

myUHCare Bedford

ACTIVE AGAIN

Joint replacement patients
enjoy personalized care

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Personalized Rehab
Gets You
Moving Again

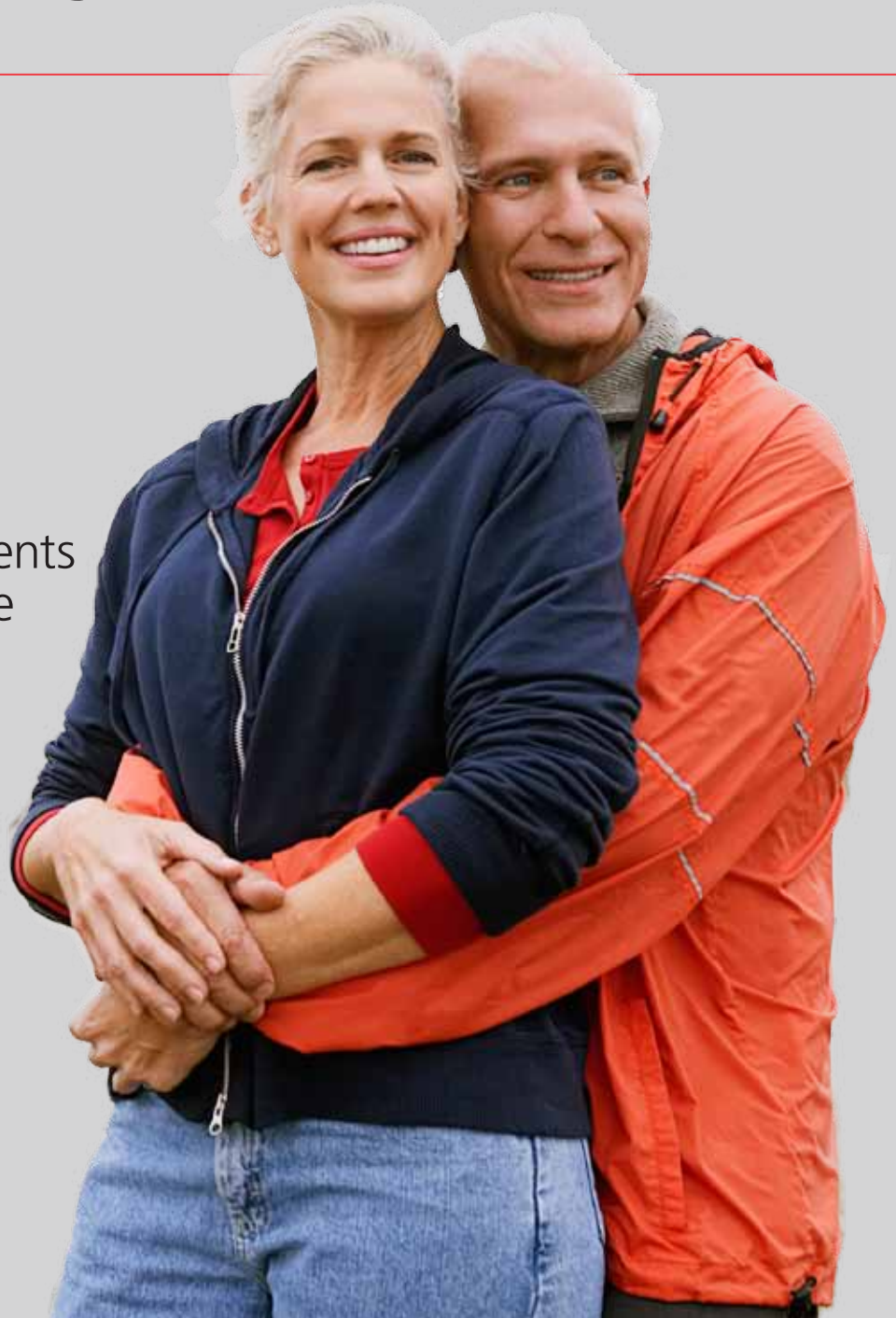
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Have Back Pain?
Trust Us for Relief

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Emergency Care in
30 Minutes or Less

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See clearly again! Sign up for a FREE seminar on the latest in cataract treatments. See page 2

Score One for Quality Care



IN THE WORLD OF FOOTBALL, a touchdown can win a game in an instant. At University Hospitals Bedford Medical Center, we're proud to highlight in this issue

two services that we think our total joint patients will view as touchdowns.

