

# Partners

## Breathe **FREELY**

**When sinus pain just won't  
go away, surgery may bring  
the relief you need**



**JACKSON  
HOSPITAL**



# 8 HEALTH PARTNERS

A primary care provider can help you stay healthy.



**4 HEALTH TIPS** Turn here for tidbits from Jackson Hospital.

**5 | DIABETES** Three easy ways to take special care of your feet.



**6 SINUSES** Surgery helped Tammy Robertson breathe freely.

**9-14 | WHY DONATE?** Several donors tell their reasons for giving.



**9-14 THANK YOU!** We appreciate your generous gifts in 2013.

**15 | MARK YOUR CALENDAR** Events for your health and well-being.



## Letter from the CEO

DEAR FRIENDS AND COMMUNITY MEMBERS:

If you've spent even a small amount of time at Jackson Hospital, you've likely been impacted by a project funded by the Jackson Hospital Foundation. Donors to the foundation invest in the community's health by giving much-needed support to special projects throughout the hospital. In this issue, we take time to recognize each of our donors in 2013 as well as spotlight some of those who inspire us with their generosity.

We're also featuring the benefits of sinus surgery in this issue. We always welcome warmer weather, spring flowers and more sunshine, but with those come pollen, allergies and sinus symptoms. This issue can give you a clearer picture of what's behind your allergies and sinus problems.

We appreciate the opportunity to serve your family's healthcare needs.

**Joe B. Riley**  
President and CEO

## Next time you're online

Check out [www.facebook.com/jacksonhospital](http://www.facebook.com/jacksonhospital),  
[www.twitter.com/jacksonhospital](http://www.twitter.com/jacksonhospital) and  
[www.youtube.com/jacksonhospital](http://www.youtube.com/jacksonhospital).

Also be sure to visit Jackson at [www.jackson.org](http://www.jackson.org).



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For address changes, comments or suggestions about PARTNERS, please contact us at 334-293-8805.

Founded in 1946, Jackson Hospital is a community not-for-profit hospital serving Montgomery and the Alabama River Region. Our comprehensive healthcare services include cardiac, cancer, neurosciences, orthopedics, surgical care, and women's and children's care, along with 24-hour emergency services.

Information in PARTNERS comes from a wide range of medical experts. If you have any concerns or questions about specific content that may affect your health, please contact your healthcare provider.

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# We're listening

Jackson Hospital  
and NRC collaborate  
to improve what  
matters to patients

**As part** of Jackson Hospital's continued effort to improve patient care and satisfaction, the hospital has partnered with National Research Corporation (NRC) Picker to better understand the patient experience. NRC Picker will coordinate patient satisfaction surveys upon discharge to give the hospital more information about quality-of-care issues as seen through the eyes of Jackson Hospital's patients.

After being discharged, patients will receive a survey by mail that allows them to review their experience at Jackson Hospital. Participation in these surveys is important because it helps Jackson Hospital improve care in the future.

Jackson Hospital's mission is to provide superior healthcare in a safe, compassionate environment while fulfilling our charitable obligation as a not-for-profit organization. In fulfilling that mission, Jackson Hospital strives to create an environment focused on the needs of the patient and family. Jackson Hospital is committed to working diligently with the National Research team to measure and improve the most important aspects of the patient experience.

To ensure the best results, Jackson Hospital partnered with the only global research firm providing integrated delivery of patient experience research and evidence-based best practices designed to improve patient-centered care. The NRC Picker survey instruments and improvement tools are built on the foundation of more than 7,000 interviews and

focus groups conducted by the Picker Institute and Harvard University. This groundbreaking research identified what matters most to patients and was the first to define patient-centered care.

