

October 26, 2011

Portland Service Area

PROVIDENCE

Spirit

Also on the PH&S Oregon intranet

How we fight hunger



Providence was represented by Chris Van Wagner, regional rehabilitation director, right, at the Oregon Food Bank's major fundraiser of the year, the Oregon Harvest Dinner. Pictured speaking with Rachel Bristol, OFB chief executive, at the dinner and auction, Chris brought a \$10,000 donation from Providence. The donation represented incentive funds from Providence Health Adventure based on the number of employee participants. In 2010, OFB filled food boxes for one million families. Despite the poor economy, OFB raised a total of \$573,000 at the dinner, about \$70,000 more than last year.

PHP Medicare plans highly rated

Providence's two Medicare Advantage plans – Choice and Extra – have been awarded an overall 4.5 (out of 5) stars in quality rating by Medicare for 2012. This puts Providence among the highest-rated plans in the nation.

"We pride ourselves on how well we care for our members," says Jack Friedman, PHP chief executive. "Every year we evaluate our Medicare star rating, continue to improve and add new services, providers and health plan options."

Medicare Advantage health plans are rated on performance in five categories: health plan responsiveness and care; managing chronic (long-term) conditions; health plan customer service; staying healthy, including screenings, tests and vaccines; and member complaints, such as problems getting services.

Medicare Part D drug plans are rated in four categories: customer service, member complaints, member experience, and drug pricing and patient safety. Information on the ratings is available at www.medicare.gov.

Providence Health Plan has been serving the needs of Medicare beneficiaries for the past 25 years.

my Life | Body
my Health | Mind
Spirit

**Be ready to enroll for
your 2012 benefits**

Open enrollment begins on Oct. 31, 2011 and ends at 5 p.m. on Nov. 14, 2011. You can enroll from work or home, using your ProvConnect sign on. This year, everyone must enroll.

Before you make benefit decisions, please learn about the changes. There's a lot that's new, including:

- A new medical plan will be available with some of the same features as our current medical plans.
 - A new myHealth Account will be set up when you enroll in the new medical plan. Providence contributes either \$400 or \$800 – depending on your coverage level. Earn more by completing your biometric screening and personal health assessment. If a covered spouse or adult benefit recipient also completes these steps, you'll earn even more. Enrolled children do not need to complete the screening or assessment.
 - A health coach to support you with lifestyle challenges.
 - A health care flexible spending account will work with your myHealth Account to pay for eligible expenses with pre-tax dollars. Estimate carefully before you enroll and know how these accounts work together. In many cases, you won't need as much money this year in your health care flexible spending account.
- Know before you enroll.** Take time to review the resources available before you enroll for your 2012 benefits. Be sure to share the information with your spouse or adult benefit recipient.
- **View the online HealthStream course** for a comprehensive overview about the new medical plan, the myHealth Account and many resources available to you and your family.
 - **Read your Benefits 2012 Decision Guide**, mailed to your home in early October. If you did not receive a packet, please contact OneHR.
 - **Use the Benefits 2012 checklist**, available on OneHR's Health Benefits 2012 intranet page, to meet important milestones before, during and after open enrollment.
 - **Consult with OneHR** if you have questions. Try the chat line on OneHR's intranet page. It's easy, fast and private.

Vision Connection

Vigilance boosts hand hygiene to new highs

Oct. 16 – 22 was National Infection Control Week, and employees can take pride in the latest results from the ongoing hand hygiene campaign. Hand washing compliance for the Oregon Region was measured at 96 percent in September – the highest level ever recorded.

“We can thank the people at each of our hospitals who are responsible for monitoring and encouraging good hand hygiene,” says Martha Barstow of Providence’s Oregon Center for Clinical Excellence. “The infection prevention teams, quality management leads and the secret shoppers who monitor hand washing in patient care areas are doing a lot to keep this in front of everyone and reinforce how important it is.”

Martha also points to setting a high compliance goal of 90 percent for the region, and having the leadership team be committed to surpassing it. OCCE also posts results on its intranet site, so everyone knows where they stand and strives to continuously improve.

The campaign, which also includes signage and gel stations throughout all Providence hospital campuses, has even gotten patients and family members into the act. They now speak up if one of their care providers hasn’t washed.

To ensure that the high rates of hand hygiene are accurate, infection prevention teams also have looked at electronic alternatives to the secret shoppers to get the most complete picture.

