Have you ever been frustrated by the length of time it takes to receive a medical bill after a procedure is complete?

Have you ever wondered why it can take so long to get an appointment with a medical provider?

Do you find that you are asked the same questions multiple times throughout a hospital or clinic visit?

We at St. Charles Health System know that our processes are not as efficient as they could be. In fact, the entire health care industry could benefit from the Lean methodologies first developed by manufacturing. That’s why we have embarked on a new way of thinking that will ultimately change our corporate culture to one that is focused on continuous improvement.

Our leaders recently spent time identifying metrics where we know we can do better. We have great caregivers doing amazing work, but we can always add tools to improve efficiency. One area of focus that will make a big difference to our patients is the time it takes to make an appointment at our St. Charles Family Care clinics. Last year, due to an increase in new patients with health care coverage in Central Oregon, the average time for a new patient appointment was 25 days from when the request was first made. Our goal is to drop that number to about 12 days.

This is just one example of how we are working on ways to eliminate waste in our processes and improve our patients’ experience. We hope that as patients and visitors of our hospitals and clinics you will notice greater efficiency over time.

All of these changes will begin with our most valuable asset, our caregivers. They are our experts and we will rely on them to help us improve. In this issue of Flourish, you’ll see stories highlighting caregivers (page 11) and volunteers (page 4) who have already brought forward great ideas for change.

We are excited about this work and are looking forward to sharing our successes with you.

Sincerely,

Joe Sluka
Oncology rehabilitation

Access to rehab services now available at St. Charles Cancer Center

Meredith Wampler-Kuhn has worked with cancer patients for more than 17 years and has been interested in starting a rehabilitation program focused specifically on helping them for the past five.

Her vision is now a reality at the St. Charles Cancer Center in Bend where two rooms have been dedicated to providing physical therapy, occupational therapy and speech therapy to patients in the same location as their cancer treatments.

“About 10 years ago I did some clinical research on balance impairments in patients with breast cancer,” said Wampler-Kuhn, a physical therapist who has worked for St. Charles for the past two years. “I can’t believe I’m finally getting a chance to implement all of these ideas.”

Because so many advances have been made in treating cancer, Wampler-Kuhn said she sees a greater need for rehabilitation services focused on the unique needs of cancer survivors.

“Treatment has advanced so much, people are surviving cancer,” she said. “They are wanting to get back to living their lives. That’s where we come into play – getting people back to doing what they love.”

Chemotherapy can cause neuropathy that affects balance and can lead to falls. Surgery to remove lymph nodes can cause swelling in the arms or legs known as lymphedema. And radiation for cancers in the head and neck can often result in swallowing difficulties.

All of these issues and more can be treated with rehabilitation services. Other common problems associated with cancer or cancer treatments include fatigue, weakness, pain, restricted joint mobility from surgery or radiation, vision changes and what’s known as “chemo brain,” or problems with thinking and memory. These problems can lead to limitations in day-to-day mobility and function at home or work, which can be frustrating for patients.

“We know that many of our patients with cancer experience symptoms related to their cancer or to our cancer treatments,” said Dr. Linyee Chang, medical director of St. Charles Cancer Center.

“These symptoms can be quite disabling. By identifying and treating these symptoms earlier, we can improve their quality of life.”

By housing rehabilitation services in the cancer center, Chang said, it will be easier to incorporate them into patients’ treatment schedules. Wampler-

Kuhn said she believes that because the therapists will become part of the cancer team, patients who may benefit from the services will receive earlier intervention resulting in better outcomes.

“Not 100 percent of people will need rehab,” she said. “We’ll identify high-risk folks and watch them closely throughout their treatments. We are also happy to see anyone who has self-identified a problem that may be helped by rehabilitation services. They will just need to ask their physician to make a referral to rehabilitation services.”

Being located onsite at the cancer center will make it possible for rehab appointments to be tagged onto other cancer treatment services so that patients only need to make one trip to the hospital for their care.

“We are all people who have a passion for oncology rehab,” Wampler-Kuhn said. “We want to help patients get back to doing what they love to do.”

To learn more, visit stcharleshealthcare.org/Oncology-Rehab. To make an appointment with a prescription from your doctor, call 541-706-5800 and ask for the oncology rehab scheduler.
Falling up:
Trips, blips and slips

More than 35 percent of adults ages 65 and older have a fall each year. Falls can result in debilitating injuries and a reduction in quality of life.