First, we are very proud of the coordinated, personalized care and patient experience we have created for total joint replacement patients. Specifically, we have:

- ▶ Streamlined the preoperative process, making labs and registration easier
- ▶ Created an orthopaedic specialty subunit with private rooms
- ▶ Opened a new rehabilitation gym near the orthopaedics subunit

Second, when you're ready for therapy, we're here to serve you with outpatient rehabilitation services. Brian Adams, Manager of Rehabilitation Services at UH Bedford Medical Center, likens his team of therapists to a family – one that you're part of from the beginning. Our therapists truly get to know you, so they can help you return to the things you love.

On another note, we pledge a 30-minutes-or-less “door to doctor” wait time at our Emergency Department, giving residents of Bedford, Bedford Heights, Oakwood and the surrounding areas a convenient, close-to-home option for expert emergency care. Because UH Bedford Medical Center is a certified Chest Pain Center and Stroke Center, you can rest assured that our emergency staff has the expertise you'll need in the most serious emergencies.

Now that's what I call a touchdown.

Laurie A. Delgado

Laurie Delgado
President
University Hospitals
Bedford Medical Center



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Seeing Is Believing

Remember what it was like to see near or far, night or day? A cataract procedure offered at University Hospitals Bedford Medical Center may make this a reality again.

Cataracts, which cloud the eye's natural lens, can be replaced with a new type of artificial lens called a multifocal implant. This implant reduces – and sometimes eliminates – the need for eyeglasses.

“We are able to restore a patient's more natural near and far vision,” says Shamik Bafna, MD, an ophthalmologist who implants the multifocal lenses on an outpatient basis at UH Bedford Medical Center. “This takes cataract surgery to the next level.”



FREE LUNCH AND LEARN

What: Recent Advancements in the Treatment of Cataracts
When: Monday, Oct. 24
Where: Catered Elegance Party Center, 1160 Broadway Ave., Bedford
Info: Register by Oct. 10 by calling **216-767-8644**. Doors open at 11:30 a.m. Lunch will be served at noon, with the presentation to follow.



EXTRAS IN THIS ISSUE These icons indicate bonus resources to deepen your knowledge, through videos, downloads, recipes, quizzes and more.

Specialized Care for the Senior Community

Older adults have unique and sometimes complex medical needs. University Hospitals Bedford Medical Center is committed to meeting those needs with exceptional service. Here's how:

NICHE. UH Bedford Medical Center has been a NICHE (Nurses Improving Care for Healthsystem Elders) designated site for more than a year. This means our nurses are specially trained to treat conditions unique to older patients.

ACE. A subset of NICHE, the Acute Care of the Elderly model puts a team of health professionals in your corner. They make rounds and then

strategize how to help each elderly patient prevent problems such as deconditioning (muscle weakness and fatigue), dehydration and falls.

GRN. The Geriatric Resource Nurse model is also under NICHE. Thirteen GRNs at UH Bedford Medical Center are now trained in geriatric-sensitive topics including sleep, nutrition and cognition.

Why does all of this matter? Because UH Bedford Medical Center has earned the NICHE designation, older patients are more likely to enjoy a shorter length of stay and less likely to be readmitted.

Have a Say in Research That Affects You

A community-based clinical research center opened at University Hospitals Bedford Medical Center in August, in partnership with the William T. Dahms, MD Clinical Research Unit at University Hospitals Case Medical Center.

The clinical research center has the potential to become a leading community clinical research center in the area, helping doctors, researchers and community members discover answers to important health questions. Community-based research centers can promote wellness and facilitate healing by:

- ▶ Looking at the community's specific needs and establishing research studies to meet those needs.
- ▶ Working to understand the community's thoughts and perspectives regarding research.
- ▶ Developing educational programs to address the health questions of the community and increase the community's awareness about research.
- ▶ Providing the public with research findings as soon as the results are available.

A research center close to your home provides you with an opportunity to take part in research studies that affect you and your community specifically. Many of these studies will be conducted by investigators at UH Bedford Medical Center that you may already know and trust. For more information, call the clinical research specialist at 216-286-6684.



MARK YOUR CALENDAR



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FREE Community Education Talks

HealthSpeak

OCT. 6	NOV. 3
Understanding Alzheimer's Disease	Memory Loss: When Should I Worry?

WHEN: 6 p.m.

WHERE: Conference Room 1 on the lower level of the Medical Office Building, which is attached to UH Bedford Medical Center. Directional signs will be posted for your convenience.

MISC: Healthy snacks and refreshments will be provided.

CALL: 216-767-8644 (reservations required).

FREE CLASSES

The community outreach programs offered by UH Bedford Medical Center are **FREE**, but reservations are required. To register, call **216-767-8644**.

