

LIVING WELL *from*

WINTER 2019

# northern nevada

## MEDICAL CENTER



## KICKING BAD KNEES *to the curb*

**Randy Woldberg's two  
new custom joints get him  
back on course**

### *INSIDE:*

#### ***Recovering from stroke***

From paralysis to walking,  
thanks to inpatient rehab

#### ***From fatigue to freedom***

Radiofrequency ablation for  
troubled veins



ACC  
Accreditation  
Services



In collaboration with  
American Heart Association  
Hospital Accreditation



**Quality counts.** NNMC is the first hospital in the nation to receive a certification from The Joint Commission for Back Pain! We are also certified for Spine Surgery, and have received Advanced Certification as a Primary Stroke Center, and for Total Hip and Total Knee Replacement. NNMC's Chest Pain Center is accredited by the American College of Cardiology (ACC). In addition, NNMC received the AHA/ASA's Get With The Guidelines®- Stroke Gold Plus Quality Achievement Award and the Mission: Lifeline® Silver Receiving Quality Achievement Award.



Compliments of

**Northern Nevada**  
M E D I C A L   C E N T E R

# FROM THE CEO



It's hard to believe that we are well into the first half of a new year, and things are very busy here at Northern Nevada Medical Center. We are proud of our accomplishments in 2018, including the award of an "A" in patient safety from The Leapfrog Group's Hospital Safety Grade ratings for both spring and fall; recognition for stroke and heart care by the American Heart Association/American Stroke Association; and The Safety Across the Board award from Premier Inc. We were the only hospital in Nevada, and one of only 27 across the country to receive that award.

We're excited and proud to announce the groundbreaking of a new freestanding emergency department – the first in the region. People in the community will soon have another resource for emergency care around the clock. We also continue to make great progress toward completion of the first phase of our hospital expansion, expected this summer. It includes a new nursing unit, expanded pharmacy, surgical suite and 16 private patient rooms.

Currently, we're focusing on growing our staff of hospital professionals to deliver specialized care to our community and enhancing patient satisfaction by providing a better patient experience. People have come to appreciate our private rooms, engagement with more physicians in the community and increased healthcare services. And as new technology becomes available, it allows us to keep raising the standards of quality, care and safety. This is all part of our commitment in "Honoring Life's Journey."

Thank you for the opportunity to care for you and your family.

**Alan Olive**  
Chief Executive Officer

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## Here's to your GOOD HEALTH!

There are many components that play a part in getting and staying healthy. The new "Living My Health" page on our website features tips on eating well, getting fit and feeling good, along with healthy recipes you can incorporate into your daily living. Information is updated monthly, so bookmark this page and visit it again for the latest healthy news.

**To learn more, visit [nnmc.com/lmh](http://nnmc.com/lmh).**





Artist's rendering of newly added private patient room.

Hospital administration took part in the groundbreaking ceremony for the region's first freestanding emergency department on January 31, 2019.



# A hospital transformation to *serve the community*

With the vision of expanding patient services and being the healthcare provider of choice in the area, construction on the first of three phases of expansions at Northern Nevada Medical Center (NNMC) is well underway. CEO Alan Olive says NNMC is the only hospital in the community that offers private patient rooms, and they are in the process of adding more as part of an \$11.8 million expansion project. "There has been and will continue to be tremendous growth in the area. To accommodate the community, we are excited to be adding new surgical equipment, 16 more patient rooms, a new nursing unit, expanded pharmacy and a surgical suite," says Olive.

## Enhanced patient experience

Olive says once construction is completed, there will be 124 private patient rooms. "People love their privacy, especially when they are in the hospital and not feeling well," he says. "Having a private room only enhances the patient experience. Patients get more rest, have fewer distractions and can focus on getting well." The new rooms will be located on the third floor, in addition to a new nursing unit and expanded pharmacy. Another surgical suite is also under construction.

The project began last summer, and several of the goals have already been met. New surgical equipment was recently brought in, including an additional da Vinci® Surgical System

and an O-arm™ 2D/3D imaging system for use in spinal, cranial and orthopedic procedures. The parking lot was also enlarged to include 55 more spaces.

