and ready-to-eat whole-grain cereals, low- and nonfat milk and milk products, fruits, and 100 percent fruit juices. However, eating anything for breakfast is better than nothing.

Quick-to-fix options include toasted waffles (preferably whole-grain) topped with peanut butter, instant oatmeal with milk and dried fruit, or a whole-wheat pita stuffed with sliced hard-cooked eggs. ❖

EVERY LITTLE THING



Travel to an unfamiliar city doesn't have to interrupt your fitness routine. Ask the hotel staff about good places to walk or run; some hotels offer **MAPS** of nearby walking or jogging routes.

—American Heart Association

Bumped your head? **CONCUSSIONS** can occur even without the loss of consciousness. You should see a health care provider immediately if you have a headache; feel nauseous, dizzy or groggy; or have double or fuzzy vision.

—Centers for Disease Control and Prevention

Babies born weighing less than 5 pounds 8 ounces are considered to have a **LOW BIRTH WEIGHT**. These babies are at higher risk of health problems than babies weighing more. Women who have early and regular prenatal care may reduce the risk of having a low-birth-weight baby.

—March of Dimes

Can kids have clogged arteries?

The obesity epidemic is putting kids at risk for some very grown-up problems.

According to research reported by the American Heart Association (AHA), some children and teens have plaque buildup in their neck arteries at levels more often found in middle-aged adults. Children who are obese and have high triglyceride levels are most likely to have arteries with premature plaque accumulation.

Plaque buildup in the neck arteries is generally a sign of plaque buildup elsewhere in the body, including in the heart's arteries, notes the AHA. And it means those children are at risk for heart attack and stroke when they are adults.

Parents can be the first line of defense in protecting their children's future health.

Here are a few ideas from the AHA:

■ Be a healthy role model. Your kids are more likely to be physically active



and eat healthy foods if you do too.

■ Keep screen time (including TV, video game and computer) to a minimum. This frees up time for kids to get out and get moving.

■ Do things together. Family activities like walking, cycling or gardening help everyone in the family stay fit.

Finally, ask your child's doctor for help if you are concerned about your child's weight or diet. ❖

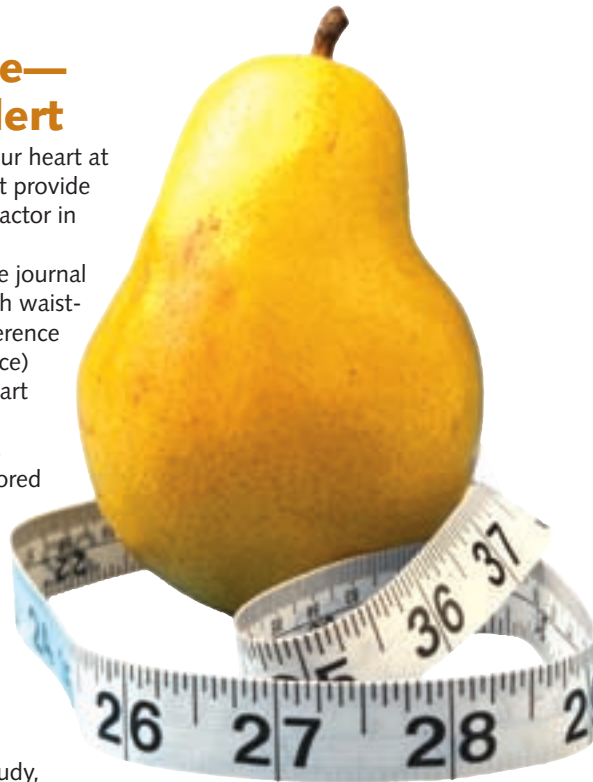
Pear vs. apple— a waistline alert

Does your waistline put your heart at risk? A tape measure might provide answers, especially if you factor in your hips.

Research reported in the journal *Circulation* suggests a high waist-to-hip ratio (waist circumference divided by hip circumference) offers powerful clues to heart disease risk.

Waist-to-hip ratio helps show whether weight is stored mainly around the belly (an apple shape) or around the hips (a pear shape). A ratio greater than 0.80 for women and 0.95 for men suggests an apple shape, which has been associated with increased health risks.

During the nine-year study, women with the highest waist-to-hip ratios were 91 percent more likely to develop heart disease than those with the smallest waists relative to their hips. Among men, those with the highest waist-to-hip ratio had a 55 percent higher risk. ❖



All grown up and bothered by acne?

Unfortunately for many people, leaving the teen years is not a cure for acne.

According to a study published in the *Journal of the American Academy of Dermatology*, almost half of adults in their 20s are still dealing with acne issues, from mild forms—pimples and clogged pores—to more severe breakouts.