Dr. Hank Horak, medical director of St. Charles Hospice, will give a presentation on how to avoid falls from 10 to 11 a.m. on June 11 at the Soroptimists Senior Center in Prineville.

Community members are invited to attend this free, fun and informative presentation. For more information, call 541-706-6700.

For the past nine years, Lynne Steele has spent at least one day a week working at the volunteer desk at the St. Charles Bend Intensive Care Unit.

She serves as a navigator between the families of patients and the caregivers working in the ICU. Visitors must be limited when patients are critically ill and Steele’s role is to be a gatekeeper of sorts.

“Often I’m just a set of ears,” she said. “I love meeting people and trying to give them comfort in their situation.”

Steele is just one of thousands of people who volunteer their time and talents to help St. Charles Health System every year.

In 2014, volunteers donated more than 67,000 hours doing everything from helping customers in the pharmacy to delivering newspapers and organizing fundraising golf tournaments. St. Charles leaders estimate that volunteers save the organization more than $1.5 million annually.

“The we couldn’t do what we do without our volunteers,” said Lavon Medlock, supervisor of volunteer services for St. Charles Bend and Redmond. “Across the system, we are always looking for more volunteers.”

One new volunteer opportunity at all campuses is the Patient Family Advisory Councils (PFACs). Each hospital is in the process of launching a PFAC with the goal of gathering patients and family members who have had experiences with St. Charles to provide suggestions on how to improve care.

Already, a member of the Bend PFAC has made a difference in the redesign of the nurse call light system. The volunteer looked at the prototype and suggested including a button in the shape of a pill that a patient could push so the nurse would know the patient was in pain.

“It was such a great idea and will save so much time,” Medlock said. “We are looking for people who can give us the patient and family perspective on these types of decisions.”

In Redmond, she said, the team plans to recruit volunteers to read through patient education materials to ensure they make sense to those without a medical background. The Madras and Prineville campuses are also looking for PFAC members to contribute to the decision-making process.

“We love having volunteers who are in high school or college and who are exploring health-type careers. We’d love retirees who would like to drive our courtesy shuttle,” Medlock said. “No matter what your interest or your skill set is, there is probably something we could use help with.”

If you are interested in volunteering for St. Charles Health System, visit stcharleshealthcare.org/Volunteer and complete an application.
International recruiting
Nurses from Jamaica join Madras team

Deloris Gooden-Martin's sons can’t wait to go snowboarding.

Yvonne Reid’s 7-year-old daughter is looking forward to going to school in the United States.

And Elicia Hall is excited to expand her knowledge of health technology and to improve her financial future.

All three nurses came to St. Charles Madras in March from Jamaica where they have extensive labor and delivery experience. They have delivered hundreds of babies in their native country, but said they were looking for a new adventure.

“Back home, nurses don’t get a lot of pay,” Hall said. “I was looking for economic and career advancement and to learn a new culture and meet new people.”

At the same time, nursing leaders at St. Charles Madras were looking for skilled providers to fill positions in the rural community and saw an opportunity to add to the already diverse Madras culture.

“We were having difficulty finding experienced labor and delivery nurses to fill our staffing needs,” said Tim May, a nurse manager at St. Charles Madras. “Our chief nursing officer came up with the idea to look at hiring experienced nurses from another country. We felt that in Jamaica the care delivery is similar to what we do.”

The team conducted web-based interviews with 10 different nurses from Jamaica and selected Hall, Gooden-Martin and Reid. They were offered two-year assignments in Madras. Since their arrival, the nurses said the community has been welcoming and they have enjoyed getting to know their patients.

“Coming here, I was wondering, how will the patients react?” Reid said. “They are not used to having international nurses here.”

But, Gooden-Martin said, someone has to be the first and she has been impressed with how her fellow Madras caregivers have welcomed the new nurses to the team.

“The staff that works here – they are like a family,” Gooden-Martin said. “You get the sense of belonging. Everybody wants to make sure you are OK.”

The biggest challenge so far has been adapting to the differences in technology. The Jamaican nurses had never used an electronic medical records system before taking on their new roles in Madras. Otherwise they feel the practice of caring for patients is essentially the same.

