



BOZEMAN DEACONESS CANCER CENTER ACCREDITED BY COMMISSION ON CANCER OF THE AMERICAN COLLEGE OF SURGEONS

BOZEMAN DEACONESS CANCER CENTER earned three-year full accreditation with commendation by the American College of Surgeons Commission on Cancer accreditation program. "This is certainly an affirmation for our Cancer

Center staff and physicians whose hard work and commitment to our patients has provided an exemplary level of service and quality care," said Bill Pflingsten, VP, Bozeman Deaconess Health Group and Cancer Center. "The Cancer

Center's accreditation rating was a 1 out of 5—the highest accreditation rating available. To receive the highest accreditation rating for a first time application is a phenomenal achievement for our Cancer Center staff and physicians. I'm extremely proud of their hard work and dedication."

Pflingsten says undertaking the voluntary onsite evaluation process demonstrates the Cancer Center's commitment to quality of care, ongoing improvement and public accountability. Accredited programs focus on prevention, early diagnosis, pretreatment evaluation, staging, optimal treatment, rehabilitation, surveillance for recurrent disease, support services and end-of-life care. Recognizing that cancer is a complex group of diseases, the Commission on Cancer (CoC) Program Standards promotes consultation among surgeons, medical and radiation oncologists, diagnostic radiologists, pathologists, and other cancer specialists. Multidisciplinary cooperation results in improved patient care.

Receiving care at a CoC-accredited cancer program ensures that a patient will have access to:

- Comprehensive care, including a range of state-of-the-art services and equipment
- A multispecialty, team approach to coordinate best treatment options
- Information about ongoing clinical trials and new treatment options
- Access to cancer-related information,

education and support

- A cancer registry that collects data on type and stage of cancers and treatment
- Ongoing monitoring and improvement of care, and, most importantly quality care close to home.

John Nordwick, CEO/President of Bozeman Deaconess Health Services, says the Cancer Center, funded in part through community contributions made to Bozeman Deaconess Foundation, has proven to be a critical investment in the health of our community. "With each passing day, the Cancer Center offers improved access to more and better services for cancer patients throughout our region. The high level of care and technology available at Bozeman Deaconess Cancer Center has exceeded expectations and our accreditation award recognizes this commitment to our community," Nordwick said.

The Commission on Cancer (CoC) is a consortium of professional organizations dedicated to improving survival and quality of life for cancer patients through standard-setting, prevention, research, education, and the monitoring of comprehensive quality care.



AMERICAN CANCER SOCIETY CANCER RESOURCE CENTER OPENS

AN AMERICAN CANCER SOCIETY Resource Center has opened in the Bozeman Deaconess Cancer Center. The facility, located just off the lobby of the Bozeman Deaconess Cancer Center, is designed to assist area cancer patients, their families and caregivers, and the public.

A diagnosis of cancer can be one of the most devastating times in a person's life.

The individual and their loved ones are instantly faced with a number of questions they never thought they would have to ask. American Cancer Society volunteers provide basic information regarding cancer diagnoses, treatment op-

tions, early detection and risk reduction, and in collaboration with The Wellness Community, offer community programs and services for cancer patient and their families.

The Cancer Resource Center has a complete library of informational materials visitors can pick up and take home.

As with all American Cancer Society programs, the services of the Cancer Resource Center are offered free of charge.

The Resource Center is open Monday through Friday, 8:00 am to 5:00 pm. For more information, call Bozeman Deaconess Health Information Center at 406-522-1644.

BOZEMAN DEACONESS CANCER CENTER PARTICIPATES IN NEW CANCER DRUG DONATION PROGRAM



Jack Hensold, MD

NEW CANCER THERAPIES ARE, without exception, very expensive. That's why the oncology team at Bozeman Deaconess Cancer Center supported Representative JP Pominchowski's successful effort to pass House Bill 409. The bill created a drug repository program that includes a mechanism for donation of cancer drugs.

According to Bozeman Deaconess Cancer Center's Jack Hensold, MD, certain new treatments and supportive therapies can cost from \$3000 to \$9000 a month. Hensold, a Hematologist/On-

cologist, says nearly all oral chemotherapies are subject to "co-pays" and that all patients, independent of their insurance coverage, are placed at significant financial risk when diagnosed with cancer. Patients, says Dr. Hensold, sometimes decide they simply cannot afford the drugs that might save their life.

In the past, cancer patients who had already acquired but didn't use expensive medications could not return them, while other patients who needed these drugs were unable to afford them. Now, surplus medications may be donated to Bozeman Deaconess Cancer Center patients through the new Cancer Drug Donation Program. "The Cancer Drug Donation Program will help ensure that patients have access to the best available therapies, regardless of their ability to pay," Dr. Hensold said.

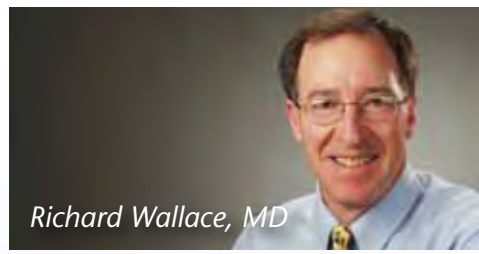
"As the cost of health care rises, people are making treatment decisions based on cost of care. Here's a way we can compassionately use medications that would otherwise be wasted," says Wendy Gwinner, LCSW, oncology social worker at the Bozeman Deaconess Cancer Center. "It makes good sense and it's important to get the word out so patients can know to donate unused medications."

