

Family Doctors to the Rescue!

As health care reform looms, family medicine physicians will help guard the life of the system.

When it comes to reforming the way the nation's health care is delivered, Wisconsin—and greater Madison in particular—is ready to dive in to improve programs already in place.

“Wisconsin is a leader in achieving higher quality and lower cost,” says Dr. Frank Byrne, president of St. Mary's Hospital. Success, he says, comes from greater access to primary care and emphasis on preventive health education. “We will continue improvements, whether health care reform is mandated or not.”

For example, several Dean Clinics around the region are piloting what's called a patient-centered medical

What is family medicine?

Family medicine is a medical specialty that provides continuing, comprehensive primary health care – including treatment of illness, disease prevention and health promotion – for all ages and genders in the context of family and community.

Why do UW residents practice at St. Mary's?

When the UW Department of Family Medicine was founded in 1970, it sought physical space to call home. The religious sisters at St. Mary's Hospital embraced the new discipline and welcomed the residency program. This longtime partnership continues today at St. Mary's and Wingra Family Medical Clinic, which St. Mary's built for the benefit of UW's residency program and the South Madison community.

home, emphasizing coordination of care among providers as well as relationships and resources that better serve patients' needs.

That idea is not new to physicians who practice family medicine (*see sidebar*). Currently, only about one-third of all doctors practice primary care (others are sub-specialists), and even fewer medical residents are entering primary care practice after they graduate.

“With the population growing, and potential reform adding more patients to the system, the demand for primary care physicians will soon outstrip the supply,” says Dr. William Schwab, a professor in the University of Wisconsin School of Medicine and Public Health.

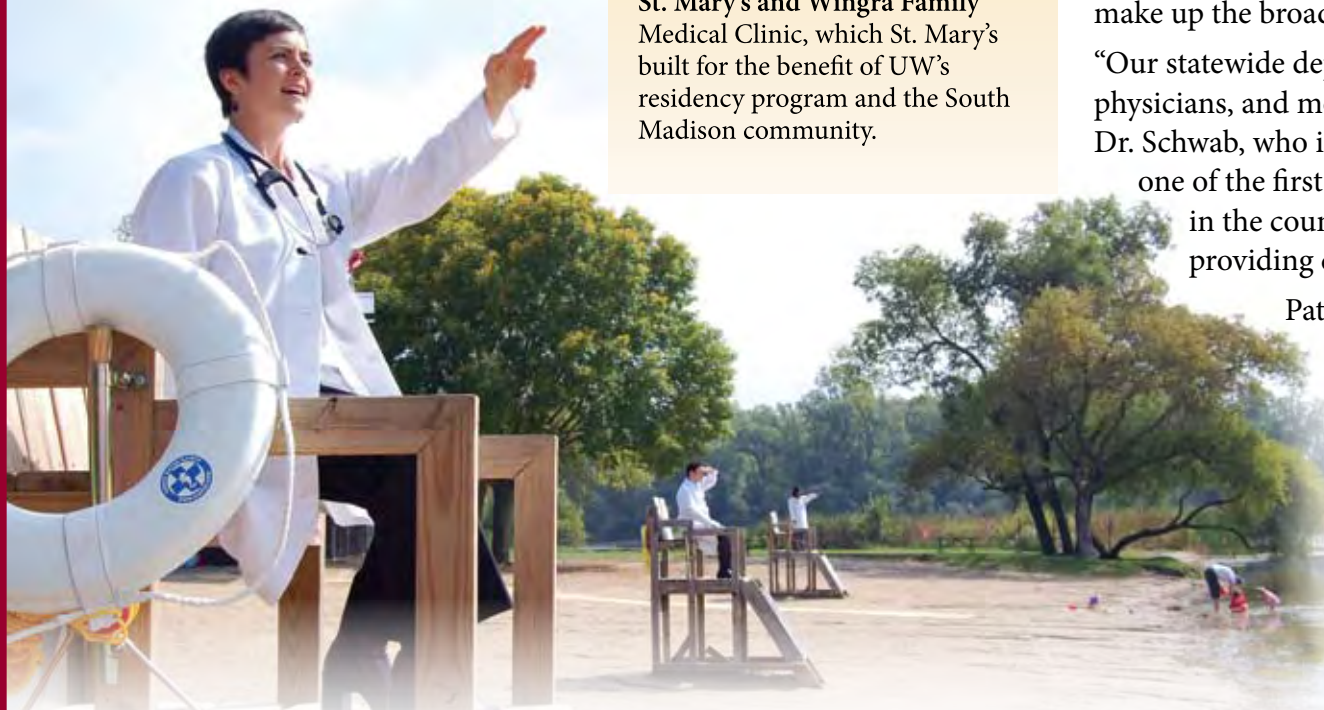
“That's when patients end up in the more costly emergency room because there aren't enough primary care doctors for everyone.”