“Secret shoppers can’t be everywhere, and humans are subjective

observers,” says Cheryl Richardson, R.N., head of infection control at Providence Portland.

Jeffrey Johnson, M.D., a neurosurgeon with Providence Neurological Specialties, worked

with a company that came up with the “SanTag” (sanitary tag) system that automatically recorded when patient care staff washed their hands. The project received a grant from the Providence Innovation Challenge, and SanTags were tested on selected units at PSVMC, PPMC and PMH.

Although the experiment ended when the company making SanTags went out of business, Martha says infection control teams gained helpful data and are open to trying an automated approach again.

“It’s a more costly approach, but if other companies make it more affordable, we would probably try it again,” says Martha. “Secret Shoppers don’t go inside clinic rooms when the doors are closed.”

Martha says she sees a correlation between higher hand hygiene and hospital infection rates going down. “We really appreciate everyone’s commitment to washing their hands,” she says. “It does make a difference. It is saving lives.”



Congratulations to Providence Office Park employees of the month



Paul Walworth, customer services specialist in Oregon Business Services, is the POP 1 employee of the month.

His nominators said he is kind and respectful to all callers and is a good steward of Providence’s resources, as reflected in his journal entries and month-end reports.

“Last year, Paul agreed to lead the RBO Mission and spirit committee,”

said a nominator. “He worked tirelessly to make sure sponsored families had a wonderful holiday with items on their list and substantial food for their Christmas dinners.”



Julie Toulson, administrative assistant in Providence Health Plan sales management, is the POP 2 employee of the month.

She provides outstanding administrative support to three key sales and marketing managers, and general support to everyone in that division.

“Julie models behaviors that are aligned with our Mission and core

values,” said a nominator. “She sets a great example for others and is the go-to person for many questions and problems. She handles her job, which is complex and diverse, with grace.”



Kids at the Center for Medically Fragile Children got to meet students visiting from Corbett High School who are raising funds for the center.

High school volleyball players serve CMFC with fundraisers

The Corbett High School Cardinals volleyball team recently visited Providence Child Center in advance of fundraisers they had planned for the center. The players were both inspired and befriended by kids at the Center for Medically Fragile Children.

After the students were given a tour and coached on how to communicate with the CMFC kids, they each were assigned a child to transport to activity time for games and crafts.

The students also performed a song for the children, "My Wish," with senior Kiki Frunk playing guitar. "The greatest part of the night was when the children smiled or moved to the music we sang," says Kiki. "It was amazing how attached we got to the kids in such a short time. We were all talking about coming back before we had even left the child center."

The Corbett volleyball fundraiser, called "Cards Give Back," took place during matches on Oct. 6 against Faith Bible School. It included an auction of cakes prepared by the players, a drawing and collection of items needed by CMFC. The players also collected items at the school's homecoming dance.

"Touring Providence Child Center and volunteering with the children was a great way for them to see firsthand who benefits from their efforts," says Corbett volleyball coach Angela Davis. "It was truly heartwarming to see the players stretch themselves outside their comfort zones. I hope they will understand the power they have to make an impact on the world around them."

Lectures feature ethics expert

The Allen M. Boyden Memorial Lectureship on Nov. 10 will be given by Barbara Bennett Jacobs, Ph.D., clinical ethics consultation director at Hartford Hospital in Connecticut.

"Transforming Clinical Practice Through Art: Nurturing Moral Knowledge in Health Care" will be held 8-9 a.m. and "Navigating Health Care With a Moral Compass: Using Professional Codes of Ethics and Moral Reasoning" will held noon to 1:30 p.m. Both will be at Providence St. Vincent.

Preregistration is required by contacting the Providence Center for Health Care Ethics at www.providence.org/ethics.

Community grants awarded

The Providence Community Grants Council recently funded grants to four community agencies that support people from diverse and vulnerable communities living with chronic health conditions:

- Central Latino Americano (Marion and Polk counties)
- HealthMatters of Central Oregon
- North by Northeast Community Health Center (Portland)
- Oregon Cascades West Council of Governments (Lincoln County)
- Rogue Valley Council of Governments (Southern Oregon)

Earlier this year, the council made eight grants in the area of behavioral health and substance abuse. By the end of 2011, the council will make additional grants to improve access to affordable primary care, with a focus on innovation and medical home concepts. Grant awards are up to \$25,000 each, with a total annual budget of \$600,000. The funds, which come from Providence's operating and health plan budgets, are an important part of our overall community benefits.

