

OWATONNA HOSPITAL

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Why the wait?

UNDERSTANDING HOW TRIAGE WORKS IN THE EMERGENCY DEPARTMENT

YOU GO TO the Emergency Department at Owatonna Hospital because you believe you have an urgent medical situation on your hands. Yet you may be told you'll have to wait before a doctor can see you.

It might seem like a contradiction, but going to the emergency department at any hospital can take a few hours, depending on your condition.

WORST COME FIRST

For one reason, there are no appointments in the emergency department. That means any number of people can arrive for care at the same time. Even when the waiting room seems empty, patients may be arriving through the ambulance entrance or emergency department beds might already be full.

In order to care for life-threatening situations first, emergency departments use a system called *triage*. The triage process determines the order in which patients will be seen according to the severity of their illnesses or injuries. Wait time is a combination of the seriousness (or stability) of your illness or



injury, the seriousness of other patients' conditions, and the number of patients who are in the emergency department at the same time.

"We never want anyone to wait," says Anne Draeger, RN, Emergency Department manager, Owatonna Hospital. "All health conditions are important, but we do treat the most critically ill patients first."

When you arrive at the emergency department, a nurse will ask about your symptoms and your health history. Your vital signs—such as blood pressure and temperature—will be checked. If possible, bring a list of all medications you're taking, your health insurance information and someone else to help listen for you.

For an emergency medical information card that can fit in your purse or wallet, go to www.allina.com/doctors and select *Medical Information Card*. ❖



2 Cancer treatment at Virginia Piper Cancer Institute



4 New surgeon specializes in hand, wrist and arm care



7 Spoil your family with a spring treat



OWATONNA HOSPITAL
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In 2007, Owatonna Hospital Emergency Department visits totaled 10,895.

VIRGINIA PIPER CANCER INSTITUTE

Cancer Clinic offers streamlined care and support

BEING TOLD THAT you or a loved one has cancer is hard enough. But beyond the shock and fear that accompany a cancer diagnosis, patients and families face many tests, appointments, medications and procedures—all while holding down jobs, caring for families and managing their lives.

EASY ACCESS TO SERVICES

The Cancer Clinic at Abbott Northwestern Hospital's Virginia Piper Cancer Institute (VPCI) is dedicated to helping patients and

their families cope with the complexities of fighting cancer.

It serves patients with all types of cancer, including lung, brain, breast, gynecologic, prostate/urologic, esophageal/gastric, liver, pancreatic, bile duct, colon, and head and neck cancer. The clinic streamlines care while offering expert support and information throughout a patient's treatment and follow-up.

"Our goal is to make the process as convenient as possible for our patients. We want to make every appointment count," says Jennifer Stanek, nursing manager at VPCI.

Through the clinic, patients have easy access to all the specialists involved in their care.

Cancer rehabilitation services are available to help patients with problems that can result from cancer surgery or therapy, including swallowing, speech, gait or hand

problems, muscle or nerve damage, exercise difficulty, lymphedema and cognitive issues.

NAVIGATING THE SYSTEM

"At Owatonna Hospital, we know that when we refer our patients to Virginia Piper Cancer Institute they'll receive the highest quality of care," says Bea Oberg, RN, assistant patient care manager at Owatonna Hospital. The assigned nurse coordinator at VPCI helps patients and families at every step along the way. The coordinator meets with them, accompanies them during doctor appointments, helps them navigate the medical system, and provides ongoing support and education.

"The nurse coordinator is a source of advice and support throughout the patient's experience," says Stanek. "Their expertise and experience in helping people fight cancer provides the reassurance and hope that many families need."

