



PLANETREE

CMH HEALTH COMPASS



THE PLANETREE ISSUE



WINTER 2013

IMAGINE

The health care of your dreams is provided at CMH

IMAGINE a hospital experience where your family, friends and even your pet are welcome to visit you and support you anytime, day or night.

Where one of your loved ones takes on the role of care partner and stays in the hospital with you to assist with every aspect of your care.

Where a massage therapist stops by to see if you would like a foot massage, and a volunteer offers you music, aromatherapy, fuzzy socks or other free comfort items.

Where you order room service from a menu of delicious choices, and your meal is delivered to you when you are ready to eat.

Where your nurse takes the time to walk you and your care partner through your medical chart, makes sure you have a thorough understanding of your condition, and gives you educational materials to take home with you for the best possible recovery.

Where, if you have any problem at all, you can call the Patient Advocate hotline, and that person assists you and makes sure you have a 10 out of 10 experience during your hospital stay.

Where, once you are discharged, your nurse calls you to make sure you are doing well and to answer any questions you may have about your recovery.

Imagine that each caregiver you meet during your hospital stay treats you like family and offers the

highest quality of care possible—every touch, every time.

As a Planetree hospital, Columbia Memorial Hospital (CMH) is working to turn this dream into reality for every patient. We strive to offer excellent patient-centered care to those we serve.

For more information about



Planetree hospitals, please visit www.planetree.org.

"Whatever you vividly imagine, ardently desire, sincerely believe, and enthusiastically act upon must inevitably come to pass."
—Paul J. Meyer

CEO LINK

Planetree means healing you

WELCOME

to the 2013 winter edition of *CMH Health Compass*. In this special New Year's edition, we invite you to learn more about our commitment to



Erik Thorsen,
CEO

healing your body, your mind and your spirit. See how each and every department is centered on just one thing: You. CMH and Planetree have partnered together to provide outstanding patient-centered care to our community. The next time you need our services, the CMH team of dedicated caregivers will provide you with an exceptional experience. I encourage you to learn more about Planetree at www.planetree.org.

Erik Thorsen, CEO

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At CMH, compassion is our business model

WHEN you enter a hospital for treatment, it's easy to feel overwhelmed. Just putting on a hospital gown can make you feel you're more of a patient than a person.

Here at CMH, we strive for just the opposite. We know that you don't leave your thoughts, feelings, skills—and everything else that makes you who you are—at the door. In fact, you are central to the healing process.

That's why our patients and their families become essential members of our team.



Patients as partners

This collaborative approach is based on the Planetree model of health care. Planetree is an organization that helps hospitals focus on patient-centered healing.

Patient-centered is a common term in health care, but Planetree takes it to a new level. As a Planetree hospital, we:

- Encourage you and your family to make suggestions for improving how we do things and to take part in the improvement efforts.

Patient-centered is a common term in health care, but Planetree takes it to a new level.

- Recognize that families and friends are essential to the healing process. We encourage these partners to assist staff members in the day-to-day care of their loved ones.

- Use art, music, storytelling and pets as part of the healing process.

- Consider the patient's emotional, social and spiritual well-being along with physical healing.

Planetree then and now

It's not surprising that this holistic philosophy started with a patient. When Angelica Thieriot

was hospitalized in San Francisco with a rare viral infection, she realized her impersonal care was undermining the benefits of the high-tech hospital environment. So in 1978 she founded Planetree—named for the tree Hippocrates sat under to teach some of the first medical students in ancient Greece. Today, Planetree's membership is composed of more than 500 organizations in five countries.

At CMH, we're putting the Planetree model to work for you. To learn more about how we use



Planetree, visit our website at www.columbiamemorial.org.

Chaplaincy services: Meeting your spiritual needs

If you or a loved one ever needs our hospital services, you have the support of caring providers—including those who can help tend to the spiritual side of care.

Religion and spirituality are important to many people. They often provide sources of comfort and strength when someone is facing a serious illness or life-changing event—and many patients and

families value the help available through our chaplaincy services.

