

CMH

Health

COMPASS™

DEVOTED TO HEALTHFUL LIVING

SUMMER 2016



ALL-STAR SURGEONS

Meet three caregivers who make our region a better place to live. Pg 4



**MAKING
HEALTHCARE
WORK FOR
YOU**

*How our health literacy
fair can help. Pg 8*



COLUMBIA
MEMORIAL
HOSPITAL

CMH PATIENT
FINANCIAL SERVICES

New location, hours for your convenience



**Stephanie
Brenden,**
Vice President of
Finance

To better serve our patients and community, the Patient Financial Services Department is now centrally located on the first floor of the CMH Health & Wellness

PAVILION. We have expanded the department and increased the number of financial counselors available to help you with the following:

- ▶ Questions about bills from the hospital and clinics.
- ▶ Price estimates and consulting prior to scheduled services.
- ▶ Payment arrangements and other financing options.
- ▶ Financial assistance programs.
- ▶ Oregon Health Plan (OHP) sign-ups.

We've also made other changes to improve our patient financial support. For your convenience, we have expanded our billing office hours to 7:30 a.m. to 6 p.m., Monday through Friday. If you have questions about your bill or about pricing for an upcoming service, email us at FinancialCounselor@columbiamemorial.org or call **503-338-7530** or **1-800-962-2407**.

Another great resource is our website, www.columbiamemorial.org. There you can find more information about financial assistance and how to apply for assistance from CMH. Plus, you can save a stamp and use the new online bill payment option.

Stephanie Brenden
Vice President of Finance

A Volt for health care and clean air

Ocean Crest donates hybrid car to hospital

WITH the help of Ocean Crest Chevrolet Buick GMC Cadillac, Columbia Memorial Hospital (CMH) is reducing its carbon footprint.

Ocean Crest donated a 2016 Chevrolet Volt to the hospital. The hybrid passenger car will primarily be used by CMH as a courier vehicle between the main hospital campus and CMH Primary Care and Urgent Care in Warrenton. The hospital estimates that the new Volt will offset about 10,400 gas-powered miles per year.

"The Chevy Volt is a green vehicle, which uses much less fossil fuel than a comparable gas vehicle," says Chris Hayward, President of Ocean Crest. "I feel this car will complement the hospital's and our commitment to a cleaner environment."

"We are grateful to Ocean Crest and Chris Hayward for the generous donation of the Volt," says the hospital's CEO Erik Thorsen.

"CMH is always looking for ways to improve our community's health. Thanks to this donation, the hospital will be reducing its gasoline use, reducing emissions and saving money that can go into other community benefits."

Energizing efficiency

The Volt is capable of going 53 miles on electric power.

"We're proud to donate this Chevrolet Volt to the hospital to assist them in providing quality health care to residents of the Lower Columbia Region," Hayward says. "We wanted to contribute to the hospital in a big way to pay back the community for the support we enjoy locally."

This is just one example of the many ways the Hayward family and Ocean Crest continue to give back. Ocean Crest is located in Warrenton and has been owned and operated by the Hayward family since 1997.



**GREEN TEAM
EFFORT:** From left,
Janice Pember, CMH
Materials Manager;
Erik Thorsen, CMH
CEO; Chris Hayward,
President of Ocean
Crest; and Adam
Miller, CMH Caregiver
and Courier Driver.

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Information in CMH HEALTH COMPASS 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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Designing an optimal healing environment

OVER the past eight years, oncology services at CMH have gone from a room in the Same Day Surgery Department, where two patients would sit receiving chemotherapy, to a full medical oncology clinic with an infusion center.

In 2015, CMH signed an agreement with the Oregon Health & Science University Knight Cancer Program to establish the CMH/OHSU Knight Cancer Collaborative. The chief goal of the Collaborative is to expand oncology services in our community by building a new cancer center located on what was John Warren Field.

The OHSU Knight Cancer Program's mission is to make Oregon's cancer death rate the lowest in the United States. The partnership with our hospital will be the first of its kind for Knight Cancer and will raise the level of cancer care in this rural area to levels once thought unattainable.

Easing the burden

Radiation therapy has been identified as the biggest need for cancer patients in our community. Currently, 75 to 100 local patients per year travel



Chris Laman,
PharmD, BCPS
Director of Cancer
Care Services

to Portland, Longview or Seattle for radiation therapy. By providing this in our community, patients and their care partners will no longer have the burden of traveling long distances for care. They will be able to receive the same excellent care and services using the same state-of-the-art equipment and technologies currently provided at OHSU.