For four decades, St. Mary's and the university have been partners in training medical residents in family medicine. Ever since the UW Department of Family Medicine was established in 1970, its residency program has been housed at St. Mary's Hospital. Residents gain a wide range of hospital and clinic experiences that make up the broad base of knowledge required for family medicine.

“Our statewide department has graduated nearly 1,100 family physicians, and more than 700 of them practice in Wisconsin,” says Dr. Schwab, who is also vice chair of the department, which boasts one of the first and largest family medicine residency programs in the country. “Imagine our state without those 700 providing comprehensive primary care.”

Patients with a “medical home”—a place to receive regular care—tend to enjoy better health at lower cost, says Dr. Schwab.

Access to care will improve outcomes,” he explains. “That's why family medicine physicians are so important.” ♥



Pictured at Vilas Beach are Family Medicine Residents Meaghan Combs, David Beckmann and Srivani Sridhar.

News Briefs

County Ambulance Can Now Transport Bariatric Patients



New ambulance equipment to transport overweight and obese Dane County patients has been purchased with the help of gifts to St. Mary's Foundation. The

bariatric equipment—a durable cot (with a maximum weight of 850 pounds in the upright position), a winch and ramps—is permanently installed in Rescue 30, a new county-owned ambulance that is available for all municipal 911 calls throughout Dane County. The new tools will help avoid back injuries of emergency personnel while improving safety for such patients. Without this equipment, patients sometimes were transported by a Metro bus with a lift or on a tarp on the floor of an ambulance.

SSM Health Care Named Among Top 50 Systems

SSM Health Care has been selected as one of the top 50 systems in the nation in quality and efficiency, according to Modern Healthcare magazine. SSM Health Care was selected from 252 organizations for this recognition by Thomson Reuters as part of its 100 Top Hospitals/Health Systems Quality and Efficiency Study. Five measures of performance were used to evaluate systems: mortality, complications, patient safety, length of stay and use of evidence-based practices.



Breathing Life into Janesville Hospital

SSM Health Care of Wisconsin began construction on a new Janesville hospital this fall after plans were postponed in an effort to weather the worst of the economic downturn. St. Mary's Janesville Hospital and Dean Clinics are now even closer to making the new Janesville medical campus a reality, with an opening slated for late 2011. A fact sheet and renderings of the campus, along with a virtual fly-by video of both facilities, may be viewed at a new joint website: www.healthyjanesville.com.

New Center is Backbone for Spine Treatment

The Dean & St. Mary's Outpatient Center on the St. Mary's Hospital campus got its final tenant earlier this year: Dean Neurological Institute and Spine Center, which joins all the specialties that treat back pain under one roof. The facility now houses neurology, neurosurgery, physical therapy and chiropractic care provided by Luedtke-Storm-Mackey. Over time, the Spine Center plans to include occupational therapy, physiatry, sports medicine, and pain management. The goal is to achieve one location that improves efficiency, convenience and outcomes.

Building Supplanted, Flowers Planted

A greatly expanded healing garden for patients, visitors and staff will add the finishing touch to the largest expansion in St. Mary's history.

After the new East Wing was opened in 2008, the former Surgery & Care Center at the corner of Brooks Street and Delaplaine Court had to be deconstructed to make way for the beautified green space. Garden construction began this fall when generous donors to St. Mary's Foundation made it possible to resume work on the master landscape plan.

The garden will eventually fill the entire site with flower beds, planters, patios, pathways, water features and seating areas. A portion of the garden will be dedicated to the memory of Rozanne Flesch, a longtime volunteer.