HIGH STANDARDS AT VPCI

The Commission on Cancer (CoC) of the American College of Surgeons has recently granted Three-Year-Approval with Commendation as a Teaching Hospital Cancer Program to Abbott Northwestern Hospital's Virginia Piper Cancer Institute. Only one in four cancer programs at hospitals across the United States receives this special approval. ♦



Area cancer patients can get the latest in cancer care at Virginia Piper Cancer Institute (VPCI), including a nurse coordinator who helps patients navigate the resources. The goal at VPCI is to help patients cope with all aspects of their illnesses, providing specialists, clinical dietitians, genetic counselors, integrative medicine practitioners and social workers.

To make an appointment

You do not need a referral to be seen by a physician at VPCI (unless your insurance requires it). If you have questions, call the clinic at 612-863-0200. You will be directed to the appropriate program's nurse coordinator for assistance.



For more information about the Virginia Piper Cancer Institute, visit www.abbottnorthwestern.com/ahs/VPCI.nsf.

Generation RX

TEENS TRIPPED UP BY PRESCRIPTION AND OVER-THE-COUNTER MEDICATIONS

Hmmm. Whatever happened to those pain medications that were left over after the minor surgery you had last year or the Ritalin® your child used to take?

If teens—your own or someone else’s—have access to your medicine cabinet, you’d better check it out.

Prescription drugs, often from mom and dad’s medicine cache, have become the latest trend in teen drug abuse. One in five teens has abused a prescription pain-killer, and one in 11 has abused over-the-counter (OTC) medications like cough syrup, according to a study by the Partnership for a Drug-Free America™.

Pain relievers such as Oxy-Contin® and Vicodin® are the most commonly abused prescription drugs by teens.

FREE AND EASY

Kids abuse drugs for many of the same reasons they always have—to be accepted by peers, escape the problems of life and get high. Some use drugs to improve their concentration—as a study aid. Now they’re choosing



drugs. Almost a third of teens believe prescription pain relievers are not addictive. Kids think they’re safe. And drug-related websites refer to “responsible” and “safe” use, even as they explain how many pills to take and how to snort or inject them to get high.

IT’S NOT SAFE

Prescription and OTC drug side effects can include lack of motor control, severe vomiting, stomach pain, life-threatening respiratory depression, rapid heart rate and frightening hallucinations. “Although these drugs are safe in prescribed doses, they can cause death in the large doses kids take,” says Teresa Price, pharmacist at Owatonna Hospital. “And teens do become addicted.”

Over the past 10 years, the number of teens getting treatment for addiction to prescription pain relievers has increased by more than 300 percent.

TALK TO YOUR KIDS ABOUT DRUGS

Teens whose parents have discussed drugs with them are half as likely to abuse them, but only one-third of parents have had the conversation with their kids. So talk with your kids. For tools and tips, visit www.timetotalk.org, a Partnership for a Drug-Free America website. ❖

prescription drugs more often than street drugs.

It’s easy and cheap to get drugs. More than 57 percent of teens say prescription pain relievers are easy to get from parents’ medicine cabinets. They also get them from friends, and can learn about or purchase prescription medications on the Internet.

MAINSTREAM MISCONCEPTIONS

The Partnership for a Drug-Free America study uncovered several teen misconceptions about the

Don’t be an accidental supplier

“Monitor and lock up your medications and dispose of medications that you no longer use,” recommends Teresa Price, pharmacist at Owatonna Hospital.

The preferred method is to put them in a sealable container or bag, mixed with some unpleasant substance like used coffee grounds or kitty litter, and throw them in the trash. Flushing them down the toilet can pollute water.



Visit www.whitehousedrugpolicy.gov/drugfact/factsht/proper_disposal.html for detailed disposal guidelines.

Specialty care for hands and elbows at Owatonna

IF YOU WANT to hit a great backhand, or give someone a hand or something handmade, you know what you'll need—healthy hands.

From the tips of your fingers all the way up your arm, there are muscles, joints, tendons and ligaments that help you accomplish what you want to do.

Sometimes something goes wrong, and your hands need medical attention. Scott Duncan, MD, board-certified orthopedic surgeon at Owatonna Clinic – Mayo Health System, specializes in hands, wrists, elbows and upper extremities. Here are some of the more common problems that he treats.