The emergency room is getting additional bays, as well as a fast-track bay for patients with minor injuries. Construction of the first phase is expected to be completed by late spring or early summer, and then work will begin on the second phase.

"With all of this growth, we have also increased our staff. We look forward to bringing on additional specialties to provide a greater spectrum of care for the community," says Olive. ■

Read all of NNMC's news at [nnmc.com/updates](http://nnmc.com/updates)


Coming soon to  
Northwest Reno!

## The region's first freestanding emergency department

Ground was recently broken for the ER at McCarran NW, an extension of NNMC. This facility will offer treatment 24 hours a day, seven days a week, for serious, sometimes life-threatening emergency medical conditions, including:

- Abdominal pain
- Allergic reactions
- Asthma
- Broken bones
- Chest pain
- Flu/pneumonia
- Rashes
- Respiratory distress
- Serious infections
- Stroke ... and more

The facility will be located at 10290 N. McCarran Blvd. in West Reno.

A photograph of three people in a rehabilitation setting. On the left is Vicki Bovee, an older woman with short grey hair, wearing a black t-shirt with a white graphic that says "JUST DON'T QUIT". In the center is Bill Galine, an older man with white hair, wearing a purple t-shirt that says "TEAM GALINE" with a white heartbeat line graphic. On the right is Dario Callegari, a younger man with short brown hair, wearing a red polo shirt. He has his arm around Bill Galine's shoulder. They are all smiling. The background shows a room with exercise equipment like red and blue balls and a wooden shelf.

From L: Vicki Bovee, Bill Galine, and Dario Callegari, DPT, celebrate Galine's successful completion of inpatient rehabilitation.

# *Jump-starting recovery* with inpatient rehabilitation

*Bill Galine had suffered a major stroke that paralyzed his left side.  
But his therapists were determined to change that.*

In April 2017, Bill Galine needed inpatient rehabilitation following a stroke. He arrived at Northern Nevada Medical Center (NNMC) to begin what he and his wife, Vicki Bovee, refer to as the jump-start in his journey back to health. ►



Dario Callegari, DPT, evaluated Galine and for the next 21 days, Galine went through a very intense program consisting of physical, occupational and speech therapy. Each day, Galine continued to make progress. "They got him up and walking with assistance, so it was great he was moving," says Bovee. "Dario and his team spent a lot of time teaching Bill how to get in and out of the wheelchair, pivoting, and other movements. They were masters at training him to get in and out of bed."

### **"Just don't quit!"**

Galine and his wife say that every day, they heard the mantra of the staff – "just don't quit." "Bill was determined to get better, and he was focusing on doing everything his therapists told him to do," says Bovee. "We had the best team of people taking care of him, from the nursing assistants to the therapists and beyond. The entire staff supported him, it was so amazing."

Callegari says that Galine was the epitome of hard work of what you can do after a stroke. "Bill did an outstanding job with the therapy when he was here. He was a model patient, followed all of the directions and was very regimented," he says. "In addition to his outpatient therapy here, he worked out in a gym with a personal trainer. Bill also currently comes in to speak to and support patients who may have difficulty staying motivated."

Galine says having the inpatient rehabilitation at NNMC is very important for the community, especially after having a debilitating stroke. "I felt

so secure here, got the best treatment in the world and they took great care of me. I didn't feel like a number," he says. "I had a private room, and the staff was wonderful. There was someone always here for me. What a great patient experience!"

Bovee says they knew they were in the right place their first day there. "We had just arrived and saw a young man leaving for the day. He turned around, came back in and introduced himself as Dario Callegari, the physical therapist who would be taking care of my husband," says Bovee. "He said he wanted to meet Bill and let us know he looked forward to working with us. That was so kind of him to do that. It was our first impression of NNMC, and it was a lasting, positive one."