"Providence awards these competitive grants to smaller agencies with a proven record of service in order to strengthen health care safety nets," says Priscilla Lewis, executive director of community services and development and co-chair of the committee.



Diana Kelleher, R.N., offered wellness advice to children and families at a recent outreach event in Beaverton.

Falling into healthy habits

Providence was a sponsor of the Cedar Hills Recreation Center's annual fall festival on Oct. 15, where costumes, craft activities and displays focused on wellness tips for infants and young children.

This year's festival, attended by more than 3,200 children and their parents, was a Tualatin Hills Park and Recreation District community outreach program. Providence offered giveaway items, information on services and health and nutrition advice from Dana Kelleher, R.N., and Kitri Raol, registered dietician. Providence has sponsored the fall festival for the past six years.

HealthStream trainings due

Oregon Region employees should complete three mandatory HealthStream modules before the end of the year. Clinical employees also must complete a module on palliative care.

The modules and their deadlines are:

- Influenza, Dec. 10.
- Environment of Care – Utilities and Equipment Failure, Dec. 13.
- Environment of Care – Promoting Safety, mid-December.
- Palliative Care (for clinical employees only), Dec. 31.

Please go to the HealthStream link on the intranet home page and complete your required HealthStream training sessions on time. Both your user name and password are your employee ID number.

Completing the modules will help keep us in compliance and promote a safer environment for our patients and employees.



Keynote speaker Deidre Woods, M.D., chats during a conference break with Kenny Phillips, R.N., of Providence Hospice, west side.

A day for hospice staff

Every Providence Home Services hospice employee was invited to participate in an inspirational half-day conference addressed by one of the country's leading hospice experts.

"Holding on to the Passion in our Ever-Changing Hospice," co-sponsored by the Emma Hill Foundation Fund of the Providence St. Vincent Medical Foundation, was attended by a total of 224 staff members. Said one, "It was an opportunity for us to meet, reflect, support and connect."

The keynote speaker was Deidra Woods, M.D., medical director of Suncoast, the nation's largest not-for-profit hospice. "In times of change, it is a challenge to keep the focus on patient care," said Dr. Woods. "Each of us has a responsibility to be trustful and supportive of one another, in the same way we are of our patients."

Jan Potts, director of home services hospice and palliative care, said she hoped the conference would become an annual event.



Volunteers from Metropolitan Senior Network joined forces with Providence ElderPlace staff to help improve the Marie Smith Center, operated by Providence and the Volunteers of America. Pictured are, left to right: Nancy Leifeit; David Berger, Volunteers of America; Wyatt Schmidt; Amy Schmidt; Debbie Davis, Providence ElderPlace; Molly Schmidt; Laura Miller; Georgia Katsirubas; Michael Carlson; Joe Coss; and Alison Bookman, with "Roberta."

Pitching in for seniors

Volunteers from Metropolitan Senior Network, an association of marketing professionals working in senior care, donated a day at Providence ElderPlace at the Marie Smith Health & Social Center to clean up and improve the gardens and grounds used by participants.

"We had such a good time, we decided to come back in the spring to rebuild the raised garden beds," says Debbie Davis of Providence ElderPlace marketing and a member of MSN.

'Cool' teens rebel against tobacco

The public is invited to the premiere of "Rebels With A Cause," a film about high school students who use the "power of cool" to influence and educate middle school students about the risks of tobacco use. The documentary will be screened 4 p.m., Tuesday, Nov. 1 at the Hollywood Theater, 4122 NE Sandy Blvd.

A student panel discussion will follow the showing, and light refreshments will be served. Film sponsors include Providence Office of Diversity, Providence Cancer Center and Providence School Outreach. For more information call 503-893-7471.

Bringing books to children



When kids come to Providence clinics as patients, or as family members of patients, having good children's books to read makes it better. At Providence Medical Group-Scholls, Cody holds a book he picked out. Volunteer parents and staff at Providence Montessori School provided the books, and are continuing a book drive for new and gently used children's books to give to other nonprofit organizations serving children. Please bring books to the school, located at 4911 NE Couch Street, Portland.



PMG-Battle Ground providers include Dion Pastick, P.A.-C., left, and Yahn-Kun Chion, M.D.

PMG-Battle Ground expands

This spring, when Mountain View Medical Urgent Care joined Providence, it began operating as Providence Medical Group-Battle Ground.