How is it that cancer drugs, already purchased, go unused? Sami Swisher, PharmD, the pharmacist at the Bozeman Deaconess Cancer Center explains that the treatment might not be effective and the patient is prescribed a different medication. Or, the patient doesn't tolerate the medicine. Sometimes medications come in blister packs and the patient only needs one or two doses.

In cases where a patient has completed treatment there may be leftover expensive anti-nausea medicines that could safely be transferred to another cancer patient.

"This is a great program because people will get these effective, expensive medicines they could otherwise not afford," Swisher says, noting that disposal of toxic or harmful chemotherapy drugs is bad for the environment. She says to ensure safety the Bozeman Deaconess Cancer Center will register with the State of Montana Board of Pharmacy. Donated drugs and/or devices must be in original, unopened, sealed and tamper-evident unit dose packaging. HB 409 also ensures proper documentation, tracking and storage of donated cancer drugs. Narcotics are excluded from the program.

MAMMOGRAPHIC PROGRAM AT ADVANCED MEDICAL IMAGING RECEIVES HIGHEST RECOMMENDATION FROM AMERICAN COLLEGE OF RADIOLOGY



Richard Wallace, MD

THE MAMMOGRAPHY PROGRAM at Advanced Medical Imaging, a joint venture of Bozeman Deaconess Hospital and the physicians of Intercity Radiology, recently passed an accreditation inspection from the American College of Radiology (ACR).

The ACR requires submission of images and reports that demonstrate adherence to strict quality measures every three years. Additionally, the ACR must perform onsite random inspections

on a percentage of all mammography facilities. Advanced Medical Imaging participated in an onsite inspection with a team of specialists from the ACR and received exemplary marks. "Inspection results at Advanced Medical Imaging reflect the strong commitment on the part of the radiologists, the hospital and the technologists to provide the best possible care in the field of mammography," says Richard Wallace, MD, Intercity Radiology partner and mammography program medical director.

Courtney Funk, director of Advanced Medical Imaging and practice administrator for Intercity Radiology, PC, reports that the facility not only met quality and safety standards set by the Ameri-

can College of Radiology, but exceeded standards and expectations in image quality and the expertise of staff and its medical director. "The inspection team was so impressed with Dr. Wallace's high standards and commitment to quality they invited his participation in reviewing other sites across the nation," said Funk.

The chief radiologist inspector from the ACR says images performed by Advanced Medical Imaging on a day-to-day basis were some of the highest quality images seen in the nation. "Overall it was an incredible experience and so rewarding to be recognized by such a prestigious national organization," Funk reports.

Dr. Wallace credits Heather Rinehart, RT(R), Women's Imaging supervisor, and Kandy Johnson, RT(R), breast ultrasound coordinator, along with all the technologists for their attention to detail, care for patients and the passion for their specialty. "This is a once in a lifetime opportunity to hear directly from our peers at the ACR that our technologists and our team in general is doing such an excellent job," he says.



NATIONAL CERTIFICATIONS FOR MATERNAL-NEWBORN NURSES

BOZEMAN DEACONESS CONGRATULATES our Maternal-Newborn nurses on their national certifications and higher education pursuits.

NATIONAL CLINICAL LACTATION CERTIFICATION (CLC)

Maternal-Newborn nurses *Cindy Johnson, BSN, CLC, Megan Schott, BSN, CLC, Laura Deming, BSN, CLC, Callie Bettilyon, RN, CLC, Lisa Riggan, BSN, CLC, Kelly Hickey, BSN, CLC and Kelly Andrews, RN, CLC, Breann Hebel, BSN, RN, CLC, Annemarie Bodner, BSN, RN, CLC, Stephanie Santala-Moore, BSN, RN, CLC, Erin Hagmeier, BSN, RN, CLC, Katy Osterloth, BSN, CLC, RNC, Ginger Bokma, BSN, CLC, and Tricia McCormack, BSN, CLC* earned Clinical Lactation Certification (CLC).

The CLC Certification process promotes quality infant nutrition through a challenging examination demonstrating competence and validation of knowledge in labor and delivery, newborn and maternal care.



NATIONAL REGISTERED NURSE CERTIFICATION

Maternal-Newborn nurses *Kimberly Todd, BSN, RNC, Katy Osterloth, BSN, RNC, Connie Odegard, BSN, RNC, Kirsti Scott-Hahn, BSN, RNC, Tricia Meyle, BSN, RNC and Angela Kamp, BSN, RNC* recently achieved RN certification. The RN Certification process promotes quality health care through credentialing through a challenging examination demonstrating competence and validation of knowledge in labor and delivery, newborn and maternal care.

MASTER'S DEGREES

Kim Kusak, MSN, CNL and Allison Treloar, MSN, CNL recently earned a master's in clinical nurse leadership at Montana State University.

BOZEMAN DEACONESS MEDICAL ASSOCIATES PEDIATRICIANS SELECTED TO JOIN AMERICAN ACADEMY OF PEDIATRICS RESEARCH NETWORK



Pepper Henyon, MD

BOZEMAN DEACONESS Medical Associates pediatricians have been selected to join the American Academy of Pediatrics Pediatric Research in Office Settings (PROS) network. "We are currently participating in a study of pediatric office services to improve care provided to children. We are the first clinic in the state to participate in a PROS study," says Dr. Pepper Henyon, a pediatrician with Medical Associates. The Pediatric Research in Office Settings study is taking place in pediatric practices across the country. The study is funded by the National Institutes of Health and is led by physicians and

researchers at Harvard Medical School, Massachusetts General Hospital, and University of Rochester Medical School. The network includes 1800 pediatric healthcare providers in over 700 practices throughout the nation and is making it possible for doctors in community clinics to be part of major, national health care studies for children. "A PROS research assistant will spend five weeks interviewing parents after their children's visits at Medical Associates," Dr. Henyon said. According to Dr. James Loeffelholz, president of Bozeman Deaconess Health Group, "These efforts demonstrate the commitment of the pediatricians at Medical Associates to improve the care of not just their own patients but children everywhere. The Health Group is fortunate to include these physicians."