3 Steps to Joint Replacement

Experience new levels of comfort and care in your journey to new a joint

Surgery Is a Last Resort

If you're considering joint replacement surgery, fact-finding is likely your first step. An orthopaedic surgeon at University Hospitals Bedford Medical Center can help you understand the benefits and risks. "People shouldn't feel that because they've got an appointment with a surgeon that we're going right to the table," says Yoel Anouchi, MD, Medical Director of Orthopaedic Services at UH Bedford Medical Center. He says he always recommends conservative treatments first, which include exercise, physical therapy, walking aids and medicines.

If loss of motion or pain inhibits daily activities, it may be time for total joint replacement, during which the entire joint is replaced, or partial joint replacement, a surgery offered at UH Bedford Medical Center that replaces only the most damaged areas of the joint.

"The success rate of surgery is extremely high," Dr. Anouchi says. "It's very gratifying because this is life-altering for my patients. People come in who can barely walk, and soon they are up and active again."



Yoel Anouchi, MD

For decades, University Hospitals Bedford Medical Center has been helping total joint replacement patients get moving again.

With the addition of Yoel Anouchi, MD, new Medical Director of Orthopaedic Services, UH Bedford Medical Center has enhanced and personalized its services more than ever before. "The small, intimate setting of a community hospital will allow patients to enjoy a more personal touch," says Dr. Anouchi, who is well-known in the Cleveland area for his skill with total joint replacement.

"Here, you won't feel like a number with a slot in the OR," Dr. Anouchi adds. "We've created a patient experience."

1. Preparation

The first step in the patient experience is preadmission testing. "We have a one-stop-shop approach," Dr. Anouchi says, noting X-rays, lab work and registration happen in one place. "You'll come right in from the parking lot and we take care of you in one spot," he says.

Next, a quick trip up the elevator takes you to a new preoperative education class. "You'll get a chance to learn about what the journey is going to be like," Dr. Anouchi says. For example, your physical therapy schedule is outlined ahead of time so you'll know what to expect. "Joint

replacement is not a spectator sport," he adds. "Patients who are educated do better because they know what to expect."

2. Surgery

On surgery day, UH Bedford Medical Center makes logistics as easy as possible. For example, you don't have to go through registration – you've already done that on preadmission day. Your personal belongings are carefully delivered to your private room on the new specialty orthopaedics subunit.

3. Recovery

After surgery, you'll appreciate close access to the new rehabilitation gym. There, you will practice learning how to get dressed, getting in and out of a tub and navigating stairs. (See "Back on Your Feet" on page 6 for details.)

The night before discharge, you will be served a celebratory dinner with fine linens. "The patient and a guest will order from a leather-bound menu," Dr. Anouchi says. "You can choose fish, steak, sides and a fancy dessert." It's one way of celebrating with you the enormous strides you've made during your stay.

Why all the fuss?

"It's not about you coming to the hospital for a procedure. It's a patient experience," Dr. Anouchi says. "We want to give total joint replacement patients a reason to choose UH Bedford Medical Center." □



Bedford Woman Gets a New Knee

At age 73, Rochelle Petak grew up in an era where if it wasn't broke, you didn't fix it. So even though an arthritis-ravaged knee joint caused constant pain, she managed. "You get used to the pain and you just live with it," she says.

Until you can't anymore.

Petak finally consulted with Yoel Anouchi, MD, Medical Director of Orthopaedic Services at University Hospitals Bedford Medical Center. "I felt very safe with Dr. Anouchi," says Petak, who called right back to schedule a total knee replacement.

Determined to be discharged from the hospital directly to her home, she raves about the physical and occupational therapists who helped make it happen. "I'm doing well. I'm doing everything I should be doing around the house," says the lifelong homemaker. "I'm glad I did it."

The woman in the photo is not patient Rochelle Petak.



IF YOU'RE READY FOR REPLACEMENT

Call **440-646-9636** to learn about the right treatment for you or to see Yoel Anouchi, MD, or another orthopaedic specialist at UH Bedford Medical Center.

Back on Your Feet

Rehab therapists take a team approach to get you moving again

He knows the phrase is used a lot, but Brian Adams, MOT, OTR/L, Manager of Rehabilitation Services at University Hospitals Bedford Medical Center, likes to call his team of

therapists a family. “We work as a team and we care deeply about how we tailor therapy to our patients,” he says.

For example, orthopaedic patients have access to a new, state-of-the-art gym equipped with a set of stairs, weights and adaptive devices, such as long-handled sponges and shoe horns. “We’re teaching orthopaedic patients to do more for themselves,” Adams says.

UH Bedford Medical Center’s team of physical, occupational and speech therapists serves inpatients and outpatients with a variety of rehabilitation needs, including orthopaedic, cardiac, pulmonary, congenital and neurological disorders.

“Really what we do is promote quality of life,” Adams says. In the process, patients end up becoming part of the family too. “We really get to know our patients,” he says. “We know their spouses, where they vacation, and what they enjoy doing.”

