



UNITED  
HOSPITAL

Allina Hospitals & Clinics

# Healthy Communities™

a publication of  
ALLINA HOSPITALS & CLINICS

MAGAZINE

Spring 2010

## STROKE

# An artful recovery

**P**ainting has always been Frank Hoffman's means of intellectual and artistic expression. After having a stroke, he now includes his artwork as a means of therapy.

A stroke occurs when blood flow to the brain is interrupted or stopped. It can be caused by a ruptured blood vessel or, in most cases, blockage from a blood clot. When this happens, nerve cells in the brain do not get the oxygen and nutrients they need. These nerve cells can become damaged or die within minutes. Movement, speech, memory and other activities can be affected. If the damage is too severe, death can result.

According to the Centers for Disease Control and Prevention (CDC), stroke is the third leading cause of death in the United States. The CDC estimates that 795,000 people in the United States will have a stroke and about 137,000 Americans will die of stroke every year.

The good news is that the faster treatment for stroke is begun, the better the result.

"Successful stroke treatment can be extremely time sensitive," says Paul Schanfield, MD, stroke

director at United Hospital and a neurologist with Neurological Associates of St. Paul. "You cannot restore the tissue once cell death has occurred, but rapid reestablishment of blood flow leads to recovery of injured and threatened brain cells.

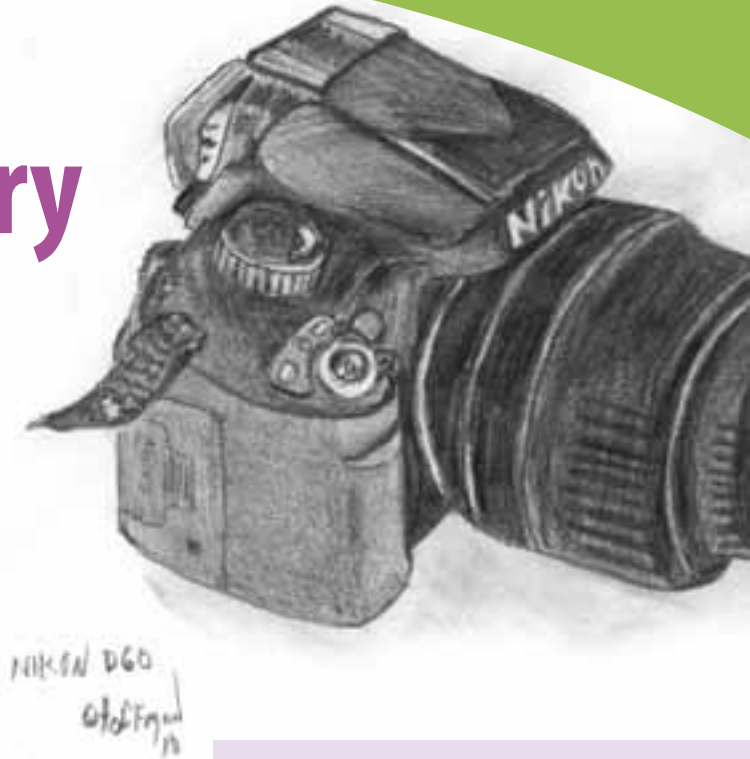
The clock is ticking and the sooner the treatment is started, the better."

Frank had his stroke on Nov. 14, 2009. He; his wife, Lolly; and their daughter were attending a party in St. Paul—a party that happened to be across the street from a fire department. He was sitting next to his wife when he realized that something wasn't right.

Lolly Hoffman soon realized something was wrong, too, but many saw Frank's attempt to leave the party as the staggering of someone who has had too much to drink.

"My wife said, 'he's not drunk, something is wrong,'" Frank says.

—CONTINUED ON PAGE 4



Frank Hoffman has started to draw again, which is something he thought he would be unable to do since experiencing his stroke.

## Learn more

### Attend a free community education session about stroke

Tuesday, May 25

- 11:30 a.m. to 1:30 p.m. (event)
- Noon to 1 p.m. (presentation)

St. Luke's Room at United Hospital  
Please call 651-241-7318 to register and for more information.

## Inside:

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3 State-of-the-art emergency care

5 Put a little love in your heart



he or she can ask a member of the diabetes inpatient care team to consult with that patient. The consultation

is based on a patient's individual needs, but usually is focused on basic skills for living with diabetes and trying to connect them with outside resources.