FINANCIAL ASSISTANCE IS AVAILABLE

BOZEMAN DEACONESS HOSPITAL is a not for profit community hospital and is deeply committed to providing financial assistance to patients needing, but unable to afford, medically necessary health care services.

Did you know:

Any individual at or below the Federal Poverty income level, dependent on family size, will be eligible to receive a full write-off of the self-pay portion of incurred charges.

Any uninsured individual with income under 250% of the Federal Poverty Guidelines will be eligible to receive a discount from charges based on guidelines.

In some cases, full or partial assistance may be provided to insured individuals with gross family incomes above 250% of the Federal Poverty Guidelines adjusted for family size. Guidelines used to determine automatic eligibility for financial assistance are posted on our website www.bozemandeaconess.org/financial.

Catastrophic financial assistance is available to individuals who have a large balance remaining after all third party payments have been taken into account. If the patient's financial responsibility is greater than 50% of the family's annual household income, the excess amount will be treated as cata-

strophic financial assistance and written off of the patient's account. This policy applies only to inpatient, outpatient or emergency room services and is not applicable to professional fees, unless the professional is an employee of Bozeman Deaconess Health Group. Prior to receiving services, Bozeman Deaconess Hospital will make an effort to notify the patient regarding their eligibility for financial assistance.

All assistance requires completion of the Financial Assistance application, and, if appropriate, proof of Medicaid denial. The Financial Assistance application is available at www.bozemandeaconess.org/financialservices or by calling the Health Information Center at 522-1644. All decisions regarding financial assistance are at the sole discretion of Bozeman Deaconess Hospital. A credit supervisor oversees the financial assistance process.

Join representatives from Patient Financial Services for an educational forum. They'll answer your billing questions and review the new statement format. The forum will be held on Monday, January 25, at 1 pm in the Bitterroot Room at Bozeman Deaconess. For more information call the Health Information Center at 522-1644.

WOUND CLINIC'S O'BRIEN EARNS REGIONAL AWARD



Pat O'Brien, RN, BSN, CWOCN

PAT O'BRIEN, RN, BSN, CWOCN, clinical coordinator at the Bozeman Deaconess Wound Clinic, was named 2009 Outstanding Wound, Ostomy and Continence Nurse by the Northwest Region of the Wound, Ostomy and Continence Nurses' Society. O'Brien completed training at Washington University Jewish Hospital in St. Louis, MO, and has been a certified wound, ostomy and continence nurse (CWOCN) since 1980. O'Brien first joined the staff at Bozeman Deaconess Hospital in 1973 and served as clinical coordinator of the Wound Clinic since it opened in 2005. She was recipient of the "Women Who Make a Difference United Way Award" and the Montana Nurses' Association has recognized her for its "State Nursing Education Award" and "Mary Munger Award."

CASE MANAGERS EARN CERTIFICATION



CONGRATULATIONS TO Case Managers *Barb Cromarti, RN, BSN, CCM, Darlene Falk, RN, BSN, CCM, and Katy Derzay, RN, BSN, CCM* who recently completed examinations and earned Certified Case Management (CCM) certification.

HEART MONTH

FEBRUARY IS AMERICAN HEART MONTH



NATIONAL WEAR RED DAY

CARDIOVASCULAR DISEASES, including stroke, are our nation's number one killer. February 5 is National Wear Red Day—a day when Americans nationwide will take women's health to heart by wearing red to show their support for women's heart disease awareness.

Many women have undiagnosed heart disease—even after getting tested for it. New research shows that up to 3 million women in the United States have a hard-to-spot form of heart disease called "coronary microvascular syndrome," in which plaque spreads evenly throughout the walls of very small arteries, rather than building up in a larger, main artery. Even though women with this condition have insufficient blood and oxygen flow to the heart muscle, a standard angiogram (which is designed to pick up blockages in large arteries) is likely to show their arteries to be normal. This means that women with heart disease symptoms should be prepared to speak up to their doctors. If you receive a "normal" angiogram but still have chest pain or other heart symptoms, ask your doctor whether you might have a problem with the functioning of your small arteries.

To raise awareness about heart disease Bozeman Deaconess Hospital has special ordered red logo shirts featuring a heart symbol. A limited number of red shirts will be on sale for \$22 beginning Monday, January 18 in The Gift Shop on the second floor of Highland Park 3, near the Atrium.

Bozeman Deaconess Hospital invites everyone in the community to wear red on Friday, February 5. Special heart cookies will be on sale in the hospital cafeteria. A portion of red shirt/cookie sale proceeds will benefit the Bozeman Deaconess Cardiac and Vascular Services.



HEALTHY HEART WALKING PROGRAM

BOZEMAN DEACONESS and the Gallatin Valley Mall together formed a new walking program for early morning mall walkers. Stop by the mall before going to work and walk a mile or two for your heart. Free blood pressure checks, courtesy of Bozeman Deaconess, will be offered between 7:30 am and 9:30 am the first Monday of each month.