The center will also provide space for a second medical oncologist, reducing the time patients must wait to get an appointment.

Integrating support

The partnership will enable us to offer supportive care programs in the same location where patients see their physicians. This includes patient navigation; nutrition services; support groups and counseling; library and education resources; social work services; financial and logistical support; and activities

such as yoga, acupuncture, massage, exercise classes and even makeovers.

Opening October 2017

The new cancer center will be a 19,000-square-foot, two-story building. Our goal for the design of the new building is to provide an optimal healing environment for all who enter.

Planetree design elements that achieve a peaceful and comfortable atmosphere are incorporated throughout—many windows to allow for natural light and provide breathtaking views of the river; access to a garden space with a path and benches for reflection and relaxation.

The official groundbreaking is scheduled for Aug. 4, 2016, with the goal to open in October 2017.

This project has generated great enthusiasm among our caregivers and community members. I am honored to be leading a project that will provide such a needed service and will touch so many lives in a positive way. If you have questions or comments, please email me at claman@columbiamemorial.org.

Chris Laman, PharmD, BCPS
Director of Cancer Care Services



All-star caregivers

WE'D like to introduce you to some of the dedicated caregivers at CMH, for whom service to others is more than just a job—it's a way of life. These caregivers make our region a better place to live.

About a boat

Name: Richard Crass, MD, MBA, FACS

Title: General Surgeon

Time at CMH: 5 years

Richard Crass, MD, grew up with boats. During medical school, he and his buddies would spend lazy days in his father's boat. Later, he owned a 20-foot jet sled and a 32-foot Walkaround.

These days, he's glad to leave the boat maintenance to others and enjoys fishing in friends' boats.

With a wry smile, Dr. Crass says, "The happiest day in a man's life is the day he buys and the day he sells his boat." And he may never have found his way to CMH if he hadn't been a boat owner.

From Portland to Astoria

Dr. Crass joined CMH in September 2010 after a 31-year career teaching other doctors how to be surgeons. While a professor of surgery at Oregon Health & Science University, he got to know Truman Sasaki, MD, a general surgeon at the Portland Veterans Administration hospital at the time. The two became fishing buddies.

"I had the boat; he had the knowledge," Dr. Crass says. He says he always enjoyed coming to the north coast of Oregon on their fishing trips. Years later, when Dr. Sasaki joined the professional staff at CMH, Dr. Crass thought, "Why not do what Truman did?"

So he and his wife, Barbara, moved to Astoria in 2010.

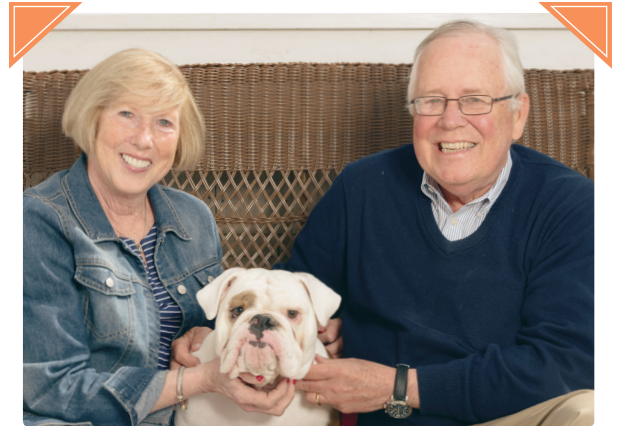
"Barbara and I love it here," he says. "I love the intimacy of a small town. You go to the store and a patient walks up to say, 'Hello!'"

Neighborliness

Barbara has become involved in several nonprofit organizations, including the Lower Columbia Hospice Board of Directors, the Philanthropic Educational Organization, the Assistance League and the CMH Foundation.

"She now has more friends here in Astoria than anywhere we've lived," Dr. Crass says.

He finds that the neighborliness of living in a small town fits well with his thoughts on caring for



Richard Crass, MD, with his wife, Barbara, and their English bulldog, Lilly

patients. "In our practice, we like to mirror the hospital's philosophy of Planetree," he says. "For me, that means listening to patients' needs and responding in a way that is caring, honest and empathetic."