"Patients with diabetes usually spend at least two days or longer in the hospital than patients who don't have diabetes," Shank says. "In our work at United, we have decreased their length of stay. While we are focused on improving a patient's condition while in the hospital, our hope is that the education we provide may also help prevent future complications or hospitalizations."

The Joint Commission's Inpatient Diabetes Certification program is based on American Diabetes Association Clinical Practice Recommendations. In addition to inpatient diabetes care, The Joint Commission has also awarded United Hospital Advanced Certification as a Primary Stroke Center, accredited United Mental Health and accredited United Hospital.

# Going for the gold

## United Hospital's diabetes care program receives national accreditation

United Hospital has once again earned the Gold Seal of Approval™ for health care quality. The Joint Commission, a national hospital accreditation agency, awarded United Hospital the Certification of Distinction for its inpatient diabetes care; it is one of only two hospitals in Minnesota to win such certification.

"Caring for patients with diabetes has been a focus for United Hospital for several years, and our effort has grown to involve registered nurses certified as diabetes educators, endocrinologists, doctors, pharmacists, dietitians and other medical staff who are committed

to faster diagnosis and treatment of diabetes," says Richard Shank, MD, United Hospital hospitalist and Diabetes Team Management Committee chairman. "Also, we work to give patients the tools to better manage their diabetes both in and out of the hospital."

### Reaching out

United Hospital is leading the state and nation in a proactive and coordinated approach to treat and educate patients with diabetes. If a patient with diabetes or elevated glucose levels comes to United Hospital and a nurse sees a need for additional assistance,

# Become a fan of United Hospital



Connect with United Hospital on Facebook. In addition to our Web site, [unitedhospital.com](http://unitedhospital.com), United Hospital is now using Facebook to inform the community about what's new at the hospital. The page features hospital news, photos of hospital-sponsored events and links to health care-related news.

Anyone who is a member of Facebook can become a fan of and check out the United Hospital page on Facebook.

Those who are not members of Facebook can still view the United Hospital Facebook page, but they will need to join Facebook to interact.

To access United Hospital's Facebook page, first go to [unitedhospital.com](http://unitedhospital.com) and then click on the Facebook icon.

Once you arrive, either log in or join Facebook to become a fan of United Hospital's page. This will ensure that you receive status updates.

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# Emergency care—the front door to health care access

## Peter J. King Emergency Care Center set to open in spring 2011

A trip to any hospital, especially if it's because of an emergency, can be a scary and anxious time for patients and their families. To bring more help to patients during this time, United Hospital brought guest services staff into the Emergency Department (ED) to serve as patient liaisons and assist with escorting patients, as well as identifying and solving guest service issues.

“The guest services team welcomes and helps guide patients as they first come to the ED,” says Deb Raptis, RN, certified emergency nurse, director of the ED. “While they assist in many

more ways, just this alone has been a real asset for patients, nurses and doctors because they can quickly spot individual needs, such as if patients require a wheelchair or are having trouble breathing.”

At United, the ED sees more than 40,000 patients a year, and about 40 percent of those patients are admitted to the hospital. What was once the back door to the hospital has truly become the front door for health care access.

“Being the hospital's front door to the community, it is critical that our focus, along with the care delivered, include patient satisfaction both now and when the new facility opens,”

says Nathan Anderson, MD, medical director, United Hospital Department of Emergency Medicine.

The new Peter J. King Emergency Care Center at United Hospital, scheduled to open one year from now in spring 2011, will be a state-of-art facility where all emergency services programs, disaster preparedness, advanced technology and community education efforts will be incorporated.

However, the development of the Peter J. King Emergency Care Center involves much more than the physical construction. An essential element is the work to transform the care experience for patients, which has included implementation of several efforts to enhance customer relations, operations and quality.

Visit [unitedhospital.com](http://unitedhospital.com) to **Go!** check out the construction cam and learn more about the Peter J. King Emergency Care Center at United Hospital.

# Camp United youth volunteer program

Camp United is United Hospital's summer volunteer program for high school and middle school students. Students attend one two-week session, and during this time help patients, families and staff at United Hospital by performing various duties in guest services, patient discharge service, the gift shop and patient services.