Acne-related issues were more common in women than men. The study found that more than one in three women have acne in their 30s, compared to one in five men. And over one-quarter of women in their 40s have acne, compared to just over one-tenth of men.

Adult acne may be connected to hormones. Women may find their skin problems worsen when they're having their period or ovulating. Menopause also may contribute to breakouts.

There are many treatments available for acne. Keeping your face clean, avoiding greasy cosmetics, and using over-the-counter topical medications may help.

Talk to your doctor if you're concerned about acne. He or she may suggest a medication or refer you to a dermatologist. ❖

In the shadow of depression: How a parent's illness affects children

If you are a parent who is depressed or a loved one or partner of a depressed person with children, it's important to consider the effect of the depression on children.

Some of the lingering feelings associated with depression include sadness, hopelessness, irritability and fatigue.

Children of a depressed parent may be at a higher risk for depression themselves. In addition, these children may:

- Feel responsible for their parents' feelings.
- Have developmental problems.
- Perform poorly in school.
- Be more impulsive.
- Have difficulty with peers.



Helping kids. A parent's depression isn't easy on kids, but there are ways to help them through it.

It's important for kids to know they are not to blame for their parents' mental illness, says the American Academy of Child and Adolescent Psychiatry.

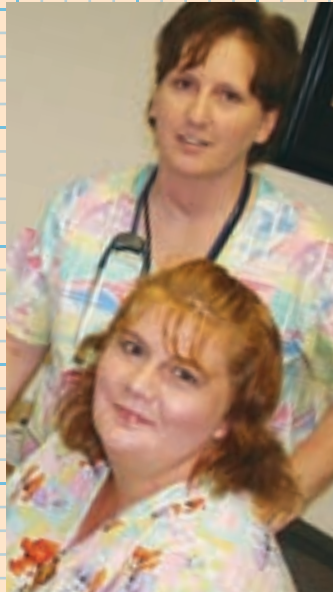
And it's

very important that parents get help. Depression almost always gets better with treatment. Treatment may include counseling or medication or both.

You may also want to consider individual or family counseling for children. This can help lessen the impact of a parent's depression on a child. ❖



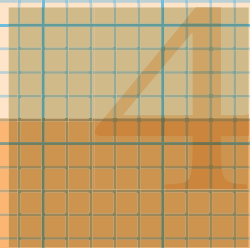
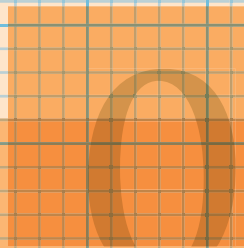
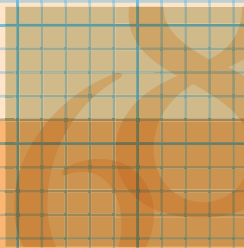
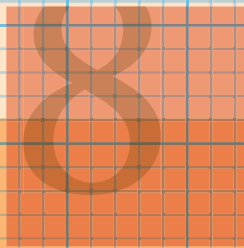
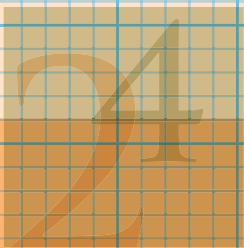
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**Tracie Price, LPN, and
Debbie Fletchall, LPN,
assist patients with
getting the medications
they need.**

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INVESTING IN COMMUNITY



2008 COMMUNITY BENEFIT REPORT



A HOSPITAL IS MUCH MORE than just a place to treat injuries and illnesses; it is part of the fabric of the community. St. Francis Hospital & Health Services and the more than 500 people who work here reach into our neighborhoods. We support local schools and businesses, extend a hand to those without the means to pay for needed care, and partner with other organizations to achieve the goal of healthier communities.

The 2008 Community Benefit Report highlights St. Francis' commitment and the positive effect our organization and health care professionals have on the communities we serve.

Being a good neighbor means more to us than the numbers show. Quantifying these community benefit activities helps us evaluate our services, demonstrate accountability to our patients and affirm our tax-exempt status.

Yes, we do closely monitor our financial performance. But St. Francis continues to follow the principle of its founding sisters: Turn no one away. In that spirit,

we provided nearly \$1.5 million in charity care last year. We also give back to the community in the form of improved facilities, education and outreach programs, volunteerism, and much more.

MEDICATION ASSISTANCE SAVES LIVES

Paying for prescription drugs can be very costly, especially for people with no insurance or a low income that doesn't allow for expensive medications.

Enter St. Francis Family Health Care, the physician organization for St. Francis Hospital & Health Services. Each year, St. Francis helps nearly 250 people who can't afford their medications. The program is open to those who demonstrate a financial need.