Here for you. Should you request them, our chaplains are here to provide spiritual, religious or emotional support to patients and their families. When people draw on their faith or spirituality, it may help them to cope with an illness or health condition. Chaplains also can offer counseling and support when patients

and loved ones face difficult issues such as grief or end-of-life care.

Our chaplains are trained caregivers and are sensitive to the diverse beliefs and spiritual concerns that people may have. If you prefer, they can help put you or a loved one in touch with a clergy member of a specific denomination.

If you would like to talk with a chaplain, don't hesitate to ask your doctor or nurse.

Helping patients, aiding staff

The difference a volunteer makes


CMH has over 80 volunteers working in the hospital and in Hospice to directly support our patient care. The volunteers have some of the best jobs at CMH because they get to work directly with patients and their families every day at the hospital.

Helping throughout the hospital

The Planetree philosophy embraces the idea that an environment of calm, care and concern strengthens healing. Our volunteers embody these qualities in an exceptional way. Volunteers work as greeters and guides who help patients and families navigate through the hospital. They alleviate anxiety for our patients and their

Want to volunteer? Become a part of the CMH Auxiliary! Call Laura Lenhardt in Volunteer Services at 503-325-4321.



 **The CMH Auxiliary** volunteers help patients and staff alike.

families with a reassuring smile, kind words or a simple cup of coffee—little things, perhaps, but for a patient or a family member waiting for their loved one to finish a procedure or a surgery, it is the little kindnesses that make all the difference.

Over the past year, our volunteers have been instrumental in building seven new programs at CMH. They now work directly with patients in the Companion programs, sitting with patients at their bedsides reading, reminiscing, alleviating fears, and helping patients keep comfortable and safe.

Volunteers even work in the CMH Emergency Department, watching over patients at risk under the

supervision of the staff. As some of our most fragile patients, they need to have someone close who cares.

Cookies and caring

Our volunteers not only bring joy to our patients, but to staff as well. Our volunteer bakers make regular and sugar-free cookies in the family room, and the aroma spreads throughout the hallways. The volunteers take their fresh-baked, chocolate-chips-melting cookies to patients and staff alike. Everyone looks forward to cookie days.

Walking down the CMH hallways, a person might also see a volunteer wheeling the Big Red Cart from room to room. Filled with goodies—including aromatherapy spritzers, zebra-striped fuzzy socks, books, CDs and sudoku puzzles—patients choose comfort items that make their stay a bit brighter. Cart items are gifted to patients through the support of the Auxiliary fund.

All of the contributions our volunteers make in their roles at CMH enhance the homelike and healing environment of the CMH Planetree mission. Our volunteers give freely of their time and talents and are much appreciated by patients, families and staff alike.

Brightening lives in Hospice

Our Hospice volunteers live the hospital philosophy of being aware of the patient in body, mind and spirit. Working in patients' homes and community facilities, Hospice volunteers bring much-needed support to patients nearing the end of their lives. The volunteers follow the patients' requests: listening, reading, massaging hands and feet, cooking light meals—even changing a cat box once in a while!

Our Hospice volunteers have a rare combination of compassion, gentleness, patience and independence. They are sharp observers and have alerted the nurses and social workers to subtle changes in the patient's condition or to new concerns, such as those regarding family issues. Volunteers are a vital part of the Hospice team, for whom compassion is a daily way of life.



PRIVACY

HIPAA is our commitment to you

YOUR health is personal. That's why we work hard to protect your information. It's our policy and practice. It's also the law.

There is a federal law called the Health Insurance Portability and Accountability Act (HIPAA). This law gives you rights over your records. It applies to many providers and programs, including most:

- ▶ Doctors.
- ▶ Nurses.
- ▶ Pharmacists.
- ▶ Hospitals.
- ▶ Health plans. This law also applies to Medicare and Medicaid.

Because of HIPAA, you can:

- ▶ Ask to see and get a copy of your health records. You can do this even if you haven't paid your bill.
- ▶ Add corrections to your health records.
- ▶ Ask that certain people not be given details about your health

or treatment.