TRIGGER FINGER

“Trigger finger is a common problem in the hand, especially in people over 60,” says Duncan. Trigger finger is a condition caused by inflammation of the flexor tendon in your fingers or thumb, making it catch in the bent position and then pop out and release the finger into a straight position. It can be painful and is treated first with injections and then with surgery if the condition persists.



The hands have it

Scott Duncan, MD, orthopedic surgeon, brings hand, wrist and arm specialty care to Owatonna Hospital

Scott Duncan, MD, board-certified orthopedic surgeon, has joined Owatonna Clinic – Mayo Health System and performs orthopedic surgeries at Owatonna Hospital.

Duncan comes to Owatonna from

Mayo Clinic in Scottsdale, Ariz. He graduated from the University of Washington School of Medicine, and completed his residency in orthopedic surgery at Campbell Clinic Foundation–University of Tennessee in Memphis.

He has a special interest in hand, microvascular and upper extremity surgery, and he completed a fellowship at Cornell University Medical College in special surgery for the hand and upper extremity.

Hands, wrists Owatonna Hospital

CARPAL TUNNEL

“Carpal tunnel syndrome is more common, and genetics may play a more important part than previously thought,” Duncan says. “It may be more about how your wrists are built, but repetitive tasks can exacerbate the problem.”

Carpal tunnel syndrome causes a pins-and-needles sensation or pain in the thumb, index finger and long finger. “It’s important to treat it, because in severe cases, permanent nerve damage can occur,” Duncan adds. “Don’t be too stoic about it.”

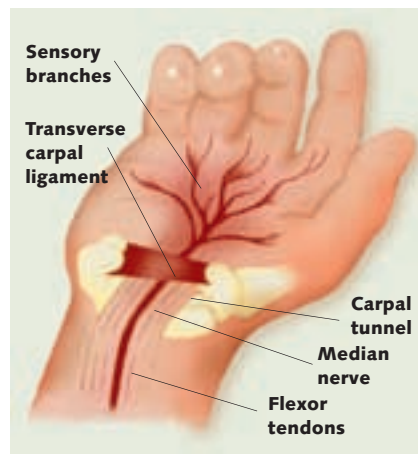
For early symptoms, treatment may include rest and wearing wrist splints during the day and night to keep the wrist in a neutral position. Anti-inflammatory medications may also be used to reduce symptoms. “If you notice that your activities cause symptoms in

your hands, back off a little and try anti-inflammatories,” Duncan recommends. A Mayo Clinic study showed that computer keyboard work is usually not a problem, he adds.

Hand therapy, available at Owatonna Hospital’s Center for Rehab & Wellness, can help identify strain-causing hand tasks and help patients find ways to do the tasks without strain. For more severe cases, steroids may be injected into the wrist.

“An electrical study of nerve function helps us confirm the diagnosis and determine treatment,” Duncan explains. If other therapies are not effective, surgical treatment is an option that produces good results for many patients.

The surgery splits the ligament



that encloses the median nerve and tendons in the carpal tunnel to make room and relieve pressure.

TENNIS ELBOW

Tennis elbow is also known as lateral epicondylitis, and causes pain in the outer aspect of the elbow. While surgery is required for some cases, Duncan starts with a new treatment that involves injecting blood into the tendon origin on the elbow. ♦



In good hands. Scott Duncan, MD, explains which tendons of the rotator cuff are most vulnerable in patients due to tears or degeneration.

More treatments available at Owatonna Hospital

Scott Duncan, MD, brings new treatments and techniques to patients at Owatonna Hospital. Before, patients would have required transfer to other facilities for treatment of some nerve and tendon injuries. Now they can receive treatment right here in Owatonna. “We use a microscope when repairing nerves in the fingers and arthroscopy to make wrist and thumb procedures less invasive,” Duncan says.