“I’ve delivered over 500 babies,” Hall said. “I love seeing a child being born into the world – seeing the joy that the parents feel and that the family feels.”

While the Madras hospital has a lower volume of patients than the Jamaican nurses are used to – 15 deliveries a month compared with 250 to 300 deliveries a month – it also has more advanced equipment including IV pumps on every unit.

“Nursing is very dynamic,” Gooden-Martin said. “I want to be able to evolve my practice. The U.S. provides opportunities to learn new skills.”
CANCER CARE
INFO: 541-706-2969
RSVP FOR ALL CANCER CARE PROGRAMS: stcharleshealthcare.org/classes/cancer.aspx
Support Sisters/Brothers Would you like to talk with someone who has already faced cancer? Call to be matched with a survivor or caregiver who can offer one-on-one support and hope to you and your family members. FREE.
DEFEAT Cancer This survivorship empowerment program focuses on nutrition, physical activity, education and inspiration. Light dinner served. FREE. MEETS: the second Tuesday of each month from 5:30-7:30 p.m., except August and December. It is also broadcast to Redmond. INFO: www.DefeatCancer.info.
Coffee & Connection Meet over coffee in a small group setting facilitated by a social worker. Adult survivors, family members, caregivers and friends—all are welcome. FREE. MEETS: the first and third Wednesdays monthly from 11 a.m.-12:30 p.m.
Harvest of HOPE Food assistance program for cancer patients while in treatment. We are accepting donations of healthy non-perishables (veggies, fruits, soups, pasta sauce, etc). Collection bins in the St. Charles Cancer Center lobby.
Soaring Spirits Survivor and Family Camp Join us Aug. 14-16 for a weekend break from the cares of cancer. No cost to survivors, low cost to families. Scholarships available.
Redmond R & R Weekly Exercise Program Group discussion for adult survivors and caregivers. FREE. MEETS: Mondays 3-4 p.m. at St. Charles Redmond. Group discussion 4-5 p.m. third Mondays monthly.
Young Adult Survivor Network – for people ages 18-45 facing cancer – and their caregivers. Casual meet ups for camaraderie, support and fun. FREE.
Restorative Yoga for Cancer Survivors Gentle yoga class open to survivors at all levels of experience. Mondays at 12 p.m.. FREE.
Meditation for Well-Being Introduction to meditation for survivors and caregivers. Second and third Wednesdays at 11:30 a.m. FREE.

HEALTHY EATING FOR LIFE
Eat for a Healthy Heart Reduce your risk of heart disease or continue to improve your heart health. Topics include foods to choose and how to integrate them into your lifestyle, portion sizes, physical activity and troubleshooting the heart-healthy diet. FEE: $20.
BEND: June 19, Friday 4-5:30 p.m. or Aug. 19, Wednesday 5-6:30 p.m.
REDMOND: June 15, Monday 3:30-5 p.m. or Aug. 19, Wednesday 5:30-7 p.m.
PRINEVILLE: Sept. 24 - Oct. 15, Thursdays 5:30-7 p.m.
MADRAS: Sept. 24 - Oct. 15, Thursdays 5:30-7 p.m.

NEW Start (Nourishment, Enjoyable Movement, Wellness, Start today) 10-week sessions. Health improvement program focused on good nutrition and exercise habits, overcoming obstacles to obtaining health and making it all fit into your lifestyle. Program includes two individual appointments with a St. Charles nutritionist. FEE: $90 per person.
BEND: June 3-July 23, Wednesday 9-10 a.m. or Sept. 21-Nov 16, Thursday 9 a.m.
REDMOND: June 1-July 20, Wednesdays 5:30 - 6:45 p.m. or Sept. 23-Nov. 18, Thursday 9 a.m.
PRINEVILLE: June 15, Monday 11:30-1 p.m. or Aug. 17, Monday, 9-10 a.m.
MADRAS: Sept. 24 - Oct. 15, Thursdays 5:30-7 p.m.
MADRAS: June 18, 5-6 p.m. McMenamins. Email for dates and location for July and Aug. LauraKGlover@gmail.com
On Belay Type 1 Diabetes Camp at Camp Tamarack. July 19 - 24 for children ages 8 - 18 with Type 1 Diabetes. INFO: Ria Shearer RN, COE, at 541-526-6690 SCHOLARSHIPS: Charlie@camptamarack.com

