

LOURDES MEDICAL MATTERS

CARE THAT WORKS FOR YOU AND YOUR PATIENTS



"At Lourdes Health Network's West Pasco Campus, referring physicians will find a number of services conveniently available for their patients, among them urgent care and diagnostic imaging modalities. When residents of West Pasco and neighboring areas need care—even during weekend and evening hours—our knowledgeable, experienced medical staff is available close by."

—John Serle, FACHE,
President and Chief
Executive Officer at Lourdes

Convenient Location + Advanced Services = Healthy Community

West Pasco is the fastest growing area in the state of Washington. To better assist primary care physicians serving this vibrant community, Lourdes Health Network introduces the Lourdes West Pasco Campus.

LOURDES' PRESENCE IN WEST PASCO brings a wide array of important medical services to a burgeoning community. The new 17,000-square-foot facility provides convenient access to advanced imaging services (see page 3), obstetrics/gynecology and family medicine. The campus also includes Lourdes Kania Clinic on Road 68.

"When residents have access to good medical care, the community as a whole is healthier," says Barbara Mead, Vice President of Behavioral Health and Physician Practices at Lourdes. "As part of Lourdes, the West Pasco Campus is accredited by The Joint Commission, assuring referring physicians that their patients will receive specialized, state-of-the-art medical services and top-notch care."

Services for All

The Lourdes West Pasco Campus will include Lourdes Kania Clinic for minor emergencies, urgent care and sports physicals, as well as the new Lourdes West Pasco facility.

"Family practice, OB/GYN care and diagnostic imaging will be located across the parking lot from the urgent care building," says Kevin Taylor, MD, family physician and Medical Director of Physician Practices at Lourdes. "This proximity makes it especially

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Details inside.



Dear Colleagues,

Welcome to the first issue of *Medical Matters*, our new physicians' newsletter. Our aim is to provide the latest news for area clinicians about Lourdes Health Network—information meaningful for your practice.

On these pages, you will find updates on our diagnostic imaging capabilities and our approach to bed utilization. You can also learn more about the Lourdes West Pasco Campus. Due to open mid-summer, this new complex will provide multiple medical services for the fastest growing neighborhoods in the Tri-Cities community. See page I for more details.

We look forward to our continued partnership as we work together to fulfill our Mission.

Warmest regards,

John Serle, FACHE
President and Chief Executive Officer

Enter to Win!

Let us know what you think of our new physicians' newsletter.

E-mail your feedback with your name and a contact telephone number to dgonsalves@lourdesonline.org by July 17, 2009, and you will be entered in a drawing for an iPod touch*.



Valued Partners

Lourdes Health Network acknowledges and celebrates the relationships that make our healing ministry one of respectful, compassionate care by holding regular service recognition and communications events.

Physicians' Appreciation Dinner

Each year, we hold a gourmet dinner to pay tribute to our physicians' years of loyalty and service. This year's Mediterranean-themed dinner, held recently at Terra Blanca Winery & Estate Vineyard, included vegan entrée options and chef action stations.

Complete Networking

Our quarterly catered full-staff meeting is held to update our medical staff and allied health professionals on Lourdes' growth and service opportunities throughout the community. The agenda includes an educational presentation.

"These events highlight how much we value the way our medical staff serves our Mission," says Anita Kongslie, Director of Quality Management for Lourdes. "In addition, they provide an important forum for fellowship throughout the organization."

Look for information on upcoming gatherings at <http://www.lourdeshealth.net>.

Convenient Location + Advanced Services = Healthy Community

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convenient for patients who visit the urgent care site and need diagnostic testing. They can go across the street instead of traveling miles for supplementary care."

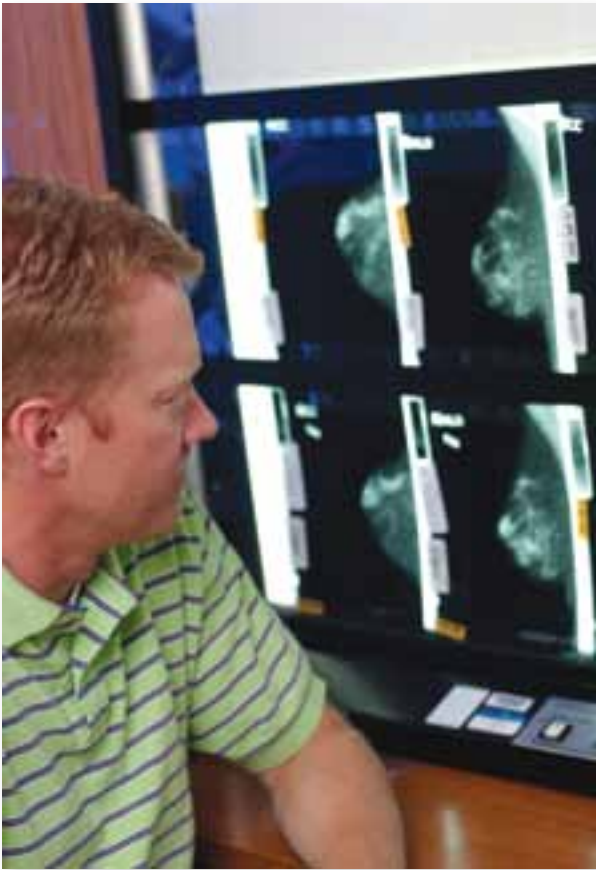
Keeping Communication Open

Lourdes' Mission as a healing ministry includes serving both the community's patients and *physicians*, making communication with our partners in care a key priority.