St. Francis nurses know all too well the hoops people have to go through to get free medication from pharmaceutical companies. So they do the work, and northwest Missouri residents reap the free, often lifesaving, pharmaceuticals.

St. Francis pays for the nurses' time, and the savings to community residents is in excess of \$360,000 per year in the cost of medicine. And that's just in money. The real savings is people's lives. ❖

**OUR MISSION: THROUGH OUR EXCEPTIONAL
HEALTH CARE SERVICES, WE REVEAL THE
HEALING PRESENCE OF GOD.**

THE DIFFERENCE WE MADE IN 2008

PROGRAMS AND SERVICES

Charity care

People served	1,166
Net benefit	\$1,471,216

Unpaid costs of Medicaid

People served	4,611
Net benefit	\$668,386

COMMUNITY SERVICES

Community health improvement

People served	3,981
Net benefit	\$11,712

Health professions education

People served	79
Net benefit	\$50,973

Monetary and in-kind donations

People served	2,117
Net benefit	\$82,901

Community-building activities

People served	1,039
Net benefit	\$195,081

Community benefit operations

People served	N/A
Net benefit	\$6,535

Totals

People served	12,993
Net benefit	\$2,486,804

ADDITIONAL COMMUNITY SUPPORT

Unpaid cost of Medicare

People served	18,014
Net benefit	\$8,272,236

Bad debt

People served	N/A
Net benefit	\$1,635,174

Totals (including Medicare and bad debt)

People served	31,007
Net benefit	\$12,394,214



MAMMOGRAMS

Most screenings find no signs of cancer.

to aging. However, groups of tiny, white specks are sometimes signs of cancer.

Masses. Various lumps and masses may also be found, including fluid-filled cysts or other noncancerous growths. The size, shape and edges of a mass can be important. For example, noncancerous masses often have well-defined edges, rather than irregular ones.

REASSURING NEWS

If something suspicious is found, try not to worry too much. In the vast majority of cases, it isn't cancer.

More testing—such as another mammogram, an ultrasound or a biopsy—may be needed.

According to the ACS, when women need more testing, only 8 to 10 percent end up needing a biopsy—and 80 percent of those biopsies are negative.

The bottom line: Screenings can provide peace of mind and help protect your health. ❖

What doctors are looking for

WOMEN WHO get timely mammograms are enlisting a powerful tool to guard against breast cancer. These tests can help spot breast cancer early, long before it causes symptoms, when treatment works best.

Starting at age 40, have a yearly mammogram, along with breast exams done by your doctor, urges

the American Cancer Society (ACS).

After your mammogram, a radiologist will examine your images for any abnormal areas. These images can reveal tissue changes, including:

Calcifications. These mineral deposits appear as white spots on a mammogram. Larger spots are usually harmless changes, often related

Life lessons: Teaching kids to ease stress

PRE-SCHEDULED lives, academic pressures and expectations of others are just a few of the things that can cause stress in a young person.

Stress can be chronic—and it can be harmful. It has the potential to damage brain function, interfere with hormones and affect the body's immune system.

You can help your children develop the resiliency needed to deal with stress by listening to them, showing them unconditional love and offering them frequent encouragement. Of course, it's also



important to set a good example.

Strategies for life. The following are some stress-busting tips to live by and share with your children:

■ Break big problems into smaller, more manageable ones.

- Avoid stressful situations.
- Don't worry about things you can't change.
- Exercise, eat well, get enough sleep and make time to relax.
- Find an emotional release, such as talking to someone, writing in a journal or having a good cry.

Children under stress who are constantly moody, worried or tired may need professional help. Other warning signs include dropping grades, hopelessness or physical symptoms, such as headaches or stomach pain. If these symptoms are present, talk to the child's doctor. ❖

Source: American Academy of Pediatrics

Our nurses: Caring for you

NURSES ARE AN ESSENTIAL PART OF YOUR HEALTH CARE TEAM

WITH WHATEVER type of health care you need, quite often a nurse will be there to see you through.

Nurses are an integral part of any health care team. Our nurses assist in providing treatment and also help educate and support patients and their families.

Our nurses
are here for
you every
step of the
way.

So no matter where you find yourself—from the doctor's office to the hospital—nurses are with you each step of the way. Here are some types of nurses that you might meet.

Licensed practical nurses (LPN) or licensed vocational nurses (LVN) often provide basic bedside care, such as taking blood pressure; giving injections; and assisting those who need help with bathing, dressing or eating. LPNs and LVNs work under the direction of physicians and registered nurses.