HIGH BLOOD PRESSURE PLACES TREMENDOUS STRAIN ON HEART



By John Robbins, MD

HYPERTENSION, or high blood pressure, is a very common health problem for people over 55. Blood pressure monitoring measures the pressure when the heart contracts (systolic pressure) and when it relaxes between beats (diastolic pressure). Readings will vary depending on time of day and amount of activity. It's also normal for blood pressure to rise in response to physical exertion and to stress. But blood pressure also creeps upward with age. By age 60 half of Americans have blood pressure that remains high even when the person is resting.

High blood pressure places tremendous strain on the heart and arteries. Untreated hypertension is

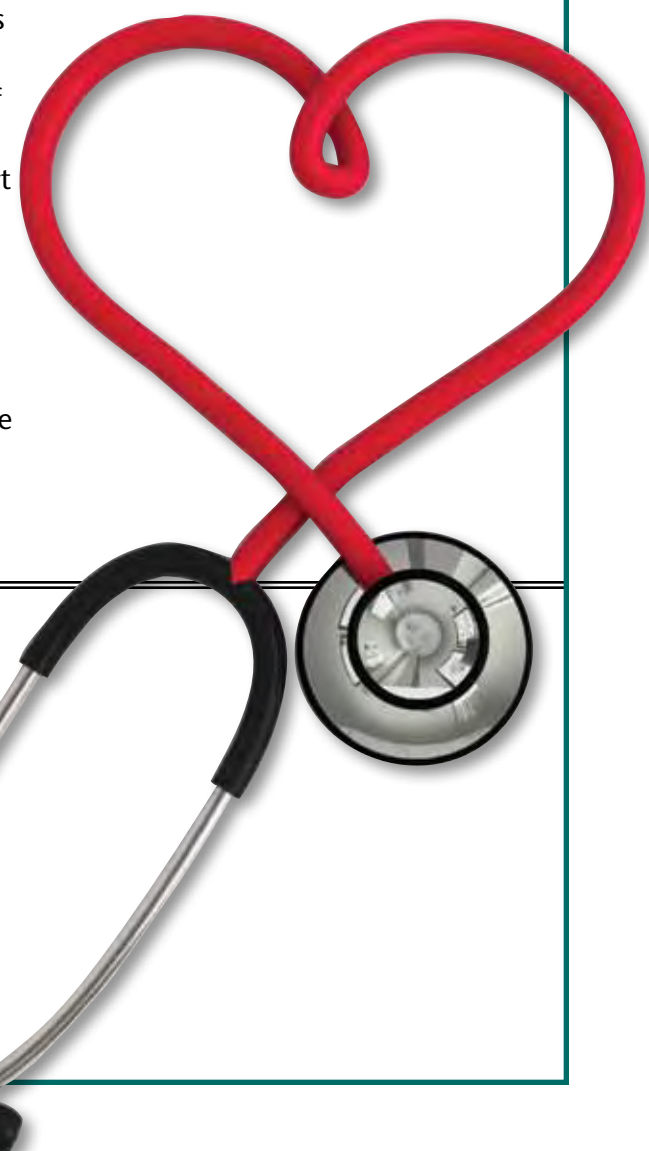
a risk factor for stroke, heart attacks, congestive heart failure and renal failure. Most people don't feel any symptoms. Some only find out they have hypertension after they've had their first heart attack or stroke. Diagnosis of hypertension is made by monitoring blood pressure readings over a two to three month period. (You may be asked to take blood pressure readings at home. For performance ratings on blood pressure monitors visit www.consumerreports.org.)

High blood pressure is treatable; diagnosis and treatment significantly reduce the risk of heart disease. Lifestyle changes like exercise, weight reduction, reducing dietary sodium and moderation of alcohol intake can help lower mild or moderate high blood pressure. Those with persistent blood pressure readings at 140/90 mm/Hg or higher need daily blood pressure medication to control hypertension.

WARNING SIGNS OF A HEART ATTACK

CHEST DISCOMFORT is the most common warning sign of a heart attack in both men and women. Pay attention to discomfort in the center of the chest that lasts more than a few minutes or that goes away and comes back. Some people describe a feeling of uncomfortable pressure, squeezing, fullness or pain. Women are more likely than men to experience other common symptoms such as shortness of breath, nausea/vomiting and back or jaw pain. And women might have these symptoms without typical chest pain. Another difference between warning signs of heart attack in men and women is that women are more likely to report unexplained fatigue. If you begin to have pain or shortness of breath, get medical help immediately. Life saving medications and cardiac interventions are available, but the longer you wait to get help the more permanent heart muscle damage you'll have.

Fortunately, Bozeman Deaconess Emergency department houses a LifeNet Receiving Station, a device with enhanced transmission of electrocardiogram data that paramedics collect in the field. If the emergency physician reads signs of a heart attack, the patient bypasses the ER and goes directly to the new Cardiac and Vascular Lab for life-saving angioplasty, saving time and heart muscle.