St. Mary's
Janesville
HOSPITAL

the DOCTOR is



Q. I've tried many diets but even when I lose weight, it comes right back. Is it time to try surgery?

Surgery is a serious step. Dean Clinic and St. Mary's Hospital offer bariatric surgery only for patients who are obese (with a Body Mass Index, or BMI, of 40 or more) or a BMI of at least 35 with serious medical conditions related to obesity. In general, surgery reduces a patient's excess body weight by 61 percent and can resolve conditions such as Type II diabetes, high blood pressure and sleep apnea. These are great reasons to talk with your doctor about gastric bypass and adjustable gastric banding surgery.

For others wanting to shed pounds, Dean's Comprehensive Weight Management program offers a customized, medical approach to help manage weight and live a healthier life in a way that works best for you.

Free information sessions about comprehensive weight management and bariatric surgery are held each week at the Dean East and West Clinics in Madison. For more information, call 608-824-4457 or 800-808-1190 or log onto deancare.com, find the Medical Specialties section and then the Programs listing.



Susan Isensee, MD
Clinical Director,
Dean Comprehensive
Weight Management program

Q. Is it true that vitamin D can help ward off swine flu?

Vitamin D is great for many things, most notably bone health. Some data suggest that it protects against both seasonal flu and the H1N1 virus, but that has not been proven. One major source of vitamin D is sunshine, which is more scarce in the winter, thus feeding the frenzy about vitamin D and the coming season.

My top recommendation for preventing any flu virus is to become vaccinated, followed by proper hygiene:

- Wash hands often, using sanitizer when soap and water are not available.
- Coughs and sneezes should be covered with a tissue or your shirt sleeve.
- Be conscious of spreading infection. Stay home when you are ill.

Of course, eating a balanced diet and taking vitamin supplements in doses approved by your doctor help with overall health.

Garry Jean-Louis, MD
Dean Clinics
Infectious Disease



TLC Goes a Long Way With Kids

Keeping Your Child Out of the ER

Practicing safety in everyday life may help you avoid a frightening trip to the emergency room.

Here are some ideas for young children:

- Position safety gates at the bottom and top of stairs.
- Teach children how to cross the street safely.
- Use child safety seats to lower the risk of death by about 70 percent for infants and by about 55 percent for toddlers ages 1 to 4. (Safety seats are required up to age 8, and seat belts are mandatory for everyone else.)
- Put safety plugs in unused electrical outlets to prevent kids from getting a shock (or worse) if they stick their finger or an object in the outlet.

For older children:

- Make sure athletes wear the right gear and have the right equipment for sports.
- Train and supervise young workers. Injuries can result even while performing tasks at home.

For all children:

- Store dangerous substances and items in locked cabinets (medicines, cleaners, alcohol, firearms, etc.).
- Keep vaccinations up to date to avoid getting sick.
- Wash hands, especially after coughing and sneezing, before preparing foods or eating, and after using the restroom. Doing so helps kill germs and prevents spread of viruses and bacteria.

Everything is magnified in the eyes of a 5-year-old: the severity of a tumble, the height of a grown-up, the value of a prize or memento.

In a medical emergency, the amplification is even greater, often getting in the way of safe and effective treatment. That's why St. Mary's emergency services providers do everything they can to ease the fears of children visiting the ER.

"It's important to view them as children, and not little adults," says Dr. Anthony Callisto, medical director of St. Mary's Sun Prairie Emergency Center. "Our attitudes, medical treatment and behaviors are different with them."

For example, at St. Mary's Sun Prairie Emergency Center:

- Doctors and nurses position themselves at or below the level of young patients so they are less intimidated by grown-ups they do not know.
- Providers are gentle and playful.

- They avoid words that cause anxiety, using "poke" instead of "shot" and "picture" instead of "X-ray."

- Demonstrating first on the parents, staff help kids see that the exam is not scary.

The fire truck-themed exam room in Sun Prairie, funded by donors, also helps children to ignore their fear and pain. Intrigued by playtime, they willingly step on the fire hydrant scale and climb onto the fire truck bed. (A similar emergency room will soon be available at St. Mary's Hospital in Madison.)