To build upon its strong connection with the community, the clinic added the convenience of primary care to its existing services of walk-in immediate care, laboratory and radiology services.

"Providence is building its commitment to this area," says Tricia Roscoe, chief executive of Clark County and southwest Washington. "We now operate three family medicine clinics in southwest Washington, with plans to add adult and pediatric rehabilitation and specialty care services in 2012. We also have a Providence Home Medical Equipment retail location in Vancouver."

PMG-Battle Ground is accepting new patients and can be reached at 360-666-4480.

Physician and patient connect

During one of Orval Weckel's visits with his doctor, he offered her a small wooden car he had carved. Approaching age 90, Orval said he was having trouble doing the things he used to do.



"Later on, when I made a home visit, I saw the horses that he had carved by hand. They were about five feet high and were absolutely amazing" says Mari Ricker, M.D., a faculty member at PMG-Milwaukie with the family medicine residency program. "It all came into place for me why he had

been depressed about not being able to use his hands like he used to."

Dr. Ricker continued to care for Orval while he was in home hospice care, until he passed away earlier this year.

"Dr. Ricker was right there every step of the way," says his daughter, Marsha Altman, also a patient of Dr. Ricker. "Dad had a good person on his side. She advocated for him, and kept me apprised every step of the way in his final days."

Ready for Epic at PMG-Bethany

In less than a week, Providence Medical Group-Bethany will "go live" with the Epic electronic health record, the first location in Oregon. The goal is to better connect care teams and patients.

"Our Bethany team is paving the way for the rest of the Epic implementations," says Ben LeBlanc, M.D., chief medical officer for PMG-Oregon. "This is just the beginning of the journey for us, and we're thankful for the teams of employees and providers who are working so hard to make this a success."

At PMG-Bethany, "super users" have been selected, employees and providers are going through training, workflows are being reviewed, interfaces are developed and systems are in place to begin data conversion. In all, more than 150 people have been trained to ensure a smooth transition.

"We'll be going from using several systems to just one system," says Ashley Sanford, patient relations representative. "Our clinic will be the one to get out any little kinks before the other clinics go live."



Jan Strohl, Epic trainer, works with Ashley Sanford, left, and Sara Davenport, both patient relations representatives at PMG-Bethany.

Patient opinions go digital

Knowing what patients want and need is a critical component to providing a personal and positive care experience.

Comment cards long have been the standard for engaging patients, but another method is making it easier for patients to provide feedback. Since 2009, Providence Medical Group has used an online patient panel to conduct online surveys about the patient experience. The panel now has more than 4,000 people.

Here are some of the things PMG has learned:

- "Quality care" is based on a series of interactions, starting with easy-to-schedule appointments and ending with the patient having a positive experience with the physician and office staff.
- Compassion and good communication should be a part of every encounter.

- Areas for improvement include better communication, easier appointment scheduling and simpler billing.

"It's important for patients to know that we are listening and making changes," says Joe Siemieniczuk, M.D., chief executive officer for Providence Medical Group. "For Providence, it ensures that we honor our commitment to knowing patients, caring for them and easing their way."

So every woman can be screened



The most inspirational moment of Providence Milwaukie Foundation's 2011 Partners in Health dinner was a video featuring Pam Lamb, third from left. Pam attended the hospital's third annual free mammogram clinic, and is now receiving follow up testing. Supporting her are diagnostic imaging staff members Heather Doble, far left, Penny Wilson, second from right, and Ashley Halpern, far right. Next to Pam are emcee Helen Raptis, co-host of the KATU's "AM Northwest" and a breast cancer survivor, and Helen's husband, broadcast personality David Schmitke. The dinner raised more than \$63,000 for the foundation's mammography campaign.

Forums coming to departments

The next round of employee forums will feature visits to department meetings by Keith Hyde, chief executive, and members of the administrative team. Check with your manager about when one is scheduled at your department.

Hats off to Michelle Harrison ... employee of the month



There are five people in Michelle Harrison's family, and she is proud to say that four are either employees or volunteers at Providence. Only her father is not, but his knowledge of Providence is great, she says, "because it's the topic of most family meals."

Joining the Providence access services team five years ago, Michelle started at Providence Portland, then moved to PMH as a supervisor about two years ago. Three years of experience in the department is required to move into management, she says.

"We are required to know a lot about a lot," says Michelle. "A good knowledge of the hospital and the health system helps us ease the way for our patients. If we don't know something, we are responsible for finding the information. It takes time to learn it all."