BYSTANDERS TRAINED IN CPR SAVE LIVES

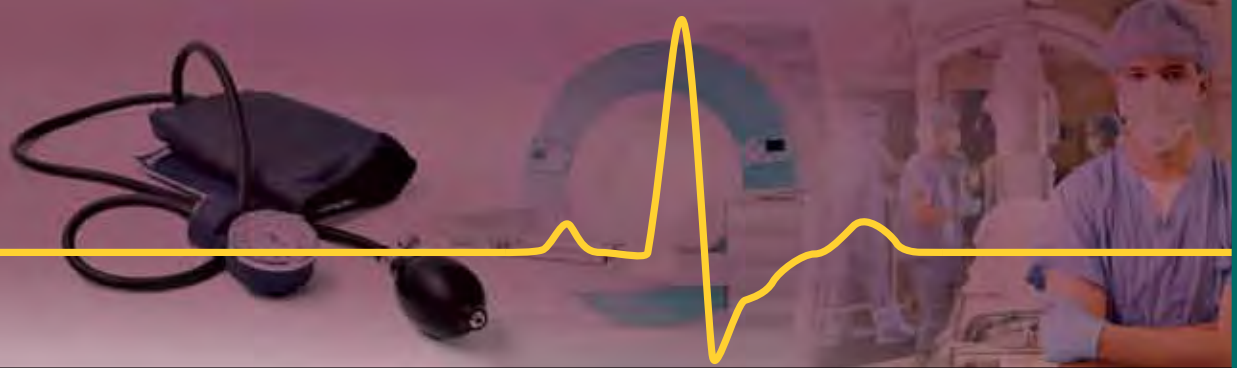
THE AMERICAN HEART ASSOCIATION Cardiovascular Training Center at Bozeman Deaconess offers first aid and CPR courses that will give you the confidence to respond in an emergency situation with skills that can save a life.

Programs are available for any age and can be tailored to the needs of specific groups and individuals.

Whether you work with children, want training for employees, are a professional rescuer, or simply want to know how to help someone in an emergency, we have a program for you. Call the Bozeman Deaconess Health Information Center at 522-1644 for more information or to sign up for a course. Course listings are available at www.bozemandeaconess.org.

HEART MONTH

FEBRUARY IS AMERICAN HEART MONTH



UPCOMING CARDIOPULMONARY HEALTH AND WELLNESS FORUMS

HEALTH AND WELLNESS FORUMS, held monthly at Bozeman Deaconess, are free and open to the public.

CARDIOPULMONARY EXERCISE TESTING FOR THE ELITE ATHLETE, THE WEEKEND WARRIOR AND THOSE WITH BREATHING ISSUES. *Robert Schoene, MD, Bozeman Deaconess Pulmonary Diseases and Critical Care.* Thursday, January 21, 5:30 pm, Bitterroot Room, Bozeman Deaconess Conference Center.



Join expert exercise physiologist and high altitude medicine specialist Robert "Brownie" Schoene, MD, as he provides an overview of cardiopulmonary exercise testing now available for all athletes of all abilities at Bozeman Deaconess Pulmonary Function Laboratory. The test takes precise, instantaneous measurements during exercise and allows Dr. Schoene to make breath-by-breath measurements of metabolic and cardiac response. This test is useful for individuals with unexplained shortness of breath with ex-

ertion, decreased exercise tolerance, possible exercise-induced asthma/bronchospasm, evaluation of occupational disability and for all types of athletes interested in training thresholds and guidance in training. Dr. Schoene, a Pulmonary Disease and Critical Care specialist, is a member of the medical advisory board of the U.S. Olympic committee.

HEART DISEASE 2010—A NEW DECADE. *Kipp Webb, MD, FACC, Cardiology Consultants of Bozeman.* Thursday February 18, 5:30 pm, Bitterroot Room, Bozeman Deaconess Conference Center.



Kipp Webb, MD, a fellowship trained cardiologist who is board certified in internal medicine, cardiology and interventional cardiology, recently joined Cardiology Consultants of Bozeman. Meet Dr. Webb as he provides information on causes and symptoms of heart disease, common risk factors and prevention guidelines. He'll also review diagnostic and treatment interventions available in the new decade.

HEALTHY LIVING: DIET AND NUTRITION

A HEALTHY DIET and lifestyle are the best weapons you have to fight heart disease.

Many people make it harder than it is. As you make daily food choices, base your eating pattern on these recommendations:

- Choose lean meats and poultry without skin and prepare them without added saturated and trans fat.
- Select fat-free, 1% fat and low-fat dairy products.
- Cut back on foods containing partially hydrogenated vegetable oils to reduce trans fat in your diet.
- Cut back on foods high in dietary cholesterol. Aim to eat less than 300 mg of cholesterol each day.

- Cut back on beverages and foods with added sugars.
- Choose and prepare foods with little or no salt. Aim to eat less than 2,300 mg of sodium per day (or less than 1,500 mg if you are in a higher risk group for high blood pressure).
- If you drink alcohol, drink in moderation. That means no more than one drink per day if you're a woman and two drinks per day if you're a man.
- Keep an eye on your portion sizes.

Source: www.cdc.gov



PREVENTING HEART DISEASE

TAKE CARE OF YOURSELF and loved ones during American Heart Month. Cardiovascular disease is our nation's number 1 killer. Bozeman Deaconess Hospital Laboratory would like to encourage you to see your health-care provider during American Heart Month and be tested for heart disease risk factors. Laboratory test that may be helpful in determining cardiovascular disease risk factors include:

- Lipid Profile. This measures

cholesterol (high- and low-density lipoproteins), triglycerides and calculates risk factors for cardiovascular disease.

- Reactive Protein. Increased C-RP values are associated with increased risks of cardiovascular disease or cardiovascular events.
- Homocysteine: Elevated levels are correlated with increased risk of cardiovascular disease.