Pediatric emergency medicine has come a long way over recent decades, says Dr. Callisto. Much of it is behind the scenes, such as equipment and medicine engineered specifically for children, but an equal amount affects the front lines of service. For example, thanks to volunteers and generous Sun Prairie donors, every child receives a teddy bear at the start of the visit and a "certificate of courage" good for a free custard treat when their visit is over. ♥

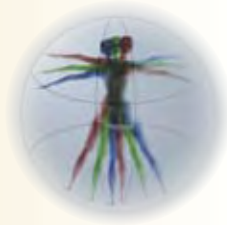


More than 700 children have received medical treatment at St. Mary's Sun Prairie Emergency Center since it opened in July. That's about 25 percent of all ER patients served at the center. A fire truck-themed exam room and child-friendly health care providers help soften the potentially frightening experience so the treatment can be more successful, according to the center's medical director, Dr. Anthony Callisto (pictured).



A New Kind of da Vinci Masterpiece

Robot-assisted surgery enhances the art of living



When cancer showed up in Merna Volenec's kidney earlier this year, she was faced with two choices:

■ traditional surgery to remove the entire organ, followed by a time-zapping, life-inhibiting dialysis routine in which machines do the blood-cleansing job of kidneys

■ or robot-assisted surgery to remove only the affected portion of the kidney, allowing her own organs to continue to do their work naturally

The decision was easy. She chose the art of living through the advanced science of surgery with St. Mary's da Vinci robot.

"If I'd had the traditional surgery, I'd be doing dialysis in four-hour sessions three times a week," she says. "I'm thankful to still have my freedom for travel and for living my life."

The da Vinci surgical system is breakthrough technology that requires very small incisions through which a high-definition camera and

tiny surgical instruments enter the body. The surgeon, seated nearby at a console, views the magnified image of the surgical site and uses the robot to maneuver 8 millimeter instruments with precision. Patients experience less pain, fewer medications, shorter hospital stays, faster recovery and smaller scars.

"I've had lots of other surgeries," says Merna, who felt discomfort for just 12 hours after the procedure. "Compared to those, this was a walk in the park."

Painting the Health Care Landscape

St. Mary's Hospital has performed robot-assisted surgery for nearly two years, offering it at first only for prostate removal. Now surgeons use the robot to treat a wide range of medical issues, from hysterectomies to removal of malfunctioning glands.

To date, Dean physicians practicing at St. Mary's are the only ones in Madison who've performed surgeries like Merna's and who have used the robot in these new ways: to treat organ prolapse in women and to cure Cushing's disease.

Bringing New Hope to Women

Sometimes the only surgical solutions are complex—which makes surgeons and patients alike reluctant to try them. One of these is sacrocolpopexy, a surgical correction of fallen organs (vagina, uterus, bladder or rectum) in the pelvis. Referred to as organ prolapse, this condition often presents a bulging and pressure sensation in women. Further, it can result in a great deal of distress, including urinary incontinence, sexual dysfunction and difficult bowel movements.

Traditional surgical treatment involves a wide cut in the abdominal wall, which is usually associated with increased pain, greater risk and longer recovery time. So, instead of disrupting their lives to correct the problem, patients either select less invasive procedures that may bring other complications and may not be as successful, or they learn to live with it.

"With the robot, we can now treat organ prolapse with a micro-invasive approach—the robotic sacrocolpopexy," says obstetrician/gynecologist Bruce Drummond, MD. "It provides the highest success rates and avoids the issues associated with a large incision."

The robot-assisted procedure mimics the more invasive abdominal surgery, he explains, but patients experience much less pain and blood loss and they get back to living their lives sooner. "The results are very similar to the abdominal surgery, yielding long-term success with very few complications. It's gratifying to offer a better procedure and new option for women."



Dr. Bruce Drummond, an obstetrician/gynecologist, is among a growing number of Dean & St. Mary's physicians who offer minimally invasive surgical treatments using the da Vinci robot.



Merna Volenec of Sun Prairie shows the small surgical instruments that made a huge difference in her quality of life.

Restoring Quality of Life

For other medical situations, surgery is not an option—it's a necessity. Robin Niederklopfner of Baraboo knows that all too well. She underwent two separate surgeries trying to cure her disease.

The first surgery occurred a year ago to remove her right adrenal gland as treatment for Cushing's disease, a debilitating hormone disorder that causes a variety of serious health problems, including weight gain, weak bones, high blood pressure, depression and severe fatigue. That procedure was performed laparoscopically, requiring about the same number and size of incisions as robotic surgery but without the high-definition view of the surgical site.