Michelle's team describes her as a very hard worker who is always open to ideas. "She makes sure we are excited about our work and projects," says one employee. "She has a genuine interest in us."

In response, Michelle calls developing her employees one of the most rewarding parts of her job. "I love helping them learn," she says.

ProvTime approval rate doubles

Congratulations, timekeepers and approvers! After a challenge was issued in the Friday Update, the rate of ProvTime approvals by PMH employees doubled.

This is important, because every correct timecard saves the time and expense to go back to fix it. For questions, please contact Elizabeth Sublette, finance director, at 503-513-8308.

Benefits workshop set

Employees can ask questions about their 2012 benefits, including about how the new myHealth Account works. A benefits workshop will be 5:30 to 7 p.m. on Wednesday, Nov. 2, in the Mother Gamelin Conference Room. Spouses and adult benefit recipients are welcome to attend.

Happy Halloween hunt!

No, you're not seeing things. Halloween images are scattered about the hospital, and if you find them all, you have a chance to win a gift basket.

Entry forms, found outside the Grapevine Café, must be returned by noon on Halloween, Monday, Oct. 31. The winner's name will be posted near the café.



Salute a colleague

Human resources would like more nominations for employees of the month. Please think about the great people you work with and nominate a deserving person soon.

Congratulations PMH lab



Hats off to the PMH laboratory team, which hit the 99th percentile for third-quarter patient satisfaction. The lab scored at 96.1 percent for patients' likelihood to recommend and 98.7 percent for friendliness of staff. Phlebotomists Patti Gefroh, center, and Jeanette Martino chat with patient Ralph Pitt while drawing his blood in the lab. Phlebotomists were instrumental in the hospital achieving the 99th percentile in patient satisfaction scores for the third quarter.



Jennifer Popat, left, and April Mar string bracelets to fight cancer. "This is just one more way I can support my friend being treated here," said Jennifer.

Beading cancer

There are many ways to show support for people with cancer. One PPMC employee does it through a wearable craft.

April Mar, C.N.A., a nursing student working on the oncology unit, started "Beading Cancer Together" at PPMC in early October. Each week, April creates beaded bracelets on 7N with friends and family members of cancer patients, hospital staff and sometimes patients themselves. Each bead color represents a different type of cancer.

Bracelets, sold for \$20 each, benefit Providence Cancer Center. They are available at Transitions on the first floor of the cancer center, and also will be sold at Providence Festival of Trees, Dec. 1-2, at the Oregon Convention Center.

Halloween movie night

The PPMC Dream Team is holding a special Halloween family fun and movie night on Oct. 28 in HCC 1, 2, 3.

Games, refreshments and prizes will be at 5:30 p.m., followed by a showing of Walt Disney's "Tangled." Costumes are encouraged.

Kudos to Cory Helsius ... employee of the month



Safety is paramount to everyone who works at or visits our hospital campus. PPMC employee of the month, Cory Helsius, security officer, goes beyond his job description each day to help make visitors and employees safe and secure.

Cory began his career in the U.S. Air Force in 1988 as a law enforcement specialist. He came to PPMC in 2001, encouraged by former colleagues who had joined Providence. During his decade of service, he has prevented many vehicle burglaries, bike thefts and pharmacy break-ins. "I enjoy my job because it's challenging and rewarding," Cory says.

"Cory has a way of understanding how others feel and goes out of his way to help everyone," says his supervisor, Peter Harwood.

Vial of Life program expands

Vial of Life is a nationwide program that first began in the Portland area as a Providence pilot project last spring, initiated by Northwest Parish Nurse Ministries.

"Vials," placed in home refrigerators, provide first responders with essential medical information in a medical emergency when patients cannot speak for themselves. The community outreach effort for the program is expanding to help more people, according to PPMC's Elizabeth Lein, R.N., who helped start the program.

Funded by a Providence Mission integration grant, Vial of Life recently began using red plastic pouches instead of pill vials to hold information forms. Pouches can be given to homeless people in the community, who attach it to their belongings. That way information, including emergency contact, is easily accessible by emergency personnel.

"We are glad to reach individuals in need," says Elizabeth. Working with the Downtown Chapel in Portland, the program will continue to expand to help more people this fall.

Nutrition services leader named

PPMC extends a warm welcome to Pam Snyder, new director of food and nutrition services at PPMC. Pam formerly worked at Providence Milwaukie Hospital, where she led the nutrition services team for 28 years.