DIABETES EDUCATION
Living with Diabetes Class and individual sessions on managing diabetes, glucose monitoring, medications, exercise, nutrition, stress and wellness, complications, pregnancy, pediatrics, insulin and pumps. Taught by certified diabetes educators (nurses and dietitians). Meets national standards for diabetes education. Physician referral required.
Preventing Diabetes Understand what factors increase your risk for diabetes, identify your personal risk factors and develop strategies to change your lifestyle. Learn to overcome obstacles and incorporate healthier habits for a long and healthy future. This class is NOT appropriate for people with diabetes, but is great if you have been told you have pre-diabetes. Pre-registration required. FEE $25, BEND: Oct. 8, Thursday, 5:30-7 p.m.
Diabetes Support Group-Bend No registration required. Bring your specific questions for Q&A session.
UPCOMING TOPIC: “Cardiac fitness in the diabetic”
SPEAKER: St. Charles Cardiac specialists will discuss how diabetics can improve their cardiac fitness and general health with exercise.
MEETS: July 14, Tuesday, 4-5 p.m., St. Charles Bend, East Dining Room.
JDRF Type 1 Bend Coffee Group For people with Type 1 diabetes, or parents of children with Type 1 diabetes. FREE.
MEETS: the third Friday of every month at 10 a.m., Jackson Corner, 845 NW Delaware Ave. in Bend. Upcoming dates June 19, July 17 and Aug. 21.
INFO: Penny Falck at 541-318-4804.
JDRF Super Club For young adults diagnosed with Type 1 Diabetes. FREE.
June 18, 6-8 p.m. McMenamins. Email for dates and location for July and Aug. LauraKGlover@gmail.com

TOBACCO CESSATION
Freshstart Tobacco Cessation Four-week sessions. Developed by the American Cancer Society, this program can help you successfully quit smoking. FEE: $35.
BEND: June 9-30 or Sept. 22, Oct. 13, Tuesdays, 5:30-7 p.m.
REDMOND: Sept. 28 - Oct. 19, Mondays, 5:30-7 p.m.
PRINEVILLE: Sept. 23 - Oct. 14, Wednesdays 5:30-7 p.m.
MADRAS: Sept. 24 - Oct. 15, Thursdays 5:30-7 p.m.

HEALTHY EATING FOR LIFE
Eat for a Healthy Heart Reduce your risk of heart disease or continue to improve your heart health. Topics include foods to choose and how to integrate them into your lifestyle, portion sizes, physical activity and troubleshooting the heart-healthy diet. FEE: $20.
BEND: June 19, Friday 4-5:30 p.m. or Aug. 19, Wednesday 5:30-7 p.m.
REDMOND: June 15, Monday 3:30-5 p.m. or Aug. 19, Wednesday 9-10:30 a.m.
PRINEVILLE: Sept. 23 - Oct. 14, Wednesdays 5:30-7 p.m.
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REDMOND: Sept. 28 - Oct. 19, Mondays, 5:30-7 p.m.
PRINEVILLE: Sept. 23 - Oct. 14, Wednesdays 5:30-7 p.m.
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BEND: June 3-July 23, Wednesday 9-10 a.m. or Sept. 25-Nov. 20, Thursday 9 a.m.
REDMOND: June 1-July 20, Mondays 5:30 - 6:45 p.m. or Sept. 23-Nov. 18, Thursday 9 a.m.
PRINEVILLE: June 3-July 22, Wednesday, 9 a.m. or Sept. 21-Nov 16, Thursday 9 a.m.
MADRAS: July 1-July 20, Monday 9-10 a.m. or Sept. 23-Nov. 18, Thursday 9 a.m.