The Crasses look forward to celebrating their 47th anniversary this year.

A mindset of growth

Name: Camilo Rosales, MD

Title: General Surgeon

Time at CMH: 2 years

Camilo Rosales, MD, comes from a family of high achievers who have dedicated themselves to the service of others as doctors, lawyers and other professionals.

"We work hard and we believe we can make a difference for people," Dr. Rosales says.

From the start of his career,

he has shown determination. When interviewing for admission to medical school at UCLA, he mentioned that he played guitar. The dean giving the interview doubted his word, so the next day he returned with his guitar. When the secretary told him that the dean was very busy, he said, "I'll wait. He has to go home sometime."

So he waited. At the end of the day, he played his guitar for the dean. Two weeks later, he received his acceptance letter in the mail.

It's been nearly four decades since that day, and his habitual persistence

A full circle

Name: Rachel Van Dusen, MD
Title: General Surgeon;
OHSU Assistant Professor
Time at CMH: 8 months

As a college student, Rachel Van Dusen, MD, always thought she'd want to go into surgery, but in her first years at Scripps College in Claremont, California, she found calculus and chemistry to be unengaging, so she decided to explore other career paths.

By 2002, she had decided to pursue marine biology and had traveled to Madagascar to study ecology and conservation. Somewhat disillusioned by the fact that most of the island's residents were too poor to be concerned about saving the unique animals around them, her ambitions felt hollow.

When civil war broke out, she and her fellow students were deported. As they floated on a boat in the Indian Ocean, Dr. Van Dusen had time to think about the future. Her path became clear. "I wanted to help



Rachel Van Dusen, MD, with her fiancé, Evandro Filho, and Al Pacino ("Chino"), their 6-year-old blue shar-pei

people more directly. I would be so much more satisfied going into medicine," she realized.

'I was meant for surgery'

She didn't have enough time to change to a premed track before graduating, so she finished up her bachelor's degree and went right into a two-year pre-medical certificate program at Brandeis University in Boston.

Several years later, she finally got a chance to try her hand at surgery. "I tried to keep an open mind," she says. But "immediately when I started my

surgical residency, it was clear I was meant for surgery. It was so fun!"

Dr. Van Dusen enjoys performing surgery, and her face brightens when she talks about collaborating with colleagues on tough cases. She likes the hands-on and problem-solving aspects of being a surgeon. "You can really make a difference," she says. "You can really fix people's problems."

In September 2015, she brought her enthusiasm and skills back to her hometown of Astoria as CMH's newest general surgeon.

Dr. Van Dusen and her fiancé, Evandro, have spent a lot of time with family and exploring the area. They enjoy kayaking, hiking, biking, skiing and surfing.

"It's been good to be back here," she says.

Need a provider? Go to www.columbiamemorial.org and click on "Find a Physician" under "Patients & Visitors."

has paid off for patients in a variety of ways. He was in private practice for 18 years in Maui, Hawaii. During that time, he served as chief of surgery and chief of staff for a 200-bed hospital and worked to expand local treatment options for patients.

Here at CMH, he's doing the same. "You're trying to help folks get through very difficult times," he says. "I would not recommend things I would not want for my own family. It's difficult for patients to drive to Portland."

Since joining the medical staff at CMH, Dr. Rosales has worked

with the Surgery Department and administration to acquire the technology and caregiver training necessary to support varicose vein removal surgery and laparoscopic surgeries.

"We can do a lot of things we couldn't do before," he says. "I am excited about the possibilities here at Columbia Memorial."

Embracing community

In joining the CMH Surgery Clinic, Dr. Rosales says he has been able to become part of the community. "I am very happy to be where I am. I have



Camilo Rosales, MD, can often be seen riding his bike around Astoria.

gotten to do things I couldn't before, such as sponsor a Little League baseball team."

He still plays classical guitar and is also an avid cyclist and amateur painter. Whenever he can, he enjoys visiting his children and grandchildren in Los Angeles and Seattle. He says he looks forward to more growth here at CMH.

Preserving what we are most passionate about

MY dad spent a lot of time trying to teach me that “things” really have no value. I remember as a teenager always wanting something—the list went on and on. One day, he asked, “Do you really think all these things will make you happy?” This conversation came after I insisted at great length that I had to have a leather coat I’d seen.