Galine and his wife attend the quarterly Stroke Support Group at NNMC and wear shirts they had printed with "Just don't quit!" They also encourage others by showing them before and after videos of Galine. "Bill can walk now. He came home in a wheelchair, then progressed to a quad cane, then a regular cane," says Bovee. "He is at the gym five days a week, working out and getting stronger. We can travel and go out, now, too. We are just so grateful to NNMC for giving him the jump-start he needed to get his life back! He just keeps going." ■

**Learn more about inpatient rehabilitation:**  
[nnmc.com/inrehab](http://nnmc.com/inrehab)

*From L: Bill Galine and Dario Callegari, DPT, work through some exercises while Galine's wife, Vicki, looks on.*

Risk factors associated with possible **stroke\***



**SMOKING**



**LACK OF PHYSICAL ACTIVITY**



**POOR DIET**



**OBESITY / EXCESS WEIGHT**



**HIGH CHOLESTEROL**



**HIGH BLOOD PRESSURE**



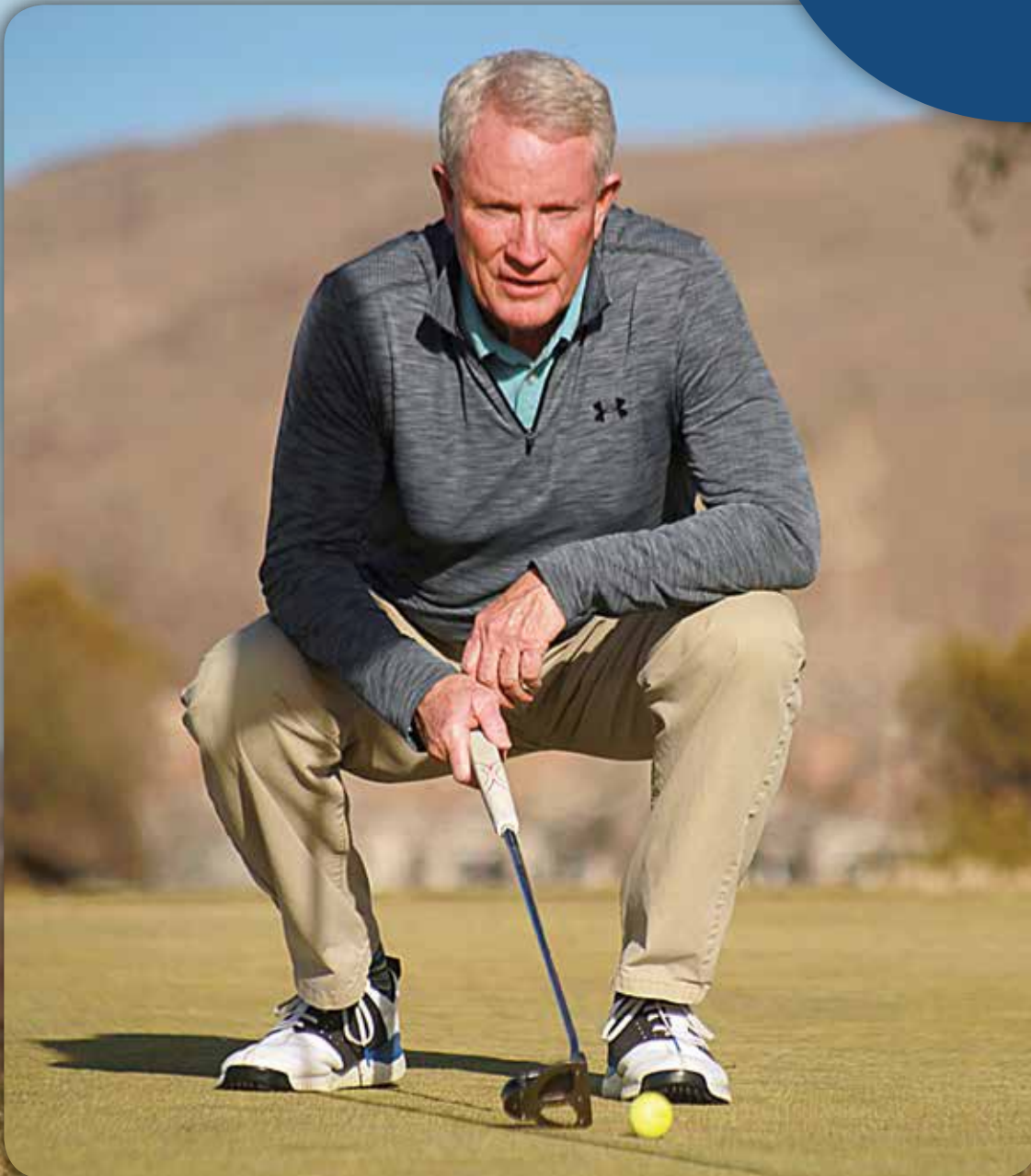
**DIABETES / HIGH BLOOD SUGAR**



\*American Heart Association

# Total knee replacement *times two*

Randy Woldberg  
had such a great  
experience with his first  
knee replacement, he  
knew exactly where to  
have the second.