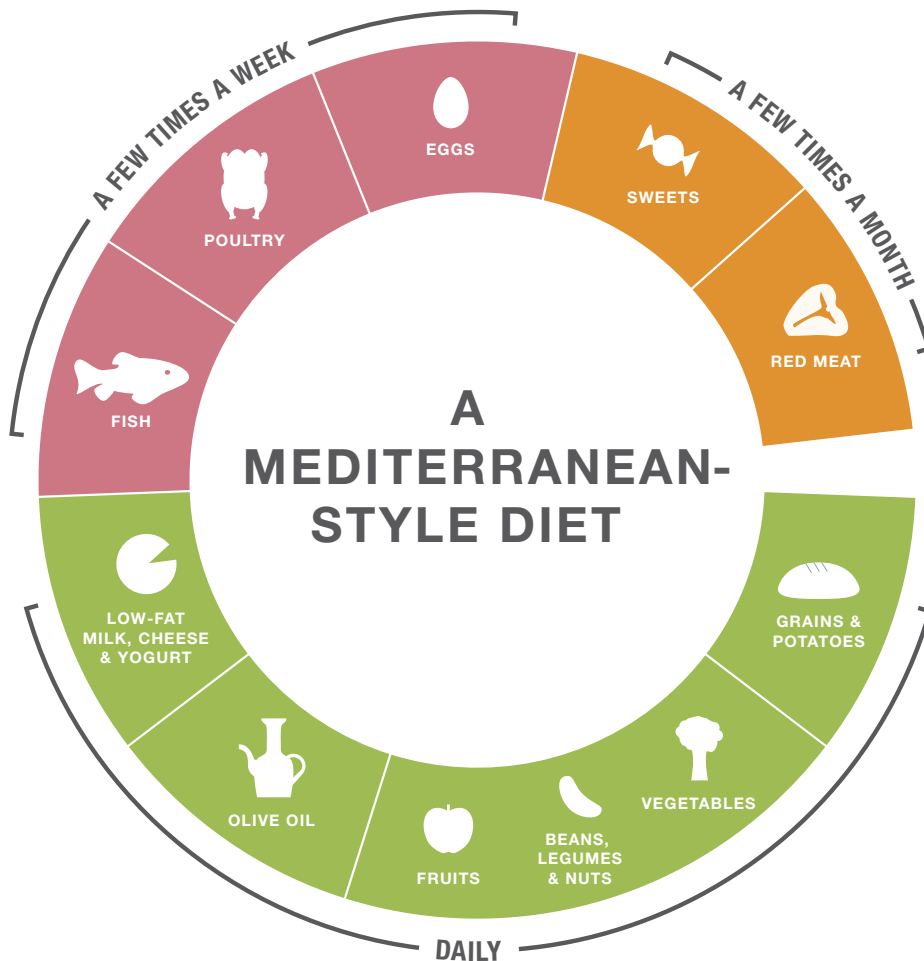
That research also yielded the eight dimensions of patient-centered care:

- Respect for patient values, preferences and needs
- Coordination and integration of care
- Information and education
- Physical comfort
- Emotional support
- Involvement of family and friends
- Transition and continuity
- Access to care

Jackson Hospital will focus measurement and accountability around these eight dimensions of patient-centered care in an effort to directly improve the quality of care and the patient experience.



For more information, visit  
[www.nationalresearch.com](http://www.nationalresearch.com)  
or call 800-388-4264.



NOTE: Amounts do not indicate serving sizes.

## NEW TELEMETRY MONITORS THROUGHOUT HOSPITAL

Jackson Hospital has replaced its telemetry monitors housewide. The project began in December and was completed in March. The monitors allow admission, discharge and transfer information, as well as patient vitals, to be sent directly to the electronic medical records. The new monitors give physicians the ability to see patient information remotely via iPhone or iPad, allowing them to review and adjust patient care quickly, if needed.

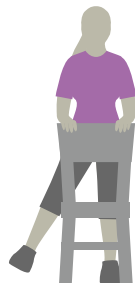


## 4 TYPES OF EXERCISES

You need to get 150 minutes of endurance exercise each week. Add one or two sessions of other types of exercise too.

### BALANCE

Improves posture and stability and helps prevent falls.



### ENDURANCE

Keeps heart, lungs and circulatory system healthy—improving overall fitness.