- ▶ Decide if you want to let your health information be used for certain purposes, such as marketing.
- ▶ Get a report on when and why your information was shared or used.
- ▶ File a complaint if you think your rights or privacy have been violated.

HIPAA spells out other rights too. For example, you can ask to be contacted at a place other than at home. For instance, you can ask to get test results at work.

Why we might share records

There are some good—and approved—reasons to use or share health information. We may need it:

- ▶ To follow the law. For instance, we may need to report flu and other public health risks.
- ▶ For coordinating your treatment and care.
- ▶ To pay providers.
- ▶ For checking out the quality of treatment, providers and institutions.



Still, your health information can't be used or shared without your written permission. This can only happen if HIPAA allows it.

Always on alert

We protect your private health information. It matters to you. And it matters to us.

We can answer any questions you might have about:

- ▶ Your rights.
- ▶ Our responsibilities.
- ▶ The steps we take to keep your information safe.



Visit us on the web at www.columbiamemorial.org.

ASTORIA WOMEN'S HEART HEALTH INITIATIVE

Spread the word on research!

OREGON

Health Science University (OHSU) and CMH are partnering on

a new study—the Astoria Women's Heart Health Initiative—to learn more about heart disease risk factors in women. Heart disease in women in Clatsop County is higher than in

the rest of Oregon and represents an important area for research on community resources and healthy behaviors.

We need your help!

Spread the word about this research opportunity! The Initiative will host two health fairs in early 2013 with the goal of recruiting 1,000 women, ages 20 to 69, from

Clatsop County. Participation requires attendance at a health fair—either in Astoria in January 2013 or in Warrenton in February 2013—and willingness to participate in annual follow-up surveys. You will receive a \$20 gift card for your time and participation.

For additional information, please call Carrie Farrar, MPH, at 503-494-4233.





- ▶ Rapidly respond to their patients' needs.
- ▶ Closely monitor their patients' progress and quickly adjust treatment as needed.
- ▶ Order and review tests, x-rays and other procedures.
- ▶ Meet with family members to answer questions and explain what is going on.
- ▶ Keep primary care doctors informed and coordinate patient care among all members of the hospital staff.
- ▶ Oversee discharge from the hospital and help with the transition to the patient's home.

The hospitalist is in

WHEN you're staying in the hospital, you want—and deserve—to have the best care possible. That's why, the next time you or a loved one stays with us, you may meet one of the newest breeds of doctor around—a medical professional called a hospitalist.

These specialists give their full attention to quality, in-hospital medical care.

Hospitalists are doctors who specialize in providing comprehensive, high-quality medical care to hospitalized patients. Unlike traditional doctors, hospitalists don't treat patients outside the hospital. Instead, their primary focus is to work at the hospital to care for the needs of acutely ill patients and their families.

In 1996, when the term *hospitalist* first appeared in *The New England Journal of Medicine*, there were just a few hundred of these specialists around the country. Now there are more than 30,000, according to the Society of Hospital Medicine.

Caring for you 24/7

Hospitalists provide around-the-clock care for hospitalized patients

and are especially skilled at treating common health problems, such as pneumonia, infections, heart attacks and congestive heart failure. These doctors devote

themselves to the complexities of patients sick enough to need hospital care.

The benefits of having hospitalists on staff are numerous. They can:

When a loved one is in the hospital

Most of us probably agree that keeping health information confidential is a good idea. But what about when a close friend or family member is sick or injured?

Sometimes we need to know what's going on, especially if a loved one isn't able to contact us right away.

Fortunately, federal health privacy rules take such occasions into account.

According to the U.S. Department of Health and Human Services, the rules allow hospitals and other health providers to notify family members or others if a person has been hospitalized.

Giving you peace of mind

Many studies have shown that hospitalized patients are more satisfied with their care when they are cared for by hospitalists. Patients also have better outcomes and fewer unnecessary readmissions.

If you or someone you love needs to be hospitalized, you may meet a hospitalist. In fact, you may meet more than one. But each will have the same focus: to provide quality medical care and treatment to every hospitalized patient.

To learn more about our staff and services, visit us online at www.columbiamemorial.org.