Talk to your physician about cardiac disease risk today.



BOZEMAN DEACONESS HOSPITAL CARDIAC SERVICES: 5 STARS. 438 LIVES SAVED AND COUNTING.

HealthGrades, an independent nationwide health care rating organization, gives Bozeman Deaconess Hospital high marks for treating heart attacks. Cardiac & Vascular Services twice received 5 Stars for Coronary Interventional Procedures—the highest possible rating. But more important than all the awards and recognition are

the more than 400 patients (and their families) whose lives were saved with the technologically sophisticated interventional cardiac procedures at our hospital.

Medical marvels are always available right here at home at Bozeman Deaconess Hospital—including Cardiac & Vascular Services.



Bozeman Deaconess
CARDIAC & VASCULAR SERVICES
HIGHLAND HEALTH PARK



POLST FORMS COMMUNICATE PATIENT PREFERENCES



By Kathryn Borgenicht, MD

The state of Montana has adopted a new form to help providers discuss goals of care with their patients who have serious illness. This form is called POLST—Provider Orders for Life Sustaining Treatment. The form is voluntary and is intended to:

- Help the patient and their provider discuss and develop plans to reflect their health care wishes.

- Assist physicians, nurses, health care facilities and emergency personnel to honor wishes for a patient who has a serious life limiting illness.

This form has been used in multiple communities since the early 1990s to facilitate the use of orders for life sustaining treatment. It helps seriously ill patients identify their treatment preferences. Written as medical orders and signed by a provider, these forms help communicate patient preference regarding intensity of medical intervention, transfers to the hospital, use of antibiotics, artificially administered nutrition and resuscitation. The form is transferable from all living situations, including nursing homes, as-

sisted living facilities, home, hospital and the emergency room.

Prior to having the POLST form, Montana had a form called COMFORT ONE. This form, which addressed only the issue of resuscitation, will still be honored by EMT personnel and providers but will be gradually phased out in the next few years.

POLST is not an advance directive. It differs from an advance directive in several ways.

- An advance directive discusses one's healthcare wishes but is NOT a provider order.
- The POLST form translates one's wishes into an order that can be honored

by EMT and healthcare providers.

- Completing an advance directive continues to be important as well as a discussion for all patients to have with their family and their provider.
- The POLST form is primarily for people with serious life limiting illness and is a transferable order between health care settings.

A patient or provider can access this form by going to POLST.mt.gov. For more information about this form please contact Bozeman Deaconess Palliative Care department, 556-5546, or ask your primary care provider.



BOZEMAN DEACONESS HOSPITAL RECEIVES FIVE STAR RATINGS

BOZEMAN DEACONESS HOSPITAL'S Cardiac Services, Orthopedics, and Pulmonary programs were recognized with 5-star ratings by HealthGrades, the leading independent healthcare ratings company. In addition, all three programs were also ranked in the Top 5 in Montana for the quality of the programs. These findings were included in the Twelfth Annual HealthGrades Hospital Quality in America Study.

"We're pleased that the cardiac, orthopedic and pulmonary programs at Bozeman Deaconess are recognized for these achievements," said John Nordwick, CEO/President of Bozeman Deaconess Health Services. "Our staff and physicians have worked hard to provide our community with the highest level of care and this recognition validates their tremendous effort."

Bozeman Deaconess Cardiac Services, for the second year in a row, received the five-star rating for the quality of its coronary interventional procedures, 2010. The program is also ranked among the Top 5 in Montana.

Bozeman Deaconess Orthopedics program earned a five-star rating in 2010 for total hip replacement and is ranked among the top five joint replacement pro-

grams in Montana.

The Bozeman Deaconess Pulmonary program earned the five-star rating for treatment of pneumonia for eight years (2003-2010) and also a Top 5 in Montana for pulmonary services.

HealthGrades released the Twelfth Annual HealthGrades Hospital Quality in America Study, which examined nearly 40 million Medicare hospitalization records for the years 2006, 2007 and 2008. The study looks at trends in mortality and complication rates and also provides the foundation for HealthGrades' quality ratings of procedures and diagnoses at each individual hospital.

The largest annual study of patient outcomes at each of the nation's 5,000 nonfederal hospitals found a wide gap in quality between the nation's best hospitals and all others. According to the study, patients at highly rated hospitals have a 52% lower chance of dying compared with the U.S. hospital average, a quality chasm that has persisted for the last decade even as mortality rates, in general, have declined.

The study found that across all orthopedic proce-

dures in which complications were studied, there was a

79.69% lower chance of experiencing one or more in hospital complications in a 5-star rated hospital compared to a 1-star rated hospital.

For this study, HealthGrades rated each of the nation's 5,000 nonfederal hospitals in nearly 30 procedures and diagnoses. The ratings are objective, created from data provided by the Centers for Medicare and Medicaid Services. HealthGrades hospital ratings are independently created; no hospital can opt-in or opt-out of being rated. No hospital pays to be rated. Each hospital receives a 1-, 3-, or 5-star rating for each procedure or diagnosis, reflecting the mortality or complication rates at that hospital. Mortality and complication rates are risk-adjusted, which takes into account differing levels of severity of patient illness at different hospitals and allows for hospitals to be compared on equal footing.

For more information, view the HealthGrades website at www.healthgrades.com.