"Pam is a great asset to Providence," says Jim Bradley, service area director of hospitality. "I'm excited for her in this new role."



Pam Snyder "eats up" her new role at PPMC.

Chief nurse exec to begin in 2012

Mary McFadden, R.N., will begin a new position at PPMC as chief nurse executive and assistant administrator of patient care role in January 2012. In the interim, Lisa Halvorsen, R.N., will continue to act as the interim chief nurse executive.

Mary previously held a number of nursing leadership roles, including chief nursing officer with Kaiser Permanente in northern California.

In the shoes of another

Patients often reach the Emergency Department following situations where they haven't time to properly dress. Some arrive in bathrobes, some are barefoot, and sometimes clothes are lost in transit. When it comes time for discharge, hospital staff make certain every patient is clothed.

Recently, a homeless patient lost her tennis shoes during an emergency admission to 7E. Staff worked hard to locate them, but searches turned up nothing. As the patient prepared to



Delfinia Jaramillo, Mission integration, displays the results of September's shoe drive. Hundreds of new and gently used shoes were donated to the PSV Clothes Closet, which provides clothes and shoes to patients as needed.

leave, pastoral care brought a pair of shoes from the clothes closet, but they were slightly large.

Generously, the chaplain offered an extra pair of her own sneakers, which fit perfectly. In the end, the patient decided to accept the other shoes, but she appreciated the offer.

"Shoes are the biggest need we have here," says Sr. Lynda Thompson, Mission integration director. This and similar cases

convinced her of the need for a shoe drive. During the month of September, bins were placed around the hospital. Staff and visitors filled them to the brim with shoes of all sizes – nearly 450 pairs. In addition to stocking the clothes closet, the PSV Prenatal Clinic was given all the children's shoes collected for its low-income patient families.

"Many of them were new or in very good shape," notes Sr. Lynda. "The generosity of our employees fits exactly with our Mission."

Brown bag diversity lectures

The PSV Diversity Committee is sponsoring two lunchtime talks, open to all, from noon to 1 p.m. On Thursday, Oct. 27 in Souther Classrooms, "Loss of Civil Rights and Civil Liberties" offers personal insight from Henry Sakamoto, a Japanese-American held at Minidoka Relocation Center during WWII. On Nov. 15 in Souther Auditorium, a Providence patient will share his experience with health care in "Iraqi Refugee: My Story."

Heartfelt blessings



Chaplain Richard Gilbert and cardiathoracic surgeon Gary Ott, M.D., admire the new icon hung during a blessing ceremony for the PSV Cardiac Device and Monitoring Clinic. The space also houses clinical research, the Center for Advanced Treatment of Atrial Fibrillation, and the Center for Advanced Heart Disease.

P.R.I.D.E. Awards for October

Congratulations to the winners of the P.R.I.D.E. (Program for Recognition of Individuals Demonstrating Excellence) Award.

Dietitian **Jennifer Niemeyer**, our October clinical recipient, successfully persevered in starting the new infant nutrition program. Her work to promote breastfeeding and the use of donor milk "improves our safety and quality of care in the NICU," noted one physician.

Our October ancillary winner is **Shelly Werner** in administration. Nominated by a multitude of her peers, Shelly was cited for her kindness, grace under pressure, competence and for always being willing to step in when needed. "Shelly is a joy and a gift to partner with," said one co-worker.

This month's nursing winner

is **Shawna Blix, R.N.** in postpartum. Fellow employees on her unit describe her as knowledgeable, centered, professional, caring and "just plain amazing!" She helps ease the way for staff while promoting safety and quality care for patients.



Canby rehab improves access

To provide easier access for the community, rehabilitation services has opened a new clinic at Providence Canby Medical Plaza. Services include physical therapy, occupational therapy, sports therapy and hand therapy.

"We care for many patients in our Providence Willamette Falls Medical Center office who come from Canby and other communities in southern Clackamas County," says Suzanne Bowser, rehabilitation services manager. "We know this clinic will provide easier access for patients requiring physical therapy, and especially those needing specialized hand therapy."

As the only clinic in Canby to offer hand therapy, the clinic will care for patients with a variety of needs, including post-op hand surgery, work injuries, tendon lacerations, carpal tunnel syndrome, tennis elbow, arthritis and customized hand splints.