Prep to Plate Nutrition education and cooking savvy are made fun in this hands-on class. Learn to make good, nutritious meals affordable, easy to prepare and most importantly-delicious! Suitable class for ages 8 and up.
FEE: $30, BEND: Oct. 17 Topic: Explore cultural cuisine - as we visit Tuscany this fall for Italian inspired dishes. LOCATION: Bend Senior High School, 230 NE 6th St. INFO: 541-382-4321 ext. 7154
MOVEMENT AND ACTIVITY

Preventing Osteoporosis with Exercise Eight-week sessions (two days a week), Activity for the prevention and reduction of osteoporosis. Classes led by licensed physical therapists. FEE: $63.
BEND: June 1-July 22 or Aug. 10 - Oct. 5 (no class Sept. 7), Mondays/Wednesdays, 8-9 a.m. or 9-10 a.m.
BEND: May 28 - Aug. 4 (no class June 2, 25, July 2 or 9) or Aug. 6-Oct. 1 (no class Sept. 15)Tuesdays/Thursdays, 9-10 a.m.
REDMOND: June 1-July 27 (no class June 29) or Aug. 3-Oct. 2 (no class Sept. 7 or 28) Mondays/Fridays, 8-9 a.m. or 9-10 a.m.
MADRAS: June 1-July 23 or Aug. 3-Sept. 28 (no class Sept. 7) Mondays/Thursdays, 1-2 p.m.

Rehabilitation Exercise Class Eight-week class. Class focuses on improving strength, endurance, flexibility and balance. Specialized exercise for people with various ability levels. Classes supervised by a licensed physical therapist. FEE $80 (two times per week) OR $120 (three times per week). INFO/REGISTRATION: 541-706-2739.

Movement Disorders Exercise Class Eight-week sessions. This class is designed for people who have mobility challenges and walk independently. Classes led by licensed physical therapists. FEE $40.
REDMOND: July 20-Sept. 14 (no class Sept. 7) or Sept. 28-Nov. 16, Mondays, 12:30 - 1:30 p.m. or July 17 - Sept. 4 or Sept. 18-Nov. 6, Fridays, 12:30 - 1:30 p.m.
LOCATION: St. Charles Redmond - Outpatient Rehab Gym 1523 Canal Blvd.
MADRAS: July 14-Sept. 1 or Sept. 15-Nov. 3, Tuesdays, 12-1 p.m.
LOCATION: St. Charles Madras

Tetra/Paraplegia Exercise Class This class focuses on maintaining strength, flexibility and cardiovascular fitness. For people with tetraplegia or paraplegia resulting from a spinal cord injury, multiple sclerosis or other neurological cause. FEE $60.
BEND: St. Charles Bend Outpatient Gym. Start dates vary: Wednesdays, 4:30-5:30 p.m.
INFO/REGISTRATION: 541-706-2739.

NEW! Bariatric Exercise Program Eight-week sessions (Two days a week) This is a guided, progressive, wellness and exercise class designed to give you the tools to achieve long-term weight loss and maintenance. FEE: $80 REDMOND: Aug. 3-Sept. 28 (no class Sept. 7) or Oct. 12-Dec. 10 (no class Nov. 23 or 26)
LOCATION: St. Charles Redmond Outpatient Rehab Gym, Mondays/Thursdays 8-9 a.m. (1523 Canal Blvd.)

Bariatric Surgery Patients (pre and post-op) Exercise Class This class focuses on education and the safe initiation and progression of an exercise program to meet your weight-loss goals. FEE $80 (two times per week).
BEND: St. Charles Bend Outpatient Gym, Tuesdays/Thursdays, 8-9 a.m.
REGISTRATION: 541-706-2739

CHILDREN'S HEALTHCARE

Breastfeeding Class This class provides families with information they need prior to birth, while in the hospital and at home. FEE: $25 per couple.
BEND: June 15, July 20, Aug. 17 or Sept. 21
LOCATION: East Bend Campus (Deschutes Children’s Foundation) 2125 NE Daggett Lane, Bend OR 97701
REDMOND: July 15, Sept. 16 or Nov. 18
LOCATION: St. Charles Center for Women’s Health, 340 NW 5th Street, Suite 101

Childbirth Education Classes Discover your options and become better prepared in our St. Charles class. Our package format includes childbirth preparation, newborn care, breastfeeding and infant CPR. Classes are highly partner focused and pricing is per couple, offered as one, all-day Saturday course or two evening courses. FEE $49 per couple.
BEND: June 27, July 25, Aug. 22 or Sept. 26
Saturdays, 9:30 a.m. - 4:30 p.m. or
BEND: June 2-3, July 7-8, Aug. 4-5 or Sept. 1-2
Tuesdays/Wednesdays evenings, 6-9 p.m.
REDMOND: June 20, July 19 or Sept. 12
Saturdays, 9:30 a.m. - 4:30 p.m. or
REDMOND: Aug. 10-11, Monday/Tuesday evenings, 6-9 p.m. or Oct. 28-29, Wednesday/Thursday evenings, 6-9 p.m.