Our IT Steering Committee has provided resources for developing and implementing electronic health records.

"We want to make sure our physicians have the clinical information needed to assure quality care," says John Serle, FACHE, President and Chief Executive Officer at Lourdes. "This also will enhance our ability to respond to patients and their needs in a timely manner."

Lourdes continues to actively recruit primary care physicians and specialists. Call (509) 546-2314 to learn more about joining our team.



Advanced Imaging Services

The diagnostic imaging department at Lourdes Health Network has introduced several technology upgrades this year to allow physicians to bring patients the latest in these important medical services.

“We have expanded and improved our services to provide cutting-edge equipment and technology,” says Steven Sunderland, MD, Medical Director at Lourdes. “Referring physicians can be assured their patients will receive state-of-the-art diagnostic imaging services and professional care.”

Among the technological upgrades you can expect to see at Lourdes are:

- **64-slice computed tomography (CT)** noninvasively produces three-dimensional, enhanced images of organs, blood vessels and other structures within the body to detect or rule out a variety of conditions, including aneurysm, stroke or traumatic brain injury.
- **Ankle-brachial index (ABI)** testing can quickly and painlessly determine if a patient has peripheral artery disease via blood pressure measurements taken at the patient’s arms and ankles with a pencil-shaped Doppler ultrasound device. The ABI is noninvasive and does not use radiation.
- **Digital mammography**, already in place at Lourdes Medical Center, will soon also be available in the new Lourdes West Pasco Diagnostic Imaging Center on Road 68. This advanced diagnostic tool especially benefits women younger than 50 who are at risk for breast cancer, have very dense breast tissue and/or are either pre- or perimenopausal.

To refer a patient for a diagnostic imaging service, call central scheduling at (509) 546-2220.

More-Effective Bed Utilization

Increased efficiencies in admissions and discharge processes help Lourdes Health Network make the most of every hospital bed.

Lourdes’ designation as a Critical Access Hospital by the Centers for Medicare & Medicaid Services has placed a figurative ceiling on the number of available acute beds at 25. (This number applies to the beds on the medical/surgical floor, the intensive care unit and the OB recovery beds. Rehabilitation and observation beds are not part of the 25-bed rule.) This has led hospital administrators to explore ways to improve bed utilization.

“Efficient bed utilization affects patient care from every perspective, including that of the clinician,” says John Serle, FACHE, President and Chief Executive Officer of Lourdes. “To accomplish this, we have streamlined the admission and discharge processes and added more hospitalists to our medical staff to facilitate inpatient care and help smooth transitions for referring physicians.”

Lean Thinking

Adapting principles from Japanese manufacturing, Lourdes has applied the “lean thinking” methodology to maximize efficiency while enhancing the patient’s experience.

“We have achieved substantial quality improvement by applying lean thinking principles,” says Janet Wright, Vice President of Patient Care Services at Lourdes. “Cutting waste and removing steps that do not add



value for the patient has enabled us to ensure beds are available as needed and in balance with the surgery schedule.”

To learn more about lean thinking at Lourdes, talk with the CEO during his weekly visits to the physicians’ lounge.

New Medical Staff

Lourdes Health Network welcomes six new physician partners in providing quality medical care for the growing Tri-Cities community.

“Dr. Gembs, Dr. Oro and Dr. Nettleton are family practice providers, a specialty that is vital for people to receive medical services. Dr. Kerr and Dr. Samra are OB/GYN specialists, and Dr. de Leon is a GYN specialist, areas especially important for overall family health,” says Eric Gettis, Director of Physician Clinics for Lourdes Health Network. “Each of these physicians brings years of expertise to Lourdes and comes with a background that will help Lourdes respond to the growing family health needs of our community.”

These physicians' offices are located at the Lourdes West Pasco Campus and Lourdes Columbia Point. For information about physician recruitment at Lourdes Health Network, visit <http://www.lourdeshealth.net> and click on “Employment Opportunities” or e-mail Sherri Manzanares at smanzanares@lourdesonline.org.



Elma de Leon, M.D.
Medical School: Far Eastern University, Manila, Philippines
Internship/Residency: Catholic Medical Center of Brooklyn & Queens, Brooklyn & Queens, N.Y.
Specialty: GYN



Elton Kerr, MD
Medical School: Loma Linda University, Loma Linda, Calif.
Internship/Residency: University of Florida Health Sciences, Jacksonville, Fla.
Specialty: OB/GYN



Joseph Oro, MD
Medical School: Ross University, Edison, N.J.
Internship/Residency: Wesley Family Medicine, Wichita, Kan.
Specialty: Family Practice



Eduardo Gembs, MD
Medical School: San Martín De Porres University, Lima, Peru
Internship/Residency: Wesley Family Medicine, Wichita, Kan.
Specialty: Family Practice



Benjamin Nettleton, DO
Medical School: Touro University, College of Osteopathic Medicine, Vallejo, Calif.
Internship/Residency: Mercy Suburban Hospital, East Norriton, Pa.
Specialty: Family Practice



Ravinder Samra, MD
Medical School: St. Louis University, St. Louis, Mo.
Internship/Residency: Hurley Medical Center, Flint, Mich.
Specialty: OB/GYN

What's New in Medicine 2009

**Internal Medicine-Infectious
Diseases Workshop**

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