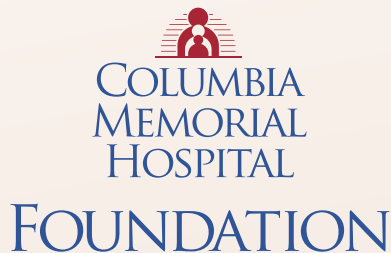
Hospitals also can give information about a person's general condition.

For example, the rules don't prevent a doctor or nurse from:

- ▶ Calling a family member, roommate or friend if a person has been in an accident.
- ▶ Telling a woman's husband that she is in labor and at the hospital.

Also, unless a patient objects, the rules allow friends and family to:

- ▶ Call the hospital and learn the patient's general condition.
- ▶ Visit the person in the hospital.



503-325-3208

Email foundation@columbiamemorial.org

CMH Foundation loves Planetree!

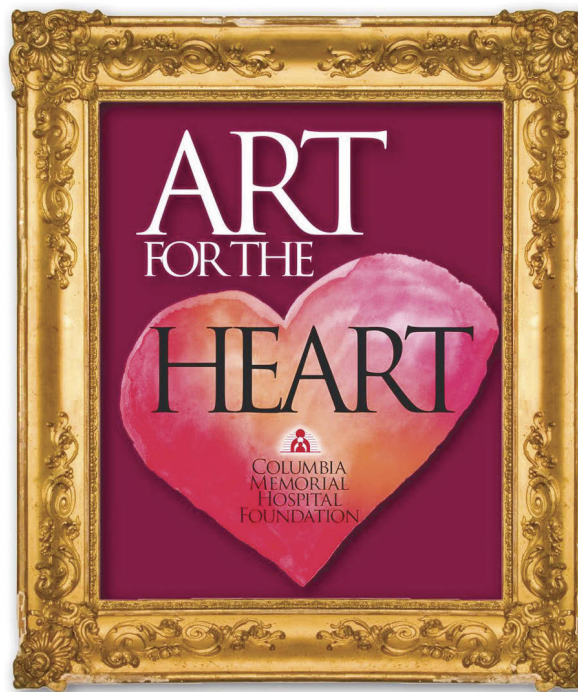
The Planetree philosophy of patient-centered health care involving body, mind and spirit is at the core of all activities of the CMH Foundation. The Foundation's mission statement epitomizes its commitment to Planetree: "CMH Foundation provides outreach to serve as a connection between the community and the hospital to create awareness and good will. It establishes and maintains relationships that generate philanthropic support to enhance CMH's ability to provide excellence in health care."

Art for the Heart : Tea and luncheon for women's heart health

Art, fashion, champagne and sweets all add up to a festive afternoon. "Art for the Heart," a champagne luncheon and tea, will be held on Saturday, Feb. 9, at 1 p.m. at the Astoria Elks Ballroom. Proceeds from the event will benefit education for women's heart health.

Symptoms of women's heart disease are often markedly different than the more familiar symptoms of men's cardiac incidents. Education is needed to recognize these symptoms quickly in order to obtain treatment. Diana Rinkevich, MD, OHSU/CMH Cardiac Clinic Cardiologist, will be the keynote speaker.

February is American Heart month, and guests are encouraged to "Go Red for Women" and wear red hats and attire. Highlights will include an art auction featuring local women artists, a fashion show of red attire modeled by CMH women employees, a basket raffle and prizes.



Tickets are \$25. To make a reservation, call **503-325-3208** or email foundation@columbiamemorial.org.

Cancer Care Phase 2 project to expand local treatment options

CMH's continuing dedication to providing the latest in medical technology ensures the highest level of care for our patients. In 2011, CMH opened the CMH/OHSU Cancer Care Center, allowing cancer patients to receive their chemotherapy locally. In 2013, CMH will continue our commitment to enhance the treatment of cancer by expanding the cancer clinic and adding additional local treatment options. This is the CMH Foundation's Cancer Care Phase 2 project.

We ask you to partner with us to help make these expanded cancer services available. Please donate as generously as you can to help those affected by cancer. This may be you, your loved one or a neighbor.