Registered nurses (RN) perform a range of duties in the course of caring for patients and may oversee LPNs, LVNs and nursing aides as well. RNs can specialize in any number of fields, from diabetes management to home health care, from pediatrics to geriatrics.

Nurse-midwives have advanced training to provide primary care for women, including gynecological exams, family planning, prenatal care, labor and delivery, and neonatal care.

Nurse practitioners (NP) have completed graduate level courses to become nurse practitioners. They commonly specialize in fields such as women's health, family practice medicine and pediatrics. NPs can often provide primary care services, including performing exams, diagnosing and treating illnesses, as well as prescribing medications. ❖

Consider a career

Challenging. Rewarding. A chance to help others.

These words perfectly describe the nursing profession—a profession that offers many opportunities. Nurses are in high demand, and it is anticipated that the job market for nurses will continue to grow in the next several years.

Licensed practical nurse (LPN) training consists of one year of education and clinical experience, followed by a licensing exam.

Registered nurse (RN) degree programs include two- or three-year associate degrees, three-year hospital diploma programs, or four-year bachelor's degrees, each followed by a licensing exam.

The opportunities within the field are virtually limitless, with the ability to specialize in just about any aspect of health care. To learn more about a career in nursing, visit the American Nurses Association website at www.nursingworld.org.

Recovering from a joint injury

If you've had a sprain or a strain, there may be pain, bruising, swelling, and muscle weakness or cramping. You need relief. And you may need medical treatment. It's important to see a doctor for all but mild sprains and strains, advises the American Academy of Orthopaedic Surgeons. A doctor can determine the extent of your injury and tell you whether treatment is needed.

For sprains and strains, doctors often suggest a formula known as RICE:

Rest. Reduce your activities as needed.

Ice. Apply an ice pack to the injured area for 20 minutes at a time.

Compression. Applying bandages, such as elastic wraps, can help reduce swelling. Your doctor can tell you which is best.

Elevation. If possible, keep the injured area above the level of your heart to help decrease swelling.

Again, be sure to seek help if you are in doubt about the seriousness of an injury.

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Information in LIFE AND HEALTH 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.

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Change is constant in health care

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the description of the symptoms, and her medical history, including high blood pressure—that VanDyke had experienced a mini-stroke. Following the evaluation and further tests, VanDyke's care plan was adjusted to treat this new condition.

"Dr. Wurm knows me and pays attention to what I tell him," VanDyke says. "He made me feel so much better. He is the consummate professional."

THE FUTURE IS NOW

VanDyke, too, has seen changes during the nine years she has been a patient of Dr. Wurm.

"The wait times are shorter," she says. "The nurses are very involved in my care. The nurses who work with Dr. Wurm are very assured and confident, and make me feel comfortable. They also know what Dr. Wurm expects and have the paperwork ready and available for my visit."

Dr. Wurm reviews the paper chart but makes progress notes with

electronic medical record software that automates the paperwork. As the hospital's director of medical informatics, Dr. Wurm represents St. Francis on a systemwide clinical transformation team as it moves clinical information systems to electronic health record (EHR).

Although St. Francis is not planning to launch EHR until 2011, Dr. Wurm's ongoing involvement and observation of other installations will help to smooth the transition.



Michael J. Wurm, MD,
family practice physician

SAFETY AND QUALITY

Initiation of the EHR is just one of many plans that the hospital is pursuing as it strives to exceed patients' expectations.

"St. Francis has a longstanding history of emphasis on quality care as evidenced by the number of

awards and recognitions we've received," Dr. Wurm says. "Our system president, Sr. Mary Jean Ryan, also requires that we place patient safety as a high priority. Our plans as we move forward are to continue to seek input from patients and their families so we know what to do next to match their needs and expectations with the care we provide." ♦

One man, many duties

Director of medical informatics, Michael J. Wurm, MD, provides clinical leadership for the implementation, maintenance and enhancement of the electronic health record (EHR) and other information technology initiatives to promote productivity, enhance patient safety, and use human and fiscal resources prudently. His duties include:

- Collaborating with the appropriate departments to implement medical management protocols and ensure that common EHR templates and tools are designed and implemented in accordance with best medical practices.
- Coordinating EHR design activities among the organization's multiple clinical specialties to maximize standardization of the EHR both within and across departments.
- Providing prompt and personal assistance and mentoring for physicians and staff throughout all phases of implementation and continued use of the EHR, serving as physician expert in the design and application of the EHR in medical practice.
- Designing and promoting use of charting tools to enhance care delivery.
- Developing budgets and helping to meet goals once they are adopted.
- Serving as a resource and facilitator for educational activities for physicians interested in increasing their use and understanding of electronic information systems in medicine.