PHYSICAL THERAPY

Physical and occupational therapists at Owatonna Hospital’s Center for Rehab & Wellness work with patients to resolve hand, wrist and arm problems before they become severe enough to require surgery. They also help patients recover and return safely to activities after surgery.

Talk to your doctor if you are experiencing tingling, numbness or pain in your hands, wrists or arms. For more information, call 507-455-7631.



OWATONNA HOSPITAL



For more healthy living events and ideas, visit www.allina.com and select

Be Healthy.

PRENATAL, NEWBORN, CHILDREN'S PROGRAMS

Many of the following programs are offered in collaboration with Owatonna Hospital, Early Childhood Family Education, Steele County Public Health and Owatonna Clinic.

Birth, Babies & Beyond

\$55

First-time parents learn how to get ready for the birth of their child and begin the parenting journey. Call 507-444-7900 for dates and times and to register.

Refresher Childbirth Class

\$25

This one-day class is designed for those who have previously attended a child-birth class within the past three to five years. Call 507-444-7900 for dates and times and to register.

Sibling Preparation Classes

Second Tuesday of each month, 6:30-7:30 p.m., Free

This class is designed for children ages 2 to 6 whose parents are expecting a new baby. Call 507-444-6032 to register.

Amazing Newborn Clinic

Tuesdays, 12:30-2 p.m.

Roosevelt Community School

Free clinic where babies are weighed and parents' questions are addressed. Drop in anytime the clinic is open.

SENIORS WELLNESS PROGRAMS

Chair Aerobics

■ **Mondays and Fridays, 10:30-11:15 a.m., Senior Place \$10/month or \$1.25/class**

■ **Tuesdays and Thursdays, 3:30-4:15 p.m., Cedar Place**

Free

Get an aerobic workout with members of Owatonna Hospital's Center for Rehab & Wellness. It includes warm-ups, exercises, stretches and cooldowns. Call 507-455-7631 for more information.

Weight Training for Seniors

Mondays, Wednesdays and Fridays, 8:30-9:30 a.m. and 3:15-4:15 p.m.

Senior Place

\$18 to \$27/month, sliding fee

A member from Owatonna Hospital's Center for Rehab & Wellness leads a program of warm-up exercises, weightlifting with handheld weights, stretching and cooldown exercises. Call 507-455-7631 for more information.

FITNESS PROGRAMS

Weekly Sports Clinics with Certified Athletic Trainers

Mondays, 7-8 p.m., West Hills Fitness Center, 502 Dunnell Drive \$15/15-minute consultation

Whether you're a weekend warrior or high school athlete, getting answers about how to prevent and treat sports injuries is now easier than ever with weekly sports clinics offered through Owatonna Hospital and Owatonna Parks and Recreation. Certified athletic trainers T. C. Carlyle and Jen Lorenzo work one-on-one with clients to answer questions about individual fitness programs, prevention and treatment of sports injuries, conditioning for a specific sport, or relieving current aches and pains. Student athletes 18 and younger must be accompanied by a parent or provide written parental consent.

Appointments are encouraged. Call 507-444-4290.


Terry "T. C." Carlyle, certified athletic trainer at Owatonna Hospital, is ready to help athletes stay healthy on the field, court or track through strength training and conditioning.



..... **RECIPE OF THE WEEK**

Start each week with a fresh, healthy addition to your menu when you sign up for Allina.com's Recipe of the Week e-mail. Each recipe you receive has its own nutrition label, complete with per-serving information about calories, fat content and cholesterol, as well as key vitamins and minerals.

Here's how to sign up:

-  1. Go to www.allina.com.
 2. Look in the *Be Healthy* section for *Health e-newsletters*.
 3. At the free subscription sign-up page, select *Recipe of the Week* and confirm your e-mail address.



For more recipes, visit www.allina.com/ac/allinarecipes.nsf/recipes.