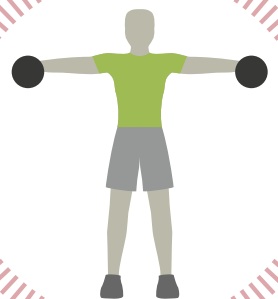
### FLEXIBILITY

Stretches muscles to help the body stay limber.



### STRENGTH

Builds stronger muscles to support body movement.

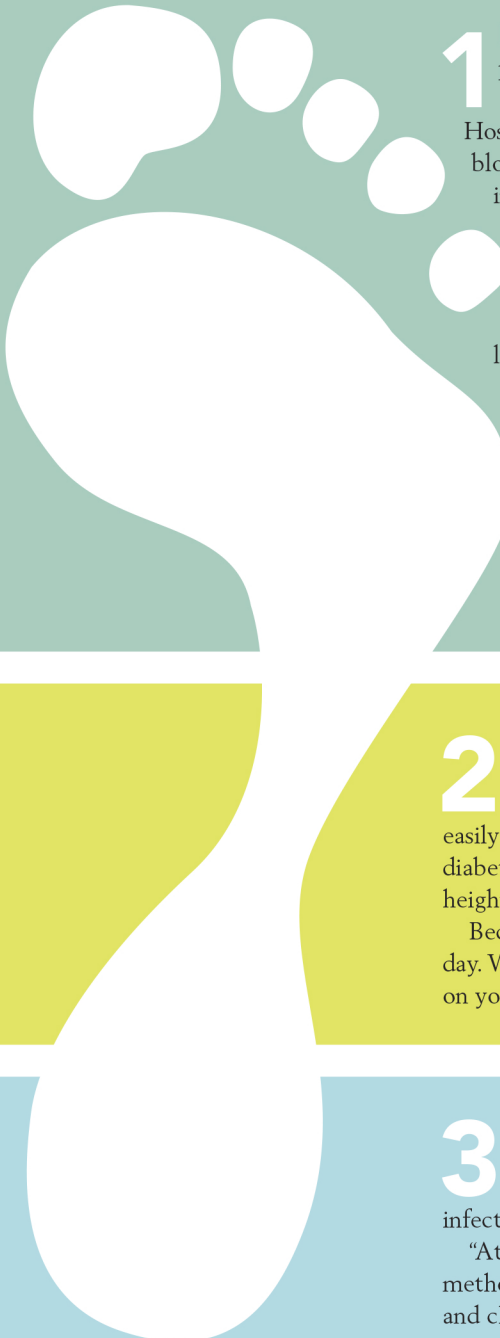


# Stand up against foot ulcers

**Inform. Inspect. Intervene.** If you have diabetes, these are the three words that can help protect your feet. And it's crucial that you become familiar with them.

The reason: Diabetes puts you at risk for foot ulcers. These open sores that develop on skin can lead to infection, hospitalization and even amputation.

But they don't have to. You can use the three I's to keep your feet safe. Here's how:



**1 Inform yourself about the risk.** Foot ulcers may begin as sores that result from poorly fitting shoes, long periods in bed or an injury that breaks the skin.

Jennifer Capps, director of the Wound & Hyperbaric Medicine Center at Jackson Hospital, explained that diabetes affects the healing of these wounds in many ways. If blood sugar levels are elevated, blood vessels stiffen and narrow, which leads to a decrease in blood and oxygen to a wound. Also, elevated blood sugar levels decrease the function of the red blood cells that carry nutrients to tissues. Without sufficient nutrients and oxygen, a wound heals slowly or not at all.

"Fifteen percent of diabetics will develop a foot ulcer," Capps said. "Many of these ulcers become infected, cost the patient and healthcare system numerous dollars, often result in absences from work, and can result in multiple amputations and a decreased quality of life."

According to the American Podiatric Medical Association, your risk of a foot ulcer increases if you use insulin; have diabetes-related kidney, eye or heart disease; are overweight; or use alcohol or tobacco. Risk also is elevated in older men, Native Americans, African Americans and Hispanic people.