**A**fter years of favoring his left knee due to a right knee injury, Randy Woldberg started having pain and knew it was a matter of time before he would need to address it. He tried a few different treatment options, which helped buy some time. But when it became harder to go up and down stairs and walk the golf course, he started looking into surgical options. While researching online, he found a type of customized knee replacement that would be created based on CT scan images and a 3D model of his own knee. The implant would also maintain his joint alignment and be less bulky than standard models. He was intrigued, and made an appointment with Orthopedic Surgeon Christopher Dolan, MD, a local doctor trained using that particular device.

"Within a minute of meeting Dr. Dolan, I felt very comfortable with him," says Woldberg. "We discussed how both of my knees were deteriorating, and that my right knee was actually worse based on the imaging, yet the pain was worse in my left. We agreed to move forward with replacing the left one first and have the surgery done at Northern Nevada Medical Center."

### ***Not just a patient, but a person***

Woldberg explains that from the moment he started the pre-op process until after the surgery, he couldn't say enough about his great patient experience. "Every person I encountered was attentive, professional and friendly. They answered all of my questions and there was no waiting around. The process was smooth, and everyone in the operating room introduced themselves. It was a very pleasant experience," he says. "Even in recovery when I woke up, there was someone there for me who answered my questions. I never felt like I was alone or forgotten. They paid attention to my needs, and I was not just a patient to them, I was a person."

Physical therapists came in to check on Woldberg and get him up and moving around on his new knee. "They stressed the importance of being mobile and staying mobile, and doing all the exercises prescribed," states Woldberg. He was discharged the next day and began physical therapy three times a week. "I went back to work two weeks later; my knee felt great," he recalls. "I also started back with golfing well before my three-month check up."

### ***A welcoming feeling***

A year later, Woldberg went back to Dr. Dolan to have the same surgery for his right knee, and had another great experience. "I recognized the same nurses and medical staff from a year before," he says. "It's a welcoming feeling because the same people are working there. They could easily get a job at another place, but they are there to stay, and you can tell they like working there."

Walking 18 holes is no longer a problem for Woldberg, and neither is going up or down stairs or doing yoga. "I have complete range of motion and feel like there is nothing I can't do. I can even get in pigeon pose with my yoga, which was impossible to do before because of the pain," he says. "My friends know what I went through and they can't even tell I had surgery. If I had to have any other procedure, I would find a doctor at Northern Nevada Medical Center and have the procedure there. It's personal with them, and you can tell. They aren't just a hospital. They make you feel like part of the community and that is very hard to achieve." ■

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**To learn more: [nnmc.com/orthosurg](http://nnmc.com/orthosurg)**