When it became obvious that the left adrenal gland also must go, urologist David Caropreso, MD, was among the small handful of physicians nationwide who could remove it using the da Vinci robot. "I chose the robot this time because of better visualization of tissue planes. It resulted in a better surgery with less tissue damage and quicker recovery."

From the patient's viewpoint as well, the robot was definitely the way to go. "It was less painful than the laparoscopic surgery the year before," says Robin. "I was out of bed the same day, moving around, and out of the hospital after just two days." And what's more, she is cured. ♥

"The robot enables me to do my surgery better through more precise movements. It's like power steering; it allows me to drive more easily, but I'm still the one driving."

—Dr. Brooke Johnson, Dean Clinic urologist

Example of the Benefits:

Comparison of Surgery Types for Prostate Cancer

Operative Time (minutes)	Blood Loss (ml)	Days with Catheter	Days in Hospital
164	900	15	3.5
248	380	10	1.3
160	153	5	1.2

Source: Intuitive Surgical

Traditional/Open
Laparoscopic
Robotic

With less trauma to the body and less worry for the mind, robot-assisted surgery is quickly changing the landscape for patients' quality of life.



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Volunteering May Be Just What the Doctor Ordered

It's no secret that volunteering benefits others, but it's becoming increasingly clear that helping others also helps yourself.

"It's a self-prescribed medicine for a satisfying life," says Joanne Johnson, St. Mary's director of volunteer services. "For many of our volunteers, their contribution here is what gets them out of bed in the morning."

The benefits often are more pronounced for others who find themselves unemployed, physically or socially inactive, or depressed.

"Volunteering is something we actually prescribe," says James Worledge, MD, St. Mary's medical director of psychiatry.

"For people who are depressed, volunteering offers a real shot at getting out of the depression and staying out because they have re-engaged in the world."

The same is true for the unemployed. Volunteer work gives a source of structure and purpose and helps prepare for a new job. Unemployed volunteers reveal their self-motivation and often gain experience that helps get them hired.

Research suggests that volunteering also provides health benefits, such as lower blood pressure, higher functional ability, less incidence of heart disease and longer life. Volunteers may find that they eat less and move around more than they would otherwise.

In *The Health Benefits of Volunteering: A Review of Recent Research*, published by the Corporation for National and Community

Pete Gehrke has volunteered at St. Mary's since 2002, logging an average of 21 hours per week. He recently realized the ultimate benefit of volunteering at a hospital: He escaped an early death only because he was on duty at the time, near Dean & St. Mary's heart specialists.



Service, volunteering was found to be particularly beneficial to the health of older adults and those serving 100 hours annually—or about two hours per week.

"The benefits are more striking in older adults, perhaps because they have more health issues to measure and their social structure is markedly different from what it once was," says Dr. Worledge. Regardless of one's age, he says, volunteering provides valuable benefit to both community and self.

"The mind-body connection has been known for years, and we have more and more evidence that altruism works in mysterious ways." ♥

Snapshot of St. Mary's Volunteers

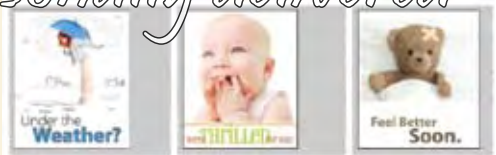
- 475 adults, 106 youth and 14 canines
- Average age of adults: 69
- Number of married couples: 25
- Average number of total volunteer hours per week: 2,000
- Average number of individual volunteer hours per week: 4.25

Volunteer Opportunities

Volunteers play a big role in helping St. Mary's patients, visitors and staff both directly and behind the scenes. Opportunities include work in the gift shop, information desk, mail and flower delivery, knitting/crocheting, fund-raising, pet therapy and many more positions at the following locations:

- St. Mary's Hospital, South Park Street
- St. Mary's Care Center, Maple Grove Road
- St. Mary's Adult Day Health Center, Atwood Ave
- St. Mary's Renal Center, Index Road

Personally delivered



E-Cards, Web Site Get Makeover

St. Mary's web site got a fresh new look over the summer, with a new selection of e-cards for patients and more news and promotions populating the home page. Major sections of the site are also available in Spanish. When you send e-cards to St. Mary's patients, volunteers print them out and personally deliver them, along with added cheer. Check them out:

www.stmarysmadison.com

Investing in Community

Literacy Class Chips Away at Barrier to Good Health

Health care jargon—the words routinely used in a clinic, for example—is undergoing its own physical examination.