"Diabetes is the No. 1 reason for limb amputation," Capps said. "Sixty-eight percent of diabetics die within five years after limb amputation; patients diagnosed with breast and prostate cancer have a higher survival rate."

**2 Inspect your feet.** Uncontrolled blood sugar levels may also cause diabetic neuropathy, in which a person with diabetes develops a loss of sensation in his or her lower legs.

"Unless people with diabetes inspect their feet daily, a blister, scratch or callus can easily develop and go unnoticed because of the loss of sensation," Capps said. "People with diabetes are at a higher risk for developing an infection and, if untreated, the infection can heighten the risk of developing gangrene, sepsis or a bone infection."

Because you may not feel irritations, you need to go looking for them on your feet—every day. Watch for cuts, cracks, blisters, redness, swelling or thickened skin. Foot odor or drainage on your sock could also be signs of trouble.

**3 Intervene to prevent trouble.** At the first sign of any foot problem, tell your doctor. Quick treatment lowers the risk of infection. That treatment may include taking pressure off your foot, removing dead tissue, and applying topical medications and dressings. If infection sets in, antibiotics and specialized wound care may be needed.

"At Jackson Hospital Wound & Hyperbaric Medicine Center, we use advanced wound care methods and follow evidence-based clinical pathway guidelines to heal patients with diabetic and chronic wounds," Capps said.

Our highly trained wound care staff can take care of diabetic foot ulcers and other types of wounds. For more information or to make an appointment, call **334-293-8138**.



# BREATHE FREELY

Sinus surgery can help



Tammy Robertson, RN

**When sinuses** become infected, medicine is the first line of defense. Nose drops, saline washes, steroid sprays, antibiotics and other medications often help reduce swelling and control infections.

But some people develop sinus problems that become chronic. Months—or years—of headaches, pain and misery can follow. Uncontrolled infections can travel to sensitive areas near the sinuses, including the eyes and brain.

So if aggressive use of medications fails, your doctor may suggest sinus surgery.

Tammy Robertson, RN, had sinus surgery 12 years ago and saw noticeable results. She works as a nurse for Stephen Chandler, MD, who sees patients at Montgomery Otolaryngology.

Earlier this year, Robertson's sinus symptoms started acting up again.

"I was throwing up and coughing real bad," Robertson said. "I thought it was acid reflux. It turns out it was my sinuses."

Robertson had developed a fungus in her sinuses that was causing her symptoms.

"I had sinus surgery again in February," she said. "After the surgery, I feel a whole lot better."

## The goal of surgery

If sinuses don't drain properly, pus and other secretions can build up and become infected. Air also needs to move freely through the sinuses; if it cannot, a vacuum is created. Any of these conditions can lead to pressure and pain.

The goal of surgery is to improve drainage and reduce blockages so that the complex pathways between the sinuses and the nose work better. Surgery helps by:

- Enlarging the natural openings of the sinuses
- Correcting anatomical problems
- Removing growths, called polyps

## Types of surgery

Today sinus surgery is usually done entirely through the nose, with no external scars. Surgeons use techniques that cause much less pain and downtime than older surgical techniques.

Sinus surgery options include:

- **Functional endoscopic sinus surgery (FESS)**, which involves inserting a very thin, lighted tool called an endoscope through the nose. This allows the surgeon to see the sinuses. Using micro-instruments, small amounts of bone or tissue are removed to enlarge and clear blocked areas to improve drainage.

Sometimes the inside anatomy of the nose needs to be repaired too.

- **Image-guided surgery**, which involves a multidimensional mapping system, CT scans and infrared signals to guide surgeons through the sinus passages. The signals and scans help surgeons know exactly where to fix the sinus passages.
- **Balloon catheter sinuplasty**, a minimally invasive technique that uses a soft, flexible wire threaded through the nose to reach the sinuses. A small balloon that follows the wire is then gradually inflated to gently reshape the blocked areas.

Used alone, sinuplasty doesn't require cutting, so it preserves the original nasal tissue. But depending on the location, extent and cause of sinus problems, doctors may use a hybrid approach, combining sinuplasty with other sinus surgery techniques for the best results.