During these two weeks, teens will help people, learn about health care and enjoy the many benefits of volunteering.

To apply for Camp United or for more information, visit United's **Go!** Web site at [unitedhospital.com](http://unitedhospital.com). Go to the *Healthy Communities Magazine* page under the Helpful Links menu.





# Stroke signs and symptoms

A stroke can cause:

- sudden numbness or weakness of the face, arm or leg
- sudden confusion or trouble speaking or understanding others
- sudden trouble seeing in one or both eyes
- sudden dizziness, trouble walking, or loss of balance or coordination
- sudden severe headache with no known cause.

If you or someone who know has any of these symptoms, call 911 immediately.

## An artful recovery

—CONTINUED FROM FRONT PAGE

Their daughter ran across the street to the fire department. Frank was



Frank Hoffman

quickly taken by ambulance to United Hospital.

Because he was in St. Paul and being taken to United by a St. Paul emergency

medical team, his diagnosis began immediately. Emergency medical staff are trained to recognize the signs and symptoms of stroke and to activate United's stroke team.

### Count on us

United is recognized by The Joint Commission as a Primary Stroke Center. One of the elements of a Primary Stroke Center is a stroke team that can quickly evaluate patients and begin treatment. A computed tomography scan revealed that Frank had a blocked blood vessel in the left side of his brain.

He was given an IV of clot-dissolving medicine that quickly

reopened the blood vessel.

“Frank was lucky,” Schanfield says. “Timing is critical in treating stroke. His diagnosis was quickly made and treatment started. The problem we have is that people are not coming in to the hospital soon enough for treatment when they have had a stroke.”

Frank agrees with his doctor.

“My short-term memory isn't what it used to be,” he says. “But I feel good; I'm continuing to improve.”

And he's drawing and painting again, activities his physical therapists encourage to help him recover.

## Nationally accredited stroke care at United Hospital

The Stroke Center at United Hospital is certified by The Joint Commission as a Primary Stroke Center. The center provides an integrated and comprehensive approach to stroke care from diagnosis to treatment to rehabilitation.

**Call** 651-241-8600 for more information about the Stroke Center at United Hospital or visit [allina.com/stroke](http://allina.com/stroke).



# Take heart—and make it healthy

**W**ork schedule: 24 hours a day, seven days a week. How would you like to have that in your job description? For the human heart, 24/7 is the standard. Subpar performance may not seem like an option when talking about the heart's work habits, but for roughly 5 million Americans living with heart failure, it's a round-the-clock reality.

Heart failure is a form of heart disease that simply means your heart isn't working as well as it should. A healthy heart pumps about 100,000 times a day, delivering blood to and from the far reaches of your body. An unhealthy heart still pumps, but it may not pump enough blood or with enough force to send a sufficient supply to all of your body's tissues and organs.

## Signs of trouble

People with heart failure often complain of:

- feeling tired or short of breath
- trouble sleeping
- abdominal pain and loss of appetite
- unexplained weight gain or swollen legs and ankles
- frequent dry cough.

See your doctor if you have any of these symptoms. Your doctor will perform a physical exam and ask about your symptoms and may take a look at your heart with X-ray, echocardiogram or other imaging tests.

## Ticker TLC

If you are diagnosed with heart failure, your doctor will develop a



treatment plan for you. It is very important that you follow the plan and communicate with your doctor on a regular basis, especially early in the process.

Your treatment plan may include medicines such as angiotensin-converting enzyme (ACE) inhibitors and beta-blockers, which reduce blood pressure and ease the strain on your heart.

Your doctor can also set up a diet and exercise plan for you that will help strengthen your heart and improve your overall health.

When a faulty heart valve or blocked artery is causing your heart to under-perform, surgical and nonsurgical options—such as heart valve replacement, coronary bypass or angioplasty—may be recommended. Talk with your doctor to learn more about these procedures.

## Take control

There are certain risk factors for heart disease that can't be avoided, such as being over age 65, male, or black or having a family history of heart disease.