Fruit milkshake: Spoil your family with a spring treat

This fruit shake has almost no fat and is delicious. See if the great taste doesn't delight your kids.

INGREDIENTS

- ½ cup skim milk
- ½ cup sliced fruit (such as peaches or strawberries)
- 2 ice cubes
- ½ teaspoon vanilla extract
- Sugar to taste

INSTRUCTIONS

Blend milk, fruit, ice cubes and vanilla until smooth. Sweeten as needed.

NUTRITION INFORMATION

Makes 1 serving. Serving size: 1 cup. Amount per serving: 100 calories (with sugar), 0.3g fat, 2mg cholesterol, 1.4g fiber, 63mg sodium.

Source: Brenda J. Ponichtera, RD, *Quick & Healthy Low-fat, Carb Conscious Cooking* (ScaleDown Publishing, Inc.), available at www.quickandhealthy.net. Reprinted with permission.

Owatonna community resources for exercise

FITNESS CENTERS

- MC Fitness 507-451-8833
- Anytime Fitness 507-456-8587
- Curves for Women . . . 507-455-4060
- SNAP Fitness 507-455-3500
- Park & Rec/West Hills.. 507-444-4290

WATER AEROBICS

- Community Education.. 507-444-7900
- West Hills 507-444-4290

WALKING

You can pick up a trail map at the Parks and Recreation Department at 540 West Hills Circle or online at www.ci.owatonna.mn.us/services/parkrec/trails.php.

SENIOR EXERCISE PROGRAMS

- Sponsored by Owatonna Hospital's Center for Rehab & Wellness*
- Senior Weight Training.. 507-455-7631
- Chair Aerobics 507-455-7631

SWIMMING

- Owatonna Country Club (seasonal) 507-451-5942
- West Hills 507-444-4290

TAI CHI

- Senior Place 507-444-4280

YOGA

- Yoga & Wellness Center.. 507-390-0279
- Community Education . . 507-444-7900

PILATES

- Yoga & Wellness Center.. 507-390-0279
- Community Education . . 507-444-7900



Representatives from Owatonna Hospital and Owatonna Clinic gathered to receive the prestigious Innovation of the Year in Patient Care Small Hospital award from the Minnesota Hospital Association. Pictured with the Award, from left to right, are Becky Christensen, Owatonna Hospital risk coordinator; Carol Winter, MD, Owatonna Clinic internist; Brian Bunkers, Owatonna Clinic CEO and family physician; Sharon Kapp, RN, Owatonna Hospital inpatient care manager; Kathy Huttar, RN, Owatonna Hospital quality and risk manager; and Doris Domeier, Owatonna Hospital coding specialist.

Quality care counts

WATONNA HOSPITAL was named the 2007 Innovation of the Year in Patient Care award winner (small hospital category) by the Minnesota Hospital Association (MHA) for its Congestive Heart Failure Initiative. The honor was one of 20 individual and group awards given by the MHA.

Working with the Owatonna Clinic – Mayo Health System, Owatonna Hospital developed and put into place new methods for providing enhanced care to

patients with congestive heart failure in order to reduce the number of hospital readmissions.

Congestive heart failure is when the heart does not pump as strongly as it should. As a result, fluid builds up in the lungs and other parts of the body. Organs such as the kidneys and the brain receive less blood.

The most common symptoms of heart failure are shortness of breath, swelling of the feet and legs, and fatigue.

“This new program provides inpatient and outpatient treatment

and education to help chronic heart failure patients live longer, more rewarding lives,” says Sharon Kapp, RN, inpatient care manager, Owatonna Hospital. The program involves improved treatment documentation in patient charts, enhanced in-hospital education and improved discharge instructions that include referring heart failure patients to the clinic for further outpatient monitoring, education and dietary counseling. Reflecting the success of the program, there were zero readmissions in the third quarter of 2007. ❖

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903 S. Oak Ave.
Owatonna, MN 55060

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