Breastfeeding Mothers This class provides additional breastfeeding information for mothers returning to work or school. FEE $10.
BEND: June 17 or Aug. 19
LOCATION: St. Charles Bend 245 NW Heard St Suite 101
REDMOND: June 17 or Aug. 19
LOCATION: St. Charles Redmond 340 NW 5th Street Suite 101

Madras Childbirth Education This six-week course provides an understanding of the process of labor and delivery. Review breathing, relaxation and support measures for mother and coach. Discuss newborn behavior, care, feeding and management of respiratory emergencies. FEE $49. *Free for babies delivered at St. Charles Madras.
INSTRUCTOR: Janet Bissell
BABIES DUE BY: CLASS BEGINS: 
Nov. 13 July 22
Jan. 8 Sept. 30
Location: St. Charles Madras Outpatient Gym, 335 NW Heard Street, Suite 101

Madras Refresher Course This course reviews current information on the process of labor and delivery. It is not recommended for first-time parents. Pre-registration required. FEE $10. *Free for babies delivered at St. Charles Madras.
INSTRUCTOR: Janet Bissell
BABIES DUE BY: CLASS BEGINS: 
Oct. 23 July 8
Nov. 27 Sept. 9
Feb. 26 Nov. 18
MADRAS: Wednesday 7-9 p.m.
REGISTRATION: 541-475-3882 ext. 4047
WARM SPRINGS: Wednesday 12 - 1 p.m.
INFO/REGISTRATION: 541-553-2460 ext. 4162

SUPPORT GROUPS

St. Charles offers a wide variety of support groups.
INFO: Please see website or call 541-706-7730

ADDITIONAL OFFERINGS

Total Joint Replacement Classes This class helps educate patients before they receive a total knee or total hip replacement surgery. This class is recommended by your orthopedic surgeon. FREE.
REGISTRATION/INFO: stcharleshealthcare.org/TotalJoint or call Total Joint Replacement Education line at 541-706-4922

American Heart Association Courses Health Care Provider CPR, Heartsaver CPR and First Aid, ACLS, PALS and NRP courses are open to the public. Offsite courses are also offered through the Workplace Training Program. INFO: stcharleshealthcare.org/Courses.
Contact the training center coordinator with questions at 541-502-1218.

Living Well with Chronic Conditions Class Six-week interactive workshop designed for people who are living with chronic health conditions or for their caregivers. It teaches real-life skills for learning to live a full, healthy life with a chronic condition. Pre-registration required. FEE $10, Classes held throughout Central Oregon. Dates and times vary. Pre-registration required.
INFO: 541-322-7430

Monthly Support Meetings for Bariatric Surgery Facilitated by Dr. Karen Campbell, a psychologist, and LuAnn Lehnertz, a registered dietitian. FREE.
BEND: First Tuesday of each month 12:30 - 1:30 p.m. and the third Tuesday of each month 6:30 - 7:30 p.m.
Two separate groups will be offered at each session - a general support group, and one for bariatric patients that are a full two years beyond their surgery date.
REDMOND: Second Wednesday of each month 4:15-5:15 p.m.
PRINEVILLE: Fourth Thursday of the month 5:30 - 6:30 p.m.
INFO: 541-548-6131 ext. 2838 or 541-706-4970

Bariatric Informational Seminar Informational meetings with our surgeons are the first step in your bariatric surgery journey. We invite all who are interested in learning more about our program to attend and hear from our surgeons as well as from those who have experienced bariatric surgery. Registration is not required, however, meetings are subject to change so please call and confirm the meeting you would like to attend. FREE.
BEND: Third Tuesday, 6-8 p.m. in odd months
CONTACT: 541-322-5733
REDMOND: First Wednesday of every month 2-4 p.m.
CONTACT: 541-548-7761
It used to be that nurses who arrived for their shift at St. Charles Redmond first went into a little room to listen to a voice recording of the report-out on their patients from the nurse on the previous shift. They would spend sometimes more than an hour listening to a recording before they had even met their patients.