WHY WE WORK HERE

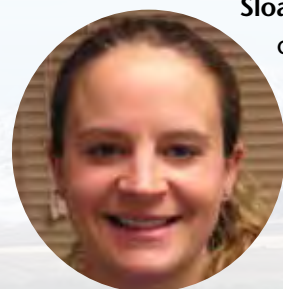
EVERY MONTH, Bozeman Deaconess spotlights a staff member in our employee newsletter. These conscientious and dedicated people earn well-deserved recognition and they provide an overview of their clinical or support staff responsibilities. These excerpts from spotlight columns underscore employee commitment to quality patient care, customer service and a culture of excellence at Bozeman Deaconess.



Janie Sukut, RN, staff nurse/team leader/preceptor on the Medical Surgical floors. Janie loves her patients and takes care not to treat anyone like just a number. Her goal, she says, is to "truly treat every patient like they were my mother, my father."



Jean Vandermolten, RN, BSN, CCRN, certified critical care nurse in the Intensive Care Unit. "The most satisfying part of my work is putting forth the effort to give great care to my patients."



Sloane Kitowski, RCIS, registered cardiovascular invasive specialist, is a cardiovascular tech in the Vascular Lab. She likes "the fact that I can live in a small town, but be involved in a department that holds itself to the standards set by larger hospitals in larger towns."



Donna Kokaly, housekeeper/laundry distributor in the Environmental Services department. She notes that patient care at Bozeman Deaconess is "paramount and achieved so well" and likes the fact that it's "a community hospital that really reaches out to the community."



Molly Hayes, RN, Bozeman Deaconess Internal Medicine Associates, has more than a half-century experience in nursing. "I have fun coming to work, the setting is professional and I enjoy staying current with the times."



Mary Hamilton, pharmacist at Bozeman Deaconess since 1970. "Can't think of a better vocation than working with other health professionals—a special breed of caring individuals—focused on providing the best care possible for our patients."



Donna Cruz-Huffmaster, planning and business development manager. "Working at Bozeman Deaconess gives me the opportunity to work with some of the most amazing and smartest people in the world." She and her husband **Trevor Huffmaster, Electronic Health Records Project manager**, were classmates in graduate school where each earned a master's degree in health administration. He says "working with an excellent and passionate team, including my staff, practice and Bozeman Deaconess managers, physicians, nurses, clinic staff, consultants and vendors on transforming the way we do healthcare" is the most interesting and satisfying part of his work.



Christine Joy, program assistant at Hillcrest Senior Living Neighborhood. "Listening to their [the residents] life stories and experiences is fascinating. Hillcrest is a great community. The residents are very welcoming and active and my co-workers have a team spirit that I am glad to be a part of."



Michael Bucher, maintenance engineer at Bozeman Deaconess since 1988. He's still having fun, "Laughter in the workplace is a good thing, breaking the tension in an atmosphere where people often are dealing with serious problems."



Lynn Donahue, housekeeper at Hillcrest Senior Living Neighborhood. Environmental Services manager John Odden says "she is a devoted, hardworking employee with high standards."



Jennifer Waller, generalist with the hospital's Human Resources department. "I have met some wonderful people here over the years that are very committed to the organization and provide excellent customer service to all they come in contact with."



Jeff Kenney, RN, works in the Post Anesthesia Care Unit (formerly called Recovery Room). Jeff attempts to make a difference in each patient's hospital stay, by reassuring patients post operatively and decreasing their anxiety.



Sandy Osborne, PhD, chaplain in the Spiritual Care department. Finds it challenging to "help people in difficult situations see the love present perhaps in family, nature and the sacred." She sees caring efforts every day at Bozeman Deaconess and likes "seeing staff, patients and families appreciate the work and effort of one another."

NEW HEALTHCARE PROFESSIONALS

Michael C. DiCello, MD, joined Allergy and Asthma Consultants and the medical staff of Bozeman Deaconess Hospital. He is a graduate of the University of Ohio School

of Medicine and completed residency in internal medicine at the University of Ohio. After completing fellowship in allergy and immunology at the University of Michigan-Ann Arbor, Dr. DiCello practiced for 10 years in Burlington, VT.

Joshua Knappenberger, MD, a board certified fellowship trained neurologist, joined Bozeman Deaconess Neurology and the medical staff of Bozeman Deaconess

Hospital. He is a graduate of the University of Utah School of Medicine and completed residency training in neurology at the University of Washington. After a postdoctoral fellowship at the Weizmann Institute of Science, Rehovot, Israel, Dr. Knappenberger completed clinical neurophysiology fellowship at the University of Vermont, Burlington, VT. He was named "Top Scholar Epilepsy Fellow." In addition to board certification in neurology, Dr. Knappenberger is board eligible for added qualifications in clinical neurophysiology. He was in a general neurology practice in Cheyenne, WY.

Steven Ecklund, MD, joined Bozeman Deaconess Rheumatology and the medical staff at Bozeman Deaconess Hospital. Dr. Ecklund is a Board certified and fellowship trained

rheumatologist. He completed pre-med studies at Montana State University, and graduated with honors from the University of Southern California School of Medicine. He completed his internship at the University of Utah and residency in internal medicine at Presbyterian/St. Luke's Medical Center in Denver. He was fellowship trained in rheumatology at Bowman Gray School of Medicine, Winston-Salem, NC and completed a research fellowship in rheumatology at University of North Carolina, Chapel Hill. Dr. Ecklund has been in private practice in Boise, ID, and prior to that, Grand Junction, CO.