The clinic, at 200 Hazel Dell Way, Suite 210, Canby, is open Mondays, Wednesdays and Fridays from 8:30 a.m. to 5 p.m., and on Tuesdays and Thursdays from 9:30 a.m. to 6 p.m.

To make an appointment contact the clinic at 503-263-9550.



Design and construction staff review every detail at the new rehabilitation clinic at Providence Canby Medical Plaza, as Suzanne Bowser, rehabilitation services manager, pulls a shoulder model from one of the hundreds of boxes being unpacked in preparation for the clinic opening.

Longtime nurse mourned

Debbi Wiegand, R.N., unexpectedly died in her sleep last week. A nurse with PWFMC since 1980, Debbi spent much of her career in short stay and pre-admit, a part of surgical services. "Debbi was a quiet giant," says Val Miles, surgical services associate manager. "She was a selfless, caring person, always putting her patients and community first."

Debbi had two daughters, Jennie who volunteers at PWFMC every week, and Katrina. Her husband, Lee, is a pastor with First Baptist Church, Canby. Services have been held. Our hearts and prayers are with Debbi's family.



Fair offers free screenings

Join staff from Providence Medical Group and rehabilitation services at the South Metro Wellness Fair, sponsored by the West Linn, Wilsonville and Tualatin chambers of commerce. Health screenings, activities and door prizes for the whole family are planned. The event is free and all are invited to attend, 10 a.m. to 3 p.m., Sunday, Oct. 30, at Legacy Meridian Park Education Center, 19300 SW 65th Ave., Tualatin. For more information, please go to www.westlinnchamber.com.

Harvest bazaar scheduled



The volunteer services harvest bazaar will be open 8 a.m. to 4 p.m., Monday, Oct. 31 in conference rooms 3 and 4. You can start your Christmas shopping at the Books Are Fun display or browse the gift shop sale. You also can choose from a great selection of pies, baked goods, candy, preserves and crafts. Showing a taste of what to look forward to are, left to right, volunteers Thelma Lunde with a peach and pear pie, Larry Brown holding pints of pickles and Peggy Bartlett showing off a crocheted item.

Congrats to Scott Kinnes ... employee of the month

Having spent 19 years as a respiratory therapist, Scott Kinnes, PWFMC hospice chaplain, is comfortable in a health care setting. As an ordained pastor, Scott spent decades as a volunteer chaplain at Oregon State Penitentiary and Clackamas County Fire District. It was a natural transition for Scott to join hospice three years ago.

"I have touched hospice care from a distance with my work in the medical field, as well as in ministry settings, so when the opportunity presented itself I knew hospice was what my heart was designed for," says Scott.

"Scott offers patients and families a supportive presence and meets them where they are in their spiritual journey, gently guiding them forward," says Michelle Bearden, hospice manager. "He exemplifies all the Providence core values."

Scott says he learns something about himself from every family he attends. "It's humbling that God has allowed me to do this," he says, "and I take that responsibility very seriously."



Angels come to the rescue at Providence Bridge Pedal

The second time Beth Daley-Colasurdo and Bernie Colasurdo met up with Steve Dinwiddie things were, to say the least, far more relaxed. At their first encounter in August they knew him only as an unconscious Providence Bridge Pedal rider lying on the pavement, as they worked frantically to save his life.

Beth is a 21-year cardiac nurse in the Providence St. Vincent Medical Procedures Unit. Her husband, Bernie, is a 25-year employee at PSVMC who works as a patient transporter.

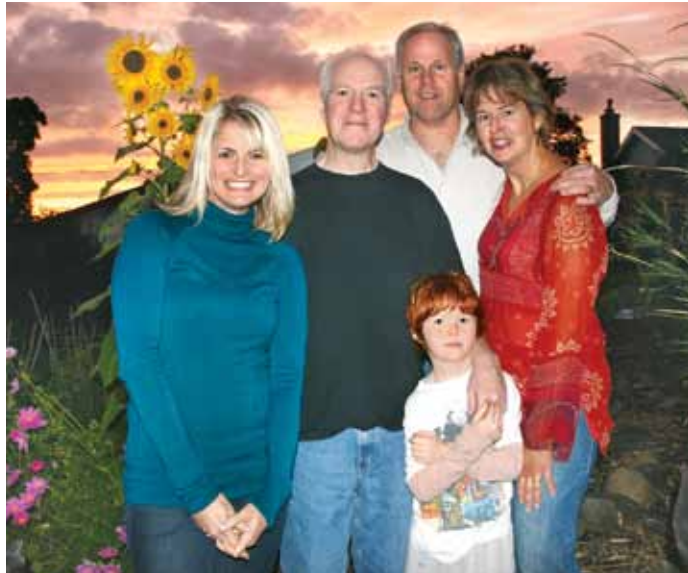
The couple, riding with their eight- and 10-year-old sons, were among the nearly 20,000 bikers and walkers enjoying this year's bridge pedal. But their ride came to an abrupt end as they coasted south on I-405 toward the ramp to the finish line.