The practice was outdated, said Rachel Sando, nurse manager of the medical/surgical floor in Redmond. So, over the past year, Sando worked with her team to develop a new process called bedside reporting. Night-shift nurses now handoff patients to their day-shift counterparts by meeting face-to-face in the room with the patient.

"Studies nationwide have shown that bedside reports improve clarifying information and intercepting of errors" Sando said. "They also result in higher patient satisfaction."

Because the conversation takes place at the bedside, patients are included. They can chime in, make corrections or ask questions so they are comfortable with the plan of care.

As a recent patient at the Redmond hospital, Pam Steinke had a chance to witness bedside reporting first hand. Steinke, who serves as chief nursing executive and vice president of quality for St. Charles Health System, spent 10 days looking at health care not as an executive, but as a patient.

"In recent weeks, I was personally impacted by a critical illness which took me to the ‘other side’ of the bed rails looking out," Steinke said. "The silver lining of this event was the time, and thankfully the ability, to reflect on the care and service we deliver to our communities."

Part of that service was the new practice of bedside reporting that is being piloted at the Redmond hospital. Ultimately, Steinke said, the practice will be implemented at all St. Charles hospitals in the region.

"Each and every handoff was done at my bedside – as time went on it was a very participative engagement," Steinke said. "It was one of the highlights of each day."

Since bedside reporting began in Redmond in February, Sando said she has heard only positive feedback from patients.

"If a patient is tired or doesn’t want bedside report, they can let their nurse know that. The can opt out if they want to. The majority of the patients, they love getting the information," Sando said. “When I say, ‘How was your stay? How was your care?’ they often tell me, ‘I really like how the nurses come in the room and they talk to you about what’s going on.’"
Sewing has been an important part of Marie Rosenau’s life for about as long as she can remember. Her mother and grandmother taught her to sew when she was not even 10 years old.

“My mom was a seamstress and she was awesome and I would drive her crazy with my sewing,” Rosenau said. “She would go without patterns and I had to read every word of the instructions.”

The first quilt that Rosenau put together on her own is one of the most special, she said, because it is the only one her mom was able to see before she died. Another quilt – one the 57-year-old Terrebonne resident made for her son when he went away to school – is special because it came back to her when she needed it most.

After suffering a debilitating stroke in March 2014, Rosenau spent time at St. Charles Bend and at a rehabilitation hospital in Portland before coming back to Redmond for additional care at a skilled nursing facility. It was there that her son put his quilt on her bed to give her comfort and inspiration.

“They can tell me that I can’t clean anymore,” said Rosenau, who worked as housekeeping supervisor at Whispering Winds retirement community before her stroke. “But sewing is something that I just had to try. It’s been such a part of me for such a long time.”

Thanks to months of rehab and an indefatigable spirit, she has learned to quilt using just one hand. Her left side is impaired from the stroke, but thanks to special clamps she is able to hold material steady. With her right hand she can use a rotary cutter and her sewing machine. She is working on hand stitching, which has been the most difficult sewing task to master.

Gwen Jones, an occupational therapist at St. Charles Outpatient Rehabilitation in Redmond, has helped Rosenau research tools and techniques for one-handed quilting.

“I think that Marie has been so successful because she has been flexible and adaptable,” Jones said. “She has chosen to redefine her life within her current disabilities. She hasn’t wanted to wait until she’s better to start back to living her life. Hers is a story of physical healing, but more importantly, emotional and psychological healing.”

Although she has not been able to return to her former position at Whispering Winds, she is back to working two days a week as the resident relations coordinator, which includes working with the quilting group she began called Sew and Tell. When she’s not quilting, she also makes brightly colored pillowcases for an organization that donates them to children with cancer.

“When I feel bad about my situation, I make a pillowcase and think about the kids,” she said.

Serving as an inspiration to other stroke survivors is important to Rosenau – especially those who are at the beginning of their rehabilitation and are feeling sad about their situations.

“If I can do something to encourage somebody else, I want to do it,” she said. “I’m impaired right now, but I’m going for 100 percent.”
Thomas Pastor, the food services manager for a St. Charles Madras and Pioneer Memorial Hospital, is doing his part to change the reputation of hospital food from one of distaste to one filled with local flavor.