We have all felt the chill of cancer's grim touch. A gift of any size is appreciated.

CMH's commitment to excellence is saving lives. Lee Talbot has been receiving treatment at the CMH/OHSU Cancer Care Center for cancer caused by exposure to radiation from nuclear testing during his career.

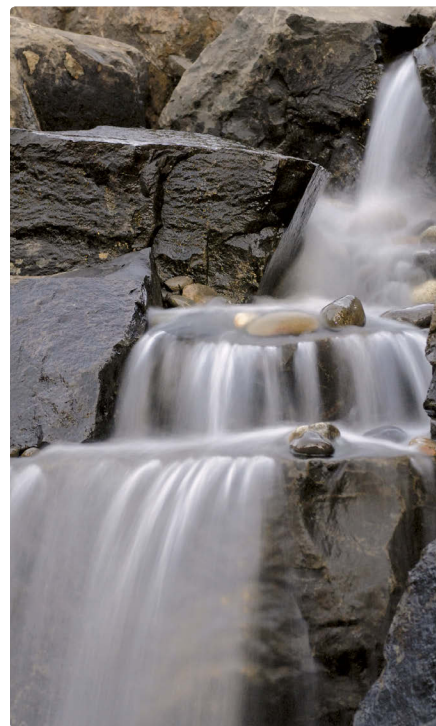
"All of the people I worked with got

cancer from the radiation, and they are all gone now," Talbot says. "If it weren't for the excellent care I've gotten through CMH, I'd be gone too."

Arlene Graham has also been a patient at the clinic. She says, "Dr. Raish and the entire staff are so kind; they make you feel like you're their only patient. They coordinated all my care between the clinic here and my treatment at OHSU. They took care of everything."

The treatment Talbot and Graham received is repeated thousands of times each year by the committed and caring medical professionals and staff at CMH. Please help us continue to provide world-class health care locally with your donation of any amount. With this donation, you will join us as we continue to serve our community.

To donate, visit our website at www.cmh-foundation.org, call **503-325-3208**, or send mail to CMH Foundation at 2111 Exchange, Astoria, OR 97103.



TAKE TIME FOR YOUR HEALTH!



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

CHILDBIRTH/ FAMILY PREPARATION

Childbirth Classes

► **Weekly classes:** Wednesdays, Feb. 13 to March 20 or March 27 to May 1, 6:30 to 8:30 p.m.

► **Weekend Fast Track:** Friday, Feb. 22, 6 to 8:30 p.m., and Saturday, Feb. 23, 10 a.m. to 4:30 p.m.

Free for couples delivering at CMH; \$75 for others

This course is offered as a weekly series or as a weekend "fast track."

New! Online Childbirth Preparation Course

16-week access, \$60

Are you unable to attend weekly or weekend classes in person? The online program is an option for you. You can complete modules and watch videos at your own pace in the comfort of your home. You will also be invited to join in our hospital tour.

HEALTH AND WELLNESS

Better Breathers

free Tuesdays, Feb. 5 and March 5, 2 to 3 p.m.

CMH Health & Wellness PAVILION, third floor

Monthly educational program and group discussion for people who have chronic respiratory conditions such as emphysema, COPD and asthma.

Driver Safety—An AARP Program

Monday, Feb. 4, 9 a.m. to 4 p.m.
\$12 for AARP members/\$14 for non-AARP members

This course is designed to assist individuals in understanding current rules of the road and defensive driving techniques. Individuals may be eligible for discounts upon completion.

Get a Grasp on Medicare

free Thursday, Feb. 21, 4 to 5:30 p.m.

CMH Columbia Center

Healthy Cooking With CMH

► **Soups and Stews for All Diets**, Tuesday, Jan. 22, 12:30 to 1:30 p.m. or 5:30 to 7 p.m., \$15 per person/\$20 per couple

Learn to make tasty and healthy comfort foods.

► **Creative Cooking Using Pantry Staples**, Tuesday, Feb. 19, 12:30 to 1:30 p.m. or 5:30 to 7 p.m.

\$15 per person/\$20 per couple

Fast, easy and cost-effective ways to eat healthy.