In other words, relationships lead to better rehabilitation – not to mention patient satisfaction scores that are consistently near-perfect. “You have to know a person to make him [or her] better,” he adds. “A lot of people say that. We actually do it.” □



Brian Adams, MOT, OTR/L

Get to Know Brian Adams

Brian Adams, Manager of Rehabilitation Services at University Hospitals Bedford Medical Center, prides himself on getting to know his patients. Here are a few facts about him:

- ▶ He has an occupational therapy background in critical care, stroke rehab and spinal cord rehab.
- ▶ As a drummer in a local rock band, he appreciates the need for high-functioning hands.
- ▶ He’s a newlywed, married 16 months.

 **NEED REHAB?**

If you have questions about physical, occupational or speech therapy, or you need an appointment, call **440-735-4748**.



When It's Time for Surgery

The decision to have back surgery should not be made lying down. Sami Moufawad, MD, a pain management physician at University Hospitals Bedford Medical Center, says many back-pain treatments are available, including physical therapy, medication and injections.

But, "if we have tried conservative treatments and nothing works," Dr. Moufawad says, "it's time to consider surgery."

Symptoms that may flag a deeper problem include:

- ▶ Uncontrollable pain or numbness
- ▶ Progressive weakness
- ▶ Uncontrollable urinary incontinence

Relief from Back Pain

Specialists can help you
find a lasting solution

Back pain is a common medical complaint, affecting eight in 10 Americans. In about 20 percent of cases, pain radiates from small joints that help your spine move. Called facet joints, they are located very close to spinal nerves. If injury or degenerative conditions damage these nerves, look out – the pain can be debilitating.

Sami Moufawad, MD, a pain management physician at University Hospitals Bedford Medical Center, says patients usually experience facet joint pain on one side of the back or neck. "It usually gets worse from arching backward, and improves when a patient leans forward," he says.

Dr. Moufawad says a nerve block can help determine if pain is localized in your facet joints. "If we block the nerve that supplies the facet joint, and this alleviates pain," he says, "then we have isolated the source."

Radiofrequency ablation, a procedure offered at UH Bedford Medical Center, may be the next step. This technique involves placing a probe next to the nerve that's transmitting pain signals and applying high-frequency vibration to disable it. "Often we have pain relief in a day or two. The relief lasts a year and sometimes forever," Dr. Moufawad says. "We get very good results." □



CALL FOR HELP

For more information about pain management at UH Bedford Medical Center, call **440-786-9885**.



A Need for Speed

Emergency Department delivers on a promise of faster care

Thirty minutes, door to doctor. That's what you can expect when you choose University Hospitals Bedford Medical Center for emergency care.

Wait, you say. Doesn't a trip to the Emergency Department always involve waiting? And waiting? And more waiting?

Not at UH Bedford Medical Center, where a streamlined Emergency Department flow features quick triage, a communication board that keeps patients in the know, and an intervention team that quickly orders IVs, EKGs, X-rays and other tests.

"We guarantee to have a provider here within 30 minutes of your arrival," says Danielle Zemek, RN, EMTP, Emergency Department Nurse Manager for UH Bedford Medical Center. "We order tests quickly. You get results quickly. And you get back to your life quickly."

Called **ED Direct**, the streamlined emergency initiative gets "treat and release" patients out the door in less than two hours – a vast improvement over the medical center's four-hour average in 2009.

Serving Bedford, Bedford Heights, Oakwood and surrounding areas, UH Bedford Medical Center is the second busiest Emergency Department in the University Hospitals system, making our 30-minute pledge sound ambitious – perhaps even overly so. But it is meeting with rave reviews: The Emergency Department recently received a Press Ganey Top Improver Award for showing continuous improvement in patient satisfaction scores. □

WHEN IS IT AN EMERGENCY? Call 911 anytime you are not comfortable with a medical situation. By acting quickly, you could save a life.



Trust Your Emergency Care to UH Bedford Medical Center

In an emergency, you need top-notch care delivered by highly trained professionals. Look no further than University Hospitals Bedford Medical Center's Emergency Department.

- ▶ It is a fully accredited Chest Pain Center – joining only 5 percent of U.S. community hospitals with this designation.
- ▶ It is stroke-certified by The Joint Commission.
- ▶ It has an unparalleled partnership with EMS professionals, including state-of-the-art remote EKG monitoring. This alerts emergency staff members when heart attack patients are on the way – allowing them to reduce heart muscle damage.
- ▶ It features the Arctic Sun 5000 targeted temperature management system for patients with suspected cardiac arrest, heat emergencies or stroke. Thermal garments are used to quickly induce therapeutic hypothermia (low body temperature). When the body is cooler, all systems slow down, giving emergency room staff more time to minimize damage.