But, according to the American

Heart Association, there are three basic lifestyle choices that will help you defend against heart disease:

- **Avoid tobacco.** If you smoke, it's time to quit. If there is someone in your home who smokes, it's time to help him or her quit. Smoking doubles your risk of developing heart disease.
- **Exercise regularly.** Any exercise is better than none, and just 30 minutes a day on most days of the week will help lower your risk. Studies show that people with moderate fitness levels are much less likely to die early from heart problems than those with poor fitness levels.
- **Eat healthfully.** The foods we eat can contribute to high cholesterol, high blood pressure, diabetes and weight gain—all major risk factors for heart disease. Build your diet around vegetables, fruits and whole grains, and cut back on salt.

If you already have heart disease or haven't exercised in a while, speak to your doctor about creating a diet and exercise plan that's best for you.

Source: American Heart Association



Charles Lick, MD, and Sara Adams, RN, Buffalo Hospital Emergency Department, demonstrate the LUCAS™ device, which is used to perform chest compressions during CPR.

## Top 10 percent in the nation in treating heart attacks

With the St. Paul Heart Clinic, United Hospital is proud to be in the top 10 percent of hospitals in the nation for quickly reopening blocked arteries.

The quicker a patient's artery is opened, the greater chance for less heart damage and a more successful recovery.

This is just one of many remarkable achievements that showcase the partnerships, dedicated staff and state-of-the-art techniques which make the Nasseff Heart Center a state and national leader in heart care.

For more information about the Nasseff Heart Center, please call 651-241-2525.

## Just like CPR—only better

The LUCAS™ device takes a lifesaving technique to the next level

Allina hospital emergency departments at eight of our 11 hospitals, as well as Allina Medical Transportation ambulances, have a new tool in the battle against cardiac arrest. The LUCAS™ device is an innovative machine designed to help the health care team perform the steady, regular chest compressions required to meet American Heart Association (AHA) cardiopulmonary resuscitation (CPR) guidelines.

"We've been doing CPR in this country for more than 45 years with little to no impact on cardiac arrest survival rates," explains Charles Lick, MD, Buffalo Hospital Emergency Department medical director and medical director for Allina Medical Transportation. "We used to focus on clearing the airway and giving the patient more oxygen,

but in 2005, the AHA determined that we need to focus on performing better chest compressions, to move that blood around and keep those organs working.

"We know that CPR is very difficult to do well, even by professional rescuers," Lick says. "Plus it's hard to do CPR well for prolonged resuscitations. A machine doesn't get tired; it is consistent, and consistency is key."

Part plunger, part suction cup, the LUCAS device circulates blood and oxygen to keep vital organs alive. Lick explains that the LUCAS device performs compressions to the chest at the rate of 100 compressions per minute, based on AHA guidelines. Emergency personnel monitor the patient and provide the oxygen.

Lick predicts that use of the LUCAS will help more patients



have successful results after cardiac arrest. "I firmly believe that we are going to save more lives with this machine," he says. "We can do much better CPR with LUCAS than we can with human intervention." Lick explains that for one group of Allina ambulance patients who had non-flatline heart rhythm, LUCAS has shown an 18 percent survival improvement.

## Primary Care



### United Hospital

Primary care doctors provide several types of care, including:

- family medicine
- internal medicine
- obstetrics-gynecology
- pediatrics.

To find a primary care doctor near you, visit [allina.com/doctors](http://allina.com/doctors) or call 1-800-877-7878.

## Urgent Care

### Apple Valley Medical Center

952-432-6161

24-hour urgent care

### Aspen Medical Clinic – Bandana Square, Inver Grove Heights and Maplewood

651-241-9900

Monday-Friday: 5-10 p.m.

Saturday and Sunday: 9 a.m. to 5 p.m.

### Quello Clinic – Burnsville Urgent Care

952-985-8255

Monday-Friday: 9 a.m. to 10 p.m.

Saturday: 9 a.m. to 1 p.m.

Sunday: Closed

Closed all major holidays.

### Quello Clinic – Lakeville Urgent Care

952-985-8655

Monday-Friday: 6-10 p.m.

Saturday and Sunday: 8 a.m. to 4 p.m.

Closed all major holidays.

### Allina Medical Clinic – Shoreview

651-483-5461

Monday-Friday: 5:30-9:30 p.m.

Saturday: 10 a.m. to 5 p.m.

Sunday: Noon to 6 p.m.

Holiday hours vary.

### Allina Medical Clinic – West St. Paul

651-241-1818

Saturday: 9 a.m. to 4 p.m.

Holiday hours vary.