I blithely answered him that, yes, I would be happy if he would just buy me the coat. Though he was probably disappointed by my answer, my dad nevertheless struck a deal: If I spent some time each week for a month volunteering, he would buy me the coat. Since I really wanted the darn coat, I grudgingly agreed.

A transformative experience

My sister worked at the local hospital, so I signed up there to volunteer. I pushed a cart around full of magazines and books.

Despite my initial reluctance, I actually began to enjoy the experience. I spent a lot of time talking with people in waiting rooms and hearing their stories. It was amazing to me all the ways people were different and yet so much the same.

Years later, I walked into another hospital to begin my first job raising funds. It was scary. But I was compelled to do it by something a donor told me: “I give because it makes a difference.” This donor went on to tell me how much joy she received from making plans to leave gifts to charities.

Over the years, I’ve learned that planning like that sometimes gets a bad reputation because it involves really exciting talk about capital gains, IRS regulations and the law. But these are the HOWs of giving. It’s so much more important to focus on the WHYs.

We all insure our cars, our houses and our very lives. Why wouldn’t we also figure out how to insure our values? Planning your philanthropy is about passing on your beliefs and the values they support.

What’s important to you? Church, education, health care, art? Most of us spend a good portion of our lives giving to those areas—giving our time, our talents and our resources. So why not the ultimate gift: an enduring reflection of our passion.

What will define your legacy?

Perhaps the greatest benefit to making such a gift is that you can’t

help but change your life at the same time that you are changing the lives of others. Of course, there are many tangible benefits to planning your philanthropy—deductions on income tax or avoiding heavy taxes for loved ones—but perhaps one of the best is the ability to choose what your social capital will benefit, rather than letting Uncle Sam choose it for you through taxes.

Every one of us will leave behind a set of intangibles that will define our lives and our legacy. This legacy is a testament to the ideals that will, hopefully, transcend any material success we enjoyed and leave to heirs.

I’ve never forgotten the values my father tried to instill, and they’ve stayed with me after the coat was long gone. Now that’s a gift that truly does keep on giving.

What’s important to you? To learn how you can make an enduring mark here in our community, go to www.cmh-foundation.org.


COLUMBIA
MEMORIAL
HOSPITAL

FOUNDATION



Penny Cowden,
Executive
Director of
the CMH
Foundation



Call 503-338-7564, email cheryl_ham@columbiamemorial.org or visit www.columbiamemorial.org/events to learn more about the exciting opportunities at CMH.

CHILDBIRTH/FAMILY PREPARATION

CMH offers a full line of labor preparation courses with weekly and weekend options.

Six-Week Course

► Wednesdays, July 13 to Aug. 17, 6:30 to 8:30 p.m.

CMH

Free if delivering at CMH; otherwise \$75

Weekend Fast-Track Course

► Friday, Sept. 9, 6 to 8:30 p.m., and Saturday, Sept. 10, 10 a.m. to 4:30 p.m.

CMH

Free if delivering at CMH; otherwise \$75

CMH HEALTH AND WELLNESS

Strong Women Strong Bones

► 6-week class: Mondays and Wednesdays, July 25 to Aug. 31, 10 to 11 a.m.

CMH Columbia Center

\$30

► 10-week class: Mondays and Wednesdays, Aug. 8 to Oct. 12, 5:30 to 6:30 p.m.

CMH Columbia Center

\$50

► 12-week class: Mondays and Wednesdays, Sept. 19 to Dec. 7, 10 to 11 a.m.

CMH Columbia Center

\$60

This program is a national evidence-based community exercise program tailored for women in midlife and older. The program

assists women in maintaining muscle mass, strength and function by using hand and ankle weights and mat exercises.

Tai Chi

► 6-week class: Mondays and Wednesdays, July 25 to Aug. 31, 11:15 a.m. to 12:15 p.m.

CMH Columbia Center

\$30

► 12-week class: Mondays and Wednesdays, Sept. 19 to Dec. 7, 11:15 a.m. to 12:15 p.m.

CMH Columbia Center

\$60

This evidence-based community fall prevention program transforms traditional tai chi movements into therapeutic training for improved balance and daily functioning. The movements are simple, continuous and rhythmic. The program is designed for older adults and is done standing. It can be modified for people with mobility difficulties.