"The procedure is an extension of general rhinology surgery, a refinement of a technique that's been utilized for several years," said Dr. Chandler. "I began doing the procedures about three years after they were approved and have been doing them now for almost eight years. It's a good procedure."



Stephen  
Chandler, MD

## What's the prognosis?

Robertson was able to return to work within two days postsurgery. While that is faster than usual, patients typically return to their regular activity within a few days after sinus surgery, reported the American Rhinologic Society.

According to the National Institute of Allergy and Infectious Diseases, most people have fewer symptoms and better quality of life after sinus surgery, although surgery may not completely eliminate sinusitis.

As with any surgery, there are risks involved with sinus surgery. Your doctor will consider many factors before recommending surgery, including your medical history and nasal anatomy.

## WHAT'S WITH ALL THE SNEEZING?

The medical term is *allergic rhinitis*. But many of us know this sometimes-miserable condition as hay fever.

Its symptoms are set into motion by an allergic reaction—not to hay, but often to pollen from trees, grasses and weeds. Sometimes the allergies are linked to mold, pets, cockroaches or dust mites.

## HEY, DO YOU HAVE HAY FEVER?

Allergic rhinitis may not be life-threatening, but it can be life-disrupting. According to the Centers for Disease Control and Prevention, more than 11 million Americans visit a doctor each year with symptoms of allergic rhinitis.

If pollen is causing your allergies, symptoms may be worse in spring and fall. (That's seasonal allergic rhinitis or hay fever.)

Allergies to pets, mold and dust can cause problems year-round (perennial allergic rhinitis).

## WHAT TO DO NEXT

Your doctor can help pinpoint what you're allergic to and devise a treatment plan, which may have several parts:

- Getting allergy shots (immunotherapy).
- Using medications, such as nasal sprays, eye drops or antihistamines.
- Avoiding allergy triggers. For example, you might try closing your windows at night to keep out pollen and mold. Your doctor might advise you not to mow the lawn or at least to wear a pollen mask when doing so.

Sources: American Academy of Allergy, Asthma & Immunology; American College of Allergy, Asthma & Immunology

How much do you know about allergies? Take a quick quiz to find out! Go to [www.jackson.org/allergies](http://www.jackson.org/allergies).

To find a PCP near you, go to [www.jackson.org](http://www.jackson.org) and click on "Find a Doctor."

# Primary care providers *Your partners* in health

**A cough** that won't go away. A swollen ankle. A sore wrist.

These could signal something as benign as a common cold or a mild sprain or as serious as cancer. It's nice to know you can take these concerns to someone

you trust—someone who knows more than just your name.

That person is your primary care provider (PCP). PCPs can respond to health issues ranging from the straightforward to the more complicated. And they are already familiar with you and your healthcare needs.

"Having a primary care manager does seem to make a difference in one's health," said Christopher Waguespack, DO, a family medicine physician. "If a person has continuing medical problems, it is advantageous to have a doctor who is versed in...the specific patient organizing all of the medical care for that person to ensure that they are optimizing their options for better health."

## Not just any doctor

When you have a health issue, your PCP is the first person you call. PCPs are doctors who specialize in treating the whole person. For example, they can:

- Offer preventive care
- Answer medical questions with sound advice that's specific to your health
- Manage care for chronic conditions, such as diabetes or heart disease
- Refer you to a specialist, such as a neurologist, surgeon or oncologist, when you need to see one
- Coordinate your healthcare, lab tests and medications among multiple healthcare providers

"For people who only need to come to their PCP once a year, it is helpful to have the same doctor reviewing their information, because it is all in one central location," Dr. Waguespack said. "That makes it easier to ensure that routine tests and appointment recommendations are followed at the appropriate times."

## Choosing a PCP

A good relationship with your PCP can have a positive effect on your health and healthcare. If you don't already have a PCP, make choosing the right one a priority. Look for someone you feel comfortable with and who you believe you can trust. Be sure to choose the right doctor for your age and health history.