### Allina Medical Clinic – Woodbury

651-241-3414

Monday-Friday: 3-10 p.m.

Saturday: 9 a.m. to 4 p.m.

Sunday: 9 a.m. to 4 p.m.

Holiday hours vary.

## Emergency Care

IN CASE OF EMERGENCY,  
CALL 911.



### United Hospital

333 N. Smith Ave.

St. Paul, MN 55102

651-241-8000

### Regina Medical Center

1175 Nininger Road

Hastings, MN 55033

651-480-4100

### River Falls Area Hospital

1629 E. Division St.

River Falls, WI 54022

715-425-6155

### Phillips Eye Institute

2215 Park Ave.

Minneapolis, MN 55404

612-775-8800

Patients have the right to choose their providers for primary, urgent and emergency care. This listing may not include all medical providers in your area.

## MyChart Your secure, online health connection

MyChart is an Internet tool that enables you to schedule and cancel appointments, manage your health information, review your test results, manage your child's health care and more—online, anytime! For more information or to sign up, talk to your clinic or visit [allina.com/mychart](http://allina.com/mychart).

## How to find us:

333 N. Smith Ave.  
St. Paul, MN 55102



Search for "United Hospital."



Follow us: @AllinaComm

## Mark your calendar

If you do not find the program or class you're looking for, call 1-866-904-9962 for information about offerings at other Allina hospitals or visit [allina.com/classes](http://allina.com/classes).

### VOLUNTEER OPPORTUNITIES

Volunteers serve patients and staff and greet visitors at United. Call 651-241-8644 or visit [unitedhospital.com](http://unitedhospital.com) for an application.

### CANCER

#### The Breast Cancer Support Group

Call 651-241-8375.

#### I Can Cope

Call 651-241-6408.

#### Reach to Recovery

This American Cancer Society program offers one-on-one support for women and men who have had a mastectomy or lumpectomy. Call 651-241-6408.

#### Prostate Cancer Support Group

Call 651-241-8328.

### HEALTH IMPROVEMENT

Courses offered at the Milton M. Hurwitz

ExerCare Fitness Center

Call 651-241-8080.



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### BOSU Balance Trainer

### Muscle Shop

### Pilates

### Yoga

### HEART

#### HeartSaver/CPR Class

A 2 ½-hour (noncertified) course for patients and families to learn CPR and the use of AEDs.

#### The Women's Heart Center

A personalized assessment for women to determine risk for heart disease.

Call 651-241-8108. \$95

### NEUROSCIENCE

#### Brain Tumor Support Group

Call 651-241-8575.

#### Stroke Support Group

The Sister Kenny® Rehabilitation Institute offers support groups for stroke survivors and their families. Call 612-863-4996.

### ORTHOPEDICS

#### Total Knee and Hip Replacement Program

A three-hour program to help prepare you for surgery and recovery. Call 651-241-5390.

### CHILDBIRTH AND PARENTING

United Hospital offers a variety of pregnancy, birth and parenting classes and support groups. Registration is required. Call Allina Class Registration at 1-866-904-9962, or visit [allina.com/classes](http://allina.com/classes).

### All About Babies

### Breastfeeding Preparation

### Childbirth Preparation

### Coping With Labor

### Expectant Father

### Expectant Grandparents

### Childbirth Preparation:

### Twins, Triplets or More

### Father and Baby

### Infant and Child CPR

One-session class offered twice a month. Learn resuscitation methods for infants and children younger than 8 years old.

### Infant Massage

### New Brother/New Sister

### New Parent Connection

### Tuesday afternoons

Offers education and support for parents with babies up to 4 months. For more information, call the instructor at 651-241-6204.

### Refresher Birth and

### Parenting Preparation

### The Birth Center Tours

### Postpartum Depression

### Support Group

Call 612-863-4770 before your first visit or for more information.

### Pregnancy After a Loss Support Group

Call 651-241-6206 before your first visit or for more information.

### Pregnancy and Infant Loss Support Group

For parents who have experienced miscarriage, stillbirth or infant death. Please call 651-241-6206 before your first visit or for more information.

### WEIGHT LOSS

### Weight-Loss Surgery Information

The Bariatric Center of United Hospital offers patients opportunities to discuss their experience with others who have undergone bariatric surgery. Class is free. Materials cost \$20, payable by personal check or cash only.