# Taking the guesswork out of joint replacement

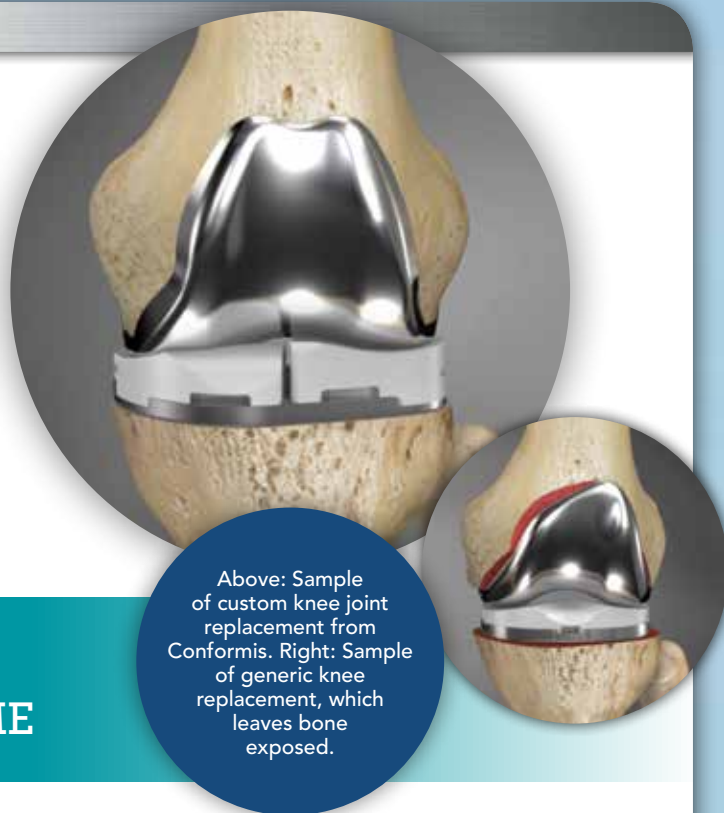
## A CUSTOM-FIT OPTION THAT CAN MEAN A BETTER OUTCOME



Christopher Dolan, MD

Joint replacement surgery is not something to be taken lightly. But for patients needing it, having choices can help make the process a little easier. Offered at Northern Nevada Medical Center is joint replacement known as Conformis. It allows for a custom-made joint for the patient, based on their own anatomy, which can lead to better alignment and a more natural feeling.

Orthopedic Surgeon Christopher Dolan, MD, who performs joint replacement procedures at Northern Nevada Medical Center (NNMC), presents the custom-made knee as an option to his patients. He explains that the benefits can include better bone and tissue preservation and bone coverage because bone is only trimmed to match the implant; better alignment because of data collected from the CT scan; more natural-feeling and range of motion because of its streamlined design; and less post-op bleeding and pain, all of which can lead to quicker recovery and a better outcome over traditional joint replacements.



Above: Sample of custom knee joint replacement from Conformis. Right: Sample of generic knee replacement, which leaves bone exposed.

### How it works

A CT scan is taken of the patient's leg and the data is sent to the company. A detailed map of the patient's knee is created, and from that, a 3D replica from which the joint is created. Not all patients choose this alternative, however. "Because it takes six weeks to get the device, some patients want it done quicker and don't want to wait, so they opt for a generic joint replacement. It just depends on their preference," he says.

### Benefits of NNMC

Dr. Dolan says most patients leave the hospital the next day and the care provided by the staff is excellent. "This hospital is wonderful to have in the community because there are many options for patients to receive up-to-date, quality care," he says. "The scheduling, anesthesia and operating teams are professional as well, and we all work together to provide a positive experience for each patient. ■

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**Need a doctor? Visit [nnmc.com/finddoc](http://nnmc.com/finddoc).**

Individual results may vary. There are risks associated with any surgical procedure. Talk with your doctor to find out if this surgery is right for you.



# THE COMMITMENT TO *patient safety continues*

## Making the “A” grade - AGAIN

The Leapfrog Group, an independent healthcare rating organization, rated Northern Nevada Medical Center “A” for patient safety in both the 2018 rating periods, spring and fall. The group surveys and ranks 2,600 hospitals across the U.S. based on patient safety records and their performance in preventing infections, medical errors and other potential things that could harm patients. The hospital was one of only three hospitals in Nevada to receive an “A” grade.

“Patient safety and clinical care excellence have long been part of our culture and mission at Northern Nevada Medical Center,” says Northern Nevada Medical Center CEO Alan Olive. “Our staff demonstrates how important it is to focus on the patient first, and continues to provide a high standard of care to the community.”

The high standards of care and safety that contribute to this ranking include top surgical safety and care guidelines; best practices used to prevent infections and injuries; and safety measures followed by doctors, nurses and hospital staff to thwart errors. ■

**Learn more about patient safety tips:**  
[nnmc.com/leap](http://nnmc.com/leap)



# Using **OUTPATIENT** surgery centers



If you need to have a surgical procedure done, you may be eligible

to have it at an outpatient surgery center. While there are advantages to both hospitals and these facilities, choosing which one can depend upon several factors. Administrator **Darren Roberston** shares his insight on making the best choice for you.