The Jackson Clinic Family Medicine centers offer PCPs in your hometown. With locations in Montgomery, Prattville and Pike Road, you can choose a doctor who provides excellent healthcare in a convenient location. And the PCPs at The Jackson Clinic are backed by Jackson Hospital, which gives you access to a range of specialized services, should you ever need them.



Jackson Clinic primary care providers (from left): Andy Patchel, PA-C; Christopher Waguespack, DO; and Ezmina Lalani, DO



# LIGHTS OF LOVE

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—Continued on page 10



### JOSEPHINE DAVIS, RETIRED DONOR

Former Jackson Hospital nurse Josephine Davis retired 17 years ago, and she is still committed to improving the hospital through the Jackson Hospital Foundation.

"I worked there for almost 25 years," she said. "I have an attachment there. When my family goes to the hospital, that's where we go. That's why I still give."

Davis was a supervisor in labor and delivery, and she knows the value even a small contribution can make to the hospital. "My gift is just taken out of my check each month," she said. "It's not much—just \$25 a pay period, but I don't miss it. I want to keep giving. Every little bit helps."

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Yellow Flowers, by John Troup Wagon, was given by Mr. and Mrs. Samuel Kaufman II.

## ART PROJECT CONTINUES TO GROW

For a collection of work from some of the River Region's best artists, Jackson Hospital is the place to go. The foundation's art project began as a collaborative effort with the Montgomery Art Guild and now houses pieces from more than 70 artists, such as the painting above.

"It's a big blessing for our community to have the art displayed at Jackson Hospital, and it is so nice for patients and their families to have something to look at while they are in the hospital," said Sandra Larson, president of the Montgomery Art Guild. "There are a lot of healing aspects of art. It can make you feel so peaceful, and it's very therapeutic to look at art."

Jackson Hospital's collection is a permanent exhibit, affording countless people in the community the opportunity to enjoy art by locals.

"A lot of people come through hospitals, and many of them might not otherwise think about art, but this is a place where they can see it and enjoy it," Larson said. "As president of the Montgomery Art Guild, it makes me extremely happy that Jackson Hospital had the vision to feature local artists and to provide a place for artists to have their works shown. The community is able to look and realize that these are artists from here. These aren't pieces that just any hospital can order. This art was created right here in our own environment. Each painting has a story to tell."

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Attendees at the Jackson Hospital Foundation's Midtown Goes Downtown event enjoyed Southern-style cuisine, live music and drinks at Central in the heart of downtown Montgomery. Left: Jason Gentry, MD, and his wife, Melanie. Right: Pat Ryan, MD, and his wife, Susan.

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## TERESA MEDLEN AND CERESE SMOTHERS, EMPLOYEE DONORS

Much of the support from the foundation comes from Jackson Hospital's employees, who give each month to support hospital improvement projects as well as employee assistance funds. Teresa Medlen and Cerece Smothers are just two of the foundation's many employee donors.

"The foundation has provided many projects for the patients, physicians and staff of Jackson Hospital," said Smothers, above right. "The donation of the televisions for the patient rooms provides a much-needed distraction and comfort for our patients. Through the generosity of the foundation, some essential equipment has been received to assist the employees and physicians in providing state-of-the-art care."

"I decided to give because it is better to give than to receive," said Medlen, above left. "I believe the foundation helps employees in the hardest times and you never know when a need will present itself. It just feels good to know that I am helping someone who needs it. If you give a little, you will reap the rewards threefold in your lifetime."

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# DOCTORS' DAY

Each year, Jackson Hospital's physicians are touched by the outpouring of support the foundation receives in their honor for Doctors' Day. Your generous gifts helped the foundation fund 11 \$1,000 scholarships awarded to Montgomery-area high school seniors who are planning to pursue careers in the medical field.

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Dr. Brendan Wyatt  
Dr. Glenn Yates  
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Jackson Medical Staff

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Patrick and Julie Wood  
Renate Wood



Margaret (Peggy) Francis (right) honored her longtime physician Glenn Yates, MD, with a Doctors' Day gift. As a former military wife, Francis shares a connection with Dr. Yates, who previously served as a physician for the armed forces. She believes in his approach to medicine and became his patient when he was caring for her late husband, Fritz.