“Prineville’s hospital food has come a long way in recent years, but we have more potential than the physical space can support,” Pastor said. “We are excited for our new quick-casual cafe with fresh and reasonably priced food.”

One of his ideas is to partner with local farms to bring fresh produce, grown in Crook County, to the new cafe at St. Charles Prineville. When the facility opens in September, its first-floor cafe will feature fast, healthy food – including items from a Community Supported Agriculture (CSA) program.

“St. Charles cares about people’s health in our communities,” said Seth Crawford, a Crook County commissioner who pitched the idea of supporting local, farm-fresh food to Pastor. “We want to work together to get people in Crook County to experience and taste the food that is grown here.”

To start, Pastor is working with local farmer Jerre Kosta Dodson to develop his wish list of produce. So far the list includes greens, carrots, beets, cabbages, onions, garlic, herbs of all kinds, summer squash, winter squash, corn, broccoli, cauliflower and heirloom tomatoes.

“I agreed to take all the best produce she can grow,” Pastor said. “I want to challenge my staff to use all of the fresh foods in our daily specials.”

Because of the cafe’s location close to the main entrance of the new facility, Pastor hopes people will stop in for lunch even if they have no other reason to visit the hospital. He plans to offer a quick menu that will appeal to high school students and grab and go choices that people can pick up on their way home from work when they don’t feel like cooking.

Pastor also plans to register the cafe with Travel Oregon’s Bike Friendly Business program so that people touring through Central Oregon know they have a place to stop for food where they can safely store their bicycles.

“We are keeping all of our current caregivers and adding jobs to the cafe, while also supporting a local farm,” Pastor said. “In a small town, these decisions make a difference and will boost the local economy.”
The day June Armstrong was getting ready to check out of St. Charles Bend after her total hip replacement, she was given a shiny, new walker to help with her recovery.

Her walker is part of an exchange program on the orthopedic floor at St. Charles Bend where patients are loaned a walker when needed and asked to return it after they have healed.

“It’s a very good idea,” Armstrong said as she prepared to test her walker with a stroll down the hall at the Bend hospital. “It is so difficult to get a hold of them and expensive – especially if you only need one for a short while.”

The inspiration for the walker-recycling program came from caregivers who were discussing how to improve their discharge times for total joint replacement patients, said Karin Thompson, orthopedic nurse navigator at St. Charles Bend.

“At times it was taking more than 30 hours for a social worker to find a walker from local vendors for a patient,” Thompson explained. “We would have patients waiting for hours for a walker before they could go home when that was really all that they needed.”

Thompson did some research and applied to St. Charles Foundation for a $5,000 mini-grant to purchase walkers and trial the recycling program.

“Through the mini-grant program, we fund caregivers who have creative and innovative ideas to benefit patients,” said Lisa Dobey, executive director of St. Charles Foundation. “We are so proud of the ortho team for identifying a problem and coming up with a solution that works.”

After receiving the funds, Thompson worked with departments throughout the health system to get the program up and going. Physical therapists are responsible for identifying patients in need of walkers and handing them out. Volunteers at each campus collect the walkers when they are returned, clean them and get them back to the orthopedic floor to be redistributed.

Since the program began, Thompson said, they’ve had about a 77 percent return rate – which is higher than expected.

“Our return rate is fairly good,” Thompson said. “Patients use these walkers for at least six weeks and sometimes they hang onto them if they know they need to have a second surgery.”

So far, the walkers have gone to nearly every community in Central Oregon including Madras, Terrebonne, Sisters, La Pine, Hines, Sunriver, Lakeview, Seneca, Redmond, Fossil, Klamath Falls, Warm Springs, Prineville, Mitchell and Burns. One was even packaged and mailed back from Jackson Hole, Wyo. Armstrong, who lives in Chiloquin, said she would definitely return the walker when she was finished using it.

“Sometimes at Goodwill you see crutches or walkers and you think, ‘This should have been returned,’” Armstrong said. “Someone could have gotten use out of it.”
2 large beets roasted in the oven, peeled and diced
6 cloves garlic, sliced thin and poached in white wine
2 T. diced red onion
1 T. virgin olive oil
1 T. sherry vinegar
3 basil leaves sliced thin
1 t. lemon zest

Toss together, season with salt and pepper. Makes a good accompaniment for salmon, chicken and lamb.

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