Trying to Quit Tobacco? Tobacco Cessation Services

CMH Columbia Center

A certified tobacco treatment specialist is available Monday through Friday for individual tobacco-cessation appointments to help you quit tobacco. The addiction to nicotine, the habit of tobacco use and behavior change are addressed, in addition to support. Treatment plans are tailored for each individual. The program is billable to nearly all insurance plans.

Please call 503-325-4321, ext. 5758, for more information or to schedule an appointment.

DIABETES EDUCATION

CMH offers an American Diabetes Association-recognized Diabetes Self-Management Education Program. Group classes and individual appointments are available with our diabetes nurses and clinical dietitians. Free support groups are held throughout the year. Contact us to be put on our mailing list or email list to get information before the meetings. Call 503-338-4012 or visit our website, www.columbiamemorial.org/services-diabetes.aspx, for more information.

SUPPORT GROUPS

Bereavement and Grief Support

► First Thursday of the month, 2 to 4 p.m.

Bob Chisholm Community Center, Room 1, 1225 Ave. A, Seaside

► Third Tuesday of the month, 4:30 to 6 p.m.

CMH Columbia Center Chinook Room, 2021 Marine Drive, Astoria

Please contact Lower Columbia Hospice at 503-338-6230 with any questions.

Ostomy Support Group

Contact Lisa Harris, RN, at 503-338-4523.

WomenHeart of North Oregon Coast

► Third Wednesday of the month, 6:30 to 8 p.m.

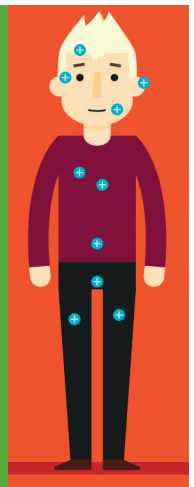
CMH Columbia Center-Coho Conference Room, 2021 Marine Drive, Astoria

Contact Michele Abrahams at 503-338-8435.

How smoking affects you, from head to toe:

How bad is smoking for you, really? Take a look at our infographic. Go to www.columbiamemorial.org/smokingdamage.

CLICK TO LEARN MORE!



Check out our new calendar online at www.columbiamemorial.org/events.

Health e-newsletter

Get up-to-date health information and the latest hospital news in your inbox.

www.columbiamemorial.org/enewsletter

Pregnancy e-newsletter

Tips for various stages in your pregnancy.

www.columbiamemorial.org/pregnancy

New Parent e-newsletter

For new parents with newborns to 3 years.

www.columbiamemorial.org/newparent



Continuing to excel in patient-centered care

AFTER an extensive review, Planetree Inc. has named Columbia Memorial Hospital (CMH) a Planetree Designated® Patient-Centered Hospital for the second time in three years.

“The designation signals to health care consumers that Columbia Memorial Hospital is a hospital where providers partner with patients and families and where the comfort, dignity, empowerment and well-being of patients are prioritized—with providing top-quality clinical care,” says Susan Frampton, President of Planetree Inc.

High honors

CMH is one of just 77 organizations worldwide and one of only 27 in the United States to have achieved the designation. To be named a Planetree Designated facility, health care organizations must rank high in national measures of quality and patient satisfaction, and meet more than 60 specific criteria that support a patient-centered health care experience. These criteria were developed based on the results of hundreds of focus groups with patients, family members and health care professionals from around the country.

As part of the designation process, Planetree representatives visited CMH in December 2015 to speak directly with patients, family members, hospital leadership, caregivers and others. Focus group participants candidly shared their experiences at CMH. The site-visit team found that patients feel listened to, respected and well-cared for, and that caregivers feel informed,

Join us for a health literacy fair!

One of the goals CMH adopted as a result of the redesignation process is to educate our community about how health care works. To this end, we are hosting a health literacy fair, called Making Healthcare Work for You, to help you navigate through the health care system.

Topics will include patient-friendly billing, the myCMH patient portal, community education, end-of-life care planning, understanding Medicare and more.

**Monday, Sept. 19,
2 to 5 p.m.**

Astoria Senior Center,
1111 Exchange St., Astoria.

All ages are welcome!

empowered and appropriately recognized.

For caregivers at CMH, achieving Planetree Designation for a second time is cause for celebration. However, we know that the work continues. Providing excellent patient-centered care is not a race to a finish line—it is an ongoing process of tweaking, fine-tuning and occasionally rebuilding the way we provide health care.