## **Q: What is an outpatient surgery center?**

This type of facility offers an alternative to having a procedure done at a hospital. The focus is on exclusively providing same-day surgical, diagnostic and preventive procedures and the center does not offer emergency care. Some centers feature multiple specialties under one roof, while others are dedicated to one specialty. Patients treated here do not need to be admitted to a hospital and usually go home after their procedure.

## **Q: Does the staff have the same training as those in a hospital?**

Yes. The doctors, nurses and other clinical staff have the same level of training and credentials. In fact, some healthcare professionals work at both facilities, depending on the level of their specialty. Outpatient facilities are also subject to the same federal, state and safety regulations as a hospital. They are also required to have medical staff with emergency and CPR training, as well as the ability to transfer a patient to a hospital in the event of an emergency.

## **Q: What types of surgeries are done at these centers?**

Some of the more common procedures involve the specialties of otolaryngology, gastroenterology, orthopedics, ophthalmology and urology. Patients typically can have colonoscopies; endoscopies; biopsies; treatment of kidney stones; cataract removal and insertion of lens; arthroscopic surgeries; and much more.

## **Q: Why use an outpatient surgery center?**

Patients cite several reasons, including convenience, a more relaxed environment and ease of scheduling. Outpatient surgery is considered very safe if you are in good health; your BMI is not considered overweight or obese; you are younger than age 65; and are having a low-risk or minimally invasive procedure. However, not all patients are eligible. A pre-existing health condition may put you at high risk for complications, so your doctor may recommend a hospital setting instead. ■

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Quail Surgical and Pain Management Center, Inc. is jointly owned by an affiliate of NNMC and community-based surgeons.



# MINIMALLY INVASIVE PROCEDURE

*gets John Nepper  
back on his feet*



John Nepper had a history of varicose veins, but when his right leg started to become fatigued after walking just 50 feet, he knew he had to seek medical treatment. His doctor referred him to General Surgeon Wynter Phoenix, MD. After testing, Nepper was diagnosed with venous reflux, a medical condition affecting the circulation of blood in the lower extremities. Dr. Phoenix recommended segmental radiofrequency ablation.

Nepper says he couldn't believe the relief he had after the procedure. "Before I saw Dr. Phoenix, I was using a cane, and could only walk short distances before I had to sit down. The procedure went really well and it was all done at Dr. Phoenix's office. His team was very professional, and I had very little bleeding after," says Nepper, who had both legs treated over the course of several weeks.

"It's amazing how I can get around now. I can walk everywhere and I don't need a cane anymore," says Nepper. "I had a great experience with Dr. Phoenix and highly recommend him to anyone with vein problems."

With the procedure, a small area is numbed and a catheter is inserted into the vein. Radiofrequency energy is used to heat the wall of the vein, sealing it. The body naturally reroutes the blood to other healthy veins.

"Using this procedure, patients can make quicker recoveries with less pain and bruising," says Dr. Phoenix. ■

***"I can walk again –  
it's a miracle!"***  
– John Nepper

## Could you have varicose veins?

Having blue or bulging varicose veins on your legs can be a symptom of other health or venous issues. If you experience any of the following symptoms, you should see your doctor:

- Aching/pain
- Heaviness
- Tiredness/fatigue
- Itching/burning
- Swollen ankles
- Leg cramps
- Throbbing
- Restless legs
- Color or texture changes to the skin on the lower legs
- Poorly healing wounds

**Learn more:**  
**[nnmc.com/vein](http://nnmc.com/vein)**

Individual results may vary. There are risks associated with any surgical procedure. Talk with your doctor about these risks to find out if minimally invasive surgery is right for you.

# Your **NEW** doctor is just a phone call or click away

## NEED A DOCTOR?

Our physician referral line and online physician directory are available to help you find a primary care provider or specialist.

## EASY AND CONVENIENT

**Call 775-356-NNMC (6662)** for personal help in English and Spanish,  
Monday through Friday from 8 a.m. to 5 p.m. PST, except for holidays.

After hours, visit [nnmc.com/findadoc](https://nnmc.com/findadoc) where you can search our physician directory and request an appointment.

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