► **Culinary Adventures—Tastes of the World**, Tuesday, March 19, 12:30 to 1:30 p.m. or 5:30 to 7 p.m.

\$15 per person/\$20 per couple

Creative and healthy ideas.

Stress and Health

► **Tuesdays**, Jan. 22 to Feb. 26, 12:30 to 1:30 p.m.

► **Thursdays**, Jan. 31 to March 7, 5:30 to 6:30 p.m.

CMH Columbia Center

\$25 for six weeks

This course, led by a licensed

Living Well With Chronic Conditions

► **Wednesdays**, Jan. 23 to Feb. 27, 1:30 to 4 p.m.

Warrenton

► **Mondays**, Feb. 4 to March 11, 5:30 to 8 p.m.

Columbia Memorial Hospital

This six-week course provides individuals with the tools for living a healthy life with a chronic condition. Topics include relaxation techniques, managing emotions, fitness, nutrition, communication, working with your health care team and more.

"This class is a fantastic opportunity for anyone to acquire the tools they need to manage the physical, mental, medical and emotional aspects of living with a chronic condition. I know this class helped to get me on the road to living a fuller life despite my chronic condition!"

—Christy Phillips-Matlock

social worker, is designed to assist individuals in identifying stressors and developing coping strategies to enhance personal health and wellness.

Strong Women—Healthy Heart

Mondays and Wednesdays, Jan. 28 through April 24, 5:30 to 6:30 p.m.

\$50

This 12-week program is a national, evidence-based community exercise and nutrition program for older women and those in midlife. Class size is limited to 15 participants.

Tai Chi

► **Wednesdays**, Jan. 23 to Feb. 27, 10 to 11 a.m., OR

► **Wednesdays**, March 6 to April 17, 10 to 11 a.m., OR

► **Thursdays**, Jan. 24 to Feb. 28, 5:15 to 6:15 p.m.

\$25 for six-week series

These six-week programs provide training for beginning tai chi

techniques to promote balance and strength. Programs can be repeated to enhance technique.

Trying to Quit Tobacco? Pharmacist-Assisted Cessation Program

\$400, including nicotine replacement therapy or medications, billable to most insurance companies

The CMH Tobacco Cessation Coordinator is available to assist you in quitting tobacco where you are, with a program that will meet your needs. This may include individual sessions, group classes and/or medication support. Contact our Education Department today to talk with the coordinator and discuss your individual needs.



Call **503-338-7564**, visit www.columbiamemorial.org or email cheryl_ham@columbiamemorial.org to register or to learn more.

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How do we rate? Let us know

Your feedback helps promote better care and service

IF you've had a good or bad experience at CMH, you might tell friends or family about it but otherwise keep things to yourself.

But we want to hear about your experiences, because they can help us provide more effective patient care.

We use a number of tools to track and improve the quality of our services. One of these tools is the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey—a survey you may be asked to participate in.

Developed by various U.S. government health agencies, this survey is the first national, standardized instrument for measuring patients' perceptions of their hospital experiences.

How it works

The HCAHPS survey is administered to a random selection of patients after they are discharged from the hospital. The goal is for each participating hospital to get at least 300 completed surveys a year.

The survey asks patients to rate how often doctors and nurses:



- ▶ Treated them with courtesy and respect.
- ▶ Listened to them carefully.
- ▶ Explained things in a way they could understand.

It also asks patients how often:

- ▶ They received prompt assistance from hospital staff.
- ▶ Their pain was well-controlled.
- ▶ Staff members explained the reasons for giving medicines.

In addition, patients are requested to rate the hospital on a scale from 0 to 10 and are asked if

If you're asked to participate in a survey about your hospital stay, please take part. Your responses will help us evaluate the quality of care we provide.

they would recommend the hospital to family members or friends.

See the results

You can view HCAHPS survey results at www.hospitalcompare.hhs.gov.

In the meantime, if you have any questions or concerns about quality, be sure to speak to our hospital staff or your medical team. We want to help.



Learn more about Planetree. Visit www.planetree.org.