The problem is that jargon often gets in the way of understanding. Not understanding gets in the way of taking proper care of yourself.

Enter Madison's Literacy Network, which provides tutoring of reading, writing and English-speaking skills for adults and families, many of whom speak English as a second language (ESL). For the latter group, the Literacy Network offers a nine-week session about health literacy as part of a civics course covering many aspects of living in a new country. The class meets twice a week at St. Mary's, where they also become familiar with the emergency room and clinic setting.

“The single strongest predictor of a person's health status is his or her literacy skills,” says Dr. Paul Smith, with the University of Wisconsin Department of Family Medicine, headquartered at St. Mary's. He is considered Wisconsin's leading advocate for increasing each individual's understanding of health and health care.

Low literacy, he explains, is associated with low health knowledge, less use of preventive health services and higher incidence of diabetes, high blood pressure, heart failure and arthritis. Minority and immigrant populations tend to suffer most from inadequate health literacy, says Dr. Smith. However, he adds, improving the way health information is delivered benefits everyone, not just those with lower reading skills.

“It's a huge need,” says Jeff Burkhart, executive director of the Literacy Network. “Health literacy classes empower people to be more independent in the community and helps them better care for themselves and their families.”

In the class just finishing at St. Mary's, 13 students whose native speech is not English are learning about many aspects of good health and health care services. Among the topics they are studying:

- the location of local health care facilities and how to use emergency care
- how to fill out basic forms accurately




- the role of insurance and HMOs
- the importance of nutrition, proper blood pressure and good health habits

A mock clinic puts their knowledge to practice, as they gain experience scheduling appointments, describing health symptoms and getting medication from a pharmacist.

“Last year, 31 students enrolled in the program and, based on tests at the beginning and end, more than 70 percent improved their speaking and writing skills,” says instructor Beth Gaytan.

As a final project, students create brochures about staying healthy and share them with other ESL students. “We are empowering our students to teach others in their communities.” ♥

To sign up for the next ESL civics class, call the Literacy Network: 608-244-3911.



Communication Check-Up: A Sampling of Super Simple Classroom Definitions

Advance Directive – your written wishes for the future about whether to accept or refuse medical care in certain situations

Chronic Illness – sickness that happens again and again or does not go away

Diagnosis – the doctor's understanding about what is wrong

High Blood Pressure / Hypertension – a problem with how blood presses against artery walls; it may indicate or lead to serious health problems

HIPAA* – a national law that makes sure your health information is not shared unnecessarily without your ok

Inflammation – redness and/or swelling

Non-prescription – can be bought without a doctor's order

Nutrition – good food and drink for a healthy body

Obesity – having too much body fat that leads to other health problems

Pharmacist – person who prepares medication ordered by a doctor and understands how medications work together

Pharmacy – place to get medicine; also known as a drugstore

Prescription (also known as Rx) – medication ordered by a doctor

* HIPAA stands for Health Insurance Portability and Accountability Act of 1996

Community Connection

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- VOLUNTEERING MAY BE TICKET TO HEALTH

Lights of Love

Friends, family members and colleagues may be honored this holiday season through the purchase of a \$5 Love Light for outdoor evergreen trees at St. Mary's Hospital. A red light symbolizes a living tribute to someone special while a white light perpetuates the memory of a loved one.

A lighting ceremony and reception on Brooks Street will be at 4 p.m. Dec. 6. Lights will remain on through Jan. 6, 2010. Order forms for lights are available online or by phone:

608-258-6625

www.stmarysmadison.com



Stay Healthy with Text Club Reminders

A little light reading—150 tiny character spaces!—may be just what you need to stay healthy.

Join St. Mary's **FOCUS ON HEALTH** text club and receive a weekly text message sent right to your mobile phone. You'll get health tips, notices of free screenings and news that affects your life. Text **HEALTH** to 84126.

Focus on Health is a nightly newscast feature on Fox 47 that is sponsored by St. Mary's Hospital.



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