# health steps

## Spring

**Find out more online**  
There's more about these and other classes on Jackson Hospital's website, [www.jackson.org/events](http://www.jackson.org/events).

REGISTER FOR THESE AND OTHER JACKSON HOSPITAL EVENTS AT [WWW.JACKSON.ORG/EVENTS](http://WWW.JACKSON.ORG/EVENTS)

### CHILDBIRTH AND PARENTING

Classes require registration. For class dates and times or to register, please visit [www.jackson.org/events](http://www.jackson.org/events) or call 334-293-8497.

#### Breastfeeding Class

\$15 | JACKSON HOSPITAL, CLASSROOM 1  
Breastfeeding and lactation support designed for expectant mothers. Class includes dealing with common problems.

#### Prepared Childbirth Classes

\$25 | JACKSON HOSPITAL, CLASSROOM 1  
Topics include labor and delivery terminology, stages of labor, the role of a support person, and care after delivery. Register by your fourth month of pregnancy.

### WELLNESS AND SAFETY

#### Heart Saver CPR Class

\$30 | THURSDAY, JULY 10, 8 TO 11AM  
JACKSON HOSPITAL, EDUCATION CLASSROOM 1  
For anyone who wants to learn basic CPR skills and how to use an AED.  
**334-293-6886**

#### Joint Venture Class

FIRST AND THIRD THURSDAYS, 9 TO 10:30AM  
JACKSON HOSPITAL, CLASSROOM 1  
Before your total joint surgery, you and a coach are required to attend this presurgery class. Please schedule at least four weeks before surgery.  
**334-293-8020**

### COMMUNITY SPIRIT EVENTS

#### March of Dimes March for Babies

SATURDAY, JUNE 7  
UNION STATION TRAIN SHED, DOWNTOWN MONTGOMERY

#### Lifesouth Blood Drive

TUESDAY, JUNE 10  
JACKSON SURGERY CENTER

#### Montgomery Corporate Challenge

JUNE 19 TO 21  
Find out more at [www.montgomerycorporatechallenge.com](http://www.montgomerycorporatechallenge.com).

#### Lifesouth Blood Drive

WEDNESDAY, JUNE 25  
JACKSON HOSPITAL CLASSROOM 1

*Class schedules are subject to change.*



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# Mother-son duo lays foundation for improving Jackson Hospital

**For nearly 20 years**, the mother-son team of Renate and Patrick Wood has been serving Jackson Hospital. Patrick, director of development for the Jackson Hospital Foundation, and his mother, a volunteer since 1997, are committed to improving the patient experience at Jackson Hospital.

Renate began volunteering in the gift shop, assisting with everything: wrapping, decorating, merchandising and organizing. She also managed a week-long Christmas open house for the gift shop each year. In 2003 she received the American Red Cross-Central Alabama Distinguished Service Award. Renate now volunteers at the Jackson Imaging Center, where she helps patients prepare for mammograms.

Patrick, recently recognized as MVP at an employee recognition ceremony, makes daily visits to foundation donors who are staying in the hospital and has taken people home from the hospital

when they didn't have a ride.

"Patrick originated the foundation's first golf event, Swinging Fore Healthcare, in 2006. His expertise both in the sport and fundraising resulted in an annual tournament that is one of the most successful of its kind," said Janet McQueen, foundation president. "He is always thinking of ways to improve a near-perfect golf experience—a work ethic that applies to each project he tackles. Patrick is a wonderful ambassador [for] and asset to Jackson Hospital."

Patrick's first fundraising event resulted in the purchase of a new incubator for the nursery.

"The magnitude of that purchase really didn't hit me until it was in use and the director of that unit said to me, 'Look, you helped save that baby's life,'" Patrick said. "I was incredibly taken by that moment and have been striving to make a difference in the lives of others ever since."



Renate Wood, a volunteer at Jackson Hospital, and her son, Jackson Hospital Foundation Director of Development Patrick Wood