Christina Michel Meyers, MD, has joined Gallatin Community Clinic. She earned her medical degree at Oregon Health and Science University and Spanish Medical Fluency training in Leon, Mexico. Dr. Meyers completed residency in family medicine (chief resident) at Providence Milwaukie, Milwaukie, OR. Dr. Meyers, who was in practice at Virginia Garcia Memorial Health Center in Hillsboro, OR, is board certified in family medicine with obstetrics.

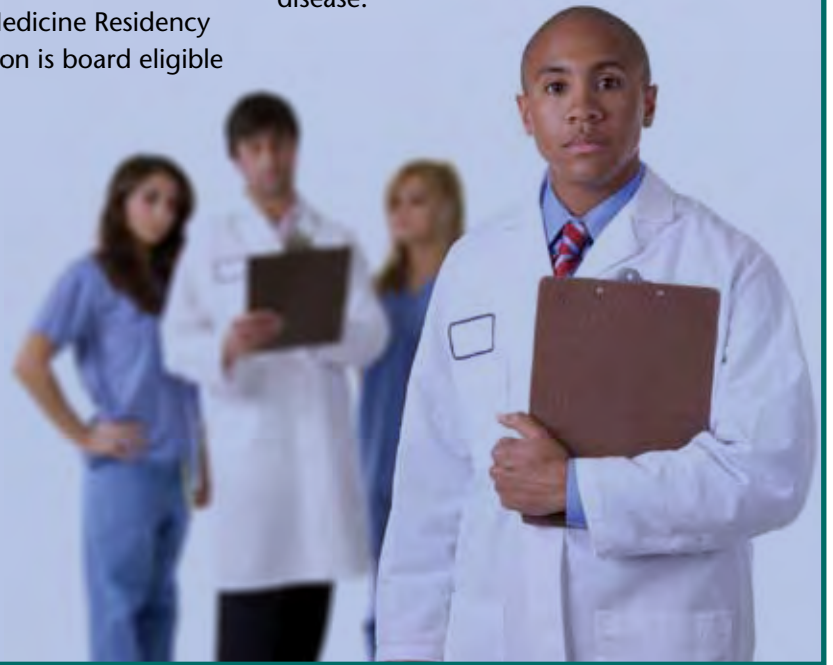
Kipp Webb, MD, FACC, joined Cardiology Consultants of Bozeman and the medical staff of Bozeman Deaconess Hospital. He is a graduate of the University of

Nebraska Medical School, Omaha, NE, and completed residency in internal medicine (chief resident) at Kern Medical Center, UCLA Affiliated Hospitals. He was fellowship trained in cardiology at the Mid American Heart Institute, St. Luke's Medical Center, Kansas City, MO. Dr. Webb was director of Cath Lab at St. Vincent in Billings, and has practiced with Montana Heart Institute and Wyoming Heart Institute. He is boarded in internal medicine, cardiology and interventional cardiology.

Leah M.K. Anderson, MD, joined Bozeman Creek Family Health and the medical staff at Bozeman Deaconess Hospital. She is a graduate of the Mayo Clinic College of Medicine, Rochester, MN, and the Duluth Family Medicine Residency Program. Dr. Anderson is board eligible in family medicine.

Thomas Kelly, MD, joined Bozeman Deaconess Internal Medicine Associates and the medical staff at Bozeman Deaconess Hospital. He graduated medical school at University of

Colorado and continued there for residency in internal medicine, finishing in 2000. A board-certified internist, he has been an attending physician at Northern Navajo Medical Center in Shiprock, NM, for the past eight years. Dr. Kelly enjoys teaching and, while in Shiprock, held faculty appointments at Columbia University College of Physicians and Surgeons and University of Colorado Health Sciences Center. While at Navajo Area IHS, Dr. Kelly was twice recognized with its highest award for clinical excellence, and also by the University of Colorado for Outstanding Contribution by a Rural Internist. On the Navajo Nation, he developed a strong interest in and experience with managing rheumatologic disease.



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NEUROLOGY AND RHEUMATOLOGY NOW AVAILABLE.

WITH TWO IMPRESSIVE NEW SPECIALISTS on staff, Bozeman Deaconess Health Group now offers expertise and treatment in neurology and rheumatology for the Gallatin Valley.

Dr. Joshua Knappenberger is a Board Certified Neurologist. He was educated at the University of Wyoming, with medical training at the University of Utah School of Medicine, University of Washington Department of Neurology, and University of Vermont.

Dr. Steven Ecklund is Board Certified in Rheumatology and Internal Medicine. Educated and trained at Montana State University, the University of Southern California, St. Luke's Medical Center in Denver, Bowman-Gray School of Medicine in North Carolina, and the University of North Carolina—Chapel Hill, Dr. Ecklund comes to us from private practice in Boise, Idaho.

With the additions of Dr. Knappenberger and Dr. Ecklund on staff, Bozeman Deaconess Health Group

offers more expertise in caring for more conditions in more patients. Talk to your doctor today about making a referral, or call for more information.



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HEALTH NEWS

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New Health Care Professionals at Bozeman Deaconess Hospital.



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National Certifications for Maternal-Newborn Nurses. Bozeman Deaconess congratulates their Maternal-Newborn nurses on their national certifications and higher education pursuits.



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February is National Heart Month. And February 5 is National Wear Red Day—a day when Americans nationwide will take women's health to heart by wearing red to show their support for women's heart disease awareness.



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Healthy Living: Diet and Nutrition. A healthy diet and lifestyle are the best weapons you have to fight heart disease.



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Why We Work Here. Every month, Bozeman Deaconess spotlights a staff member in our employee newsletter.