Bernie and one of their sons, riding slightly ahead of his wife and other son, saw Steve fall off his bike a couple hundred yards ahead of him. But he noticed that the rider did not get up – or even move. When he reached the accident, Bernie and other riders formed a circle around him. Someone said the man was having a seizure, and moved him onto his side.

Beth, arriving a minute later, thought differently. "I had picked up his bike to move it out of the way and noticed it had a tag-along bike attached (to pull a child)," she said. "I noticed the rider was older, and this was the end of the ride. I thought it must have been quite a strain pulling that tag-along. And just in the few seconds it took to get back to him, we could see he had turned blue. My nurse's training

kicked in and we started CPR."

Bernie, who is certified in CPR, did mouth-to-mouth breaths while Beth did the chest compressions. Other bystanders jumped in to help, including a woman named Janna Cochran, who took aside and comforted the Colasurdos' boys, as well as Steve's 6-year-old grandson, who was in tears.



Steve Dinwiddie, with his grandson, is surrounded by his rescuers, left to right, Janna Cochran, Bernie Colasurdo and Beth Daley-Colasurdo, R.N.

"I am so thankful I was able to keep my cool," Beth said. "CPR isn't high tech. Anyone could have done it, and there were many others helping besides us. I believe there truly was divine intervention that day."

As others stepped in to take over the CPR, Jana, Beth and Steve were able to retrieve Steve's cell phone. With the help of Steve's son, they were able to reach Steve's wife and a family friend to gently inform the of the situation, being careful not to make things sound as serious as they really were.

"In the field, without a defibrillator, oxygen, drugs or equipment of any kind, not many people survive a major heart attack," Beth said.

When ambulance paramedics arrived, they took over the care and rushed him to the nearest emergency room at OHSU. It took another hour, but rescuers made

certain Steve's grandson was in the hands of a trusted family friend.

Then they went home and waited. And wondered.

"That was a long night," Beth recalls. "We didn't know how to contact Steve's family, or whether he survived."

Steve did survive, they learned days later, after receiving emergency quadruple bypass surgery and a long hospital stay.

Remembering nothing of the event, Steve's recovery at home is progressing slowly. But that didn't stop him from speaking to his rescuers on the telephone. And in early October he invited them for a family visit at his home.

They talked for hours. Many hugs were exchanged, tears flowed and pictures were taken of the reunion.

"It was a very profound and emotional experience," said Beth. "We are so grateful things came out the way they did. I've been on many codes in the hospital, but this was so different. Steve and his family were so grateful. It's a pretty cool thing he's still with us."

"There were a lot of angels with us that day," Bernie adds. "We are so glad the story had a happy ending."

OCTOBER – NOVEMBER CALENDAR

Oct. 28 Halloween Family Movie Night, 5:30 p.m., PPMC HCC 1, 2, 3. For details, see page 7. Free.

Oct. 30 South Metro Wellness Fair, 10 a.m. to 3 p.m., Legacy Meridian Park Education Center. For details, see page 9.

Oct. 31 Open enrollment begins. See page 1 for details.

Nov. 1 "Taking Steps Against Cancer," noon to 1:30 p.m., PPMC conference rooms C/D. Register at www.providence.org/classes.

Nov. 3, 7, 15 "The Food and Mood Connection." 7 p.m., Providence Bridgeport, PSVMC & PPMC. Women's Wellness Series. To register, call 503-574-6595 or go to Women & Children's program website.

PROVIDENCE SPIRIT

The newsletter is published on the 2nd and 4th Wednesdays of every month for Providence Health & Services in the Portland Service Area. To submit ads and see past issues, visit the PH&S intranet. For questions about ads, email or call Marianne Paradis at 503-893-6340. To submit story ideas, email or call Chuck Williams at 503-893-6342. The next issue is Nov. 9; the ad deadline is 4:30 p.m., Monday, Oct. 31.