

Health Signs

Fall 2012



Sports-Related Concussions

> Local physicians raise awareness to help young athletes **Page 3**



Urgent Care When You Need it Most

> Washington Urgent Care offers a variety of services and convenient hours **Page 7**



This is My Hospital > Learn why Demetrious Shaffer, Alameda County Interim Fire Chief is committed to Washington Hospital **Page 4**

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Your Health Care, Your Way

Learn why Washington Township Medical Foundation is the right choice for you and your family **Page 5**

Health Events

Classes, screenings and health fairs at Washington Hospital

NOVEMBER 2012

Diabetes Matters: Kidney Disease: Risk, Management, and Beyond

Date: Thursday, November 1
Time: 7 to 8 p.m.
Speaker: Lucia Yumena, M.D., Nephrologist
Where: Conrad E. Anderson, M.D. Auditorium

Do You Suffer From Hip Pain?

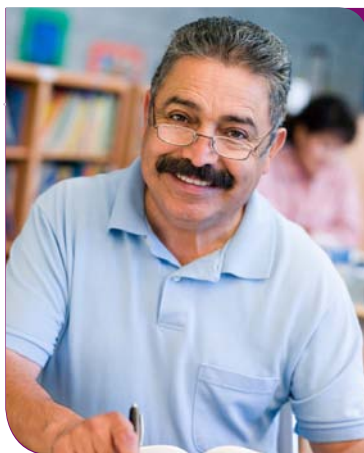
Date: Friday, November 2
Time: 2 to 4 p.m.
Speakers: Dr. John Dearborn
and Dr. Alexander Sah,
Orthopedic Surgeons
Where: Conrad E. Anderson, M.D. Auditorium, Rooms A & B

Introduction to Stroke and Risk Factors

Date: Thursday, November 6
Time: 6 to 8 p.m.
Speaker: Ash Jain, M.D., Cardiology and
Doug Van Houten, R.N.
Where: Conrad E. Anderson, M.D. Auditorium

Alzheimer's Disease: Learn About Memory Loss

Date: Tuesday, November 13
Time: 1 to 3 p.m.
Speaker: Charan Singh, M.D., Neurologist
Where: Conrad E. Anderson, M.D. Auditorium, Rooms A & B



WASHINGTON DIABETES HEALTH FAIR

Preventing Complications: Taking Back Control

The fifth annual event will feature free screenings — including blood glucose and cholesterol, as well as educational booths and presentations from experts in diabetes management.

Date/Time: Saturday, November 17, 8 a.m. to Noon
Where: Conrad E. Anderson, M.D. Auditorium, Rooms A, B & C

WASHINGTON WOMEN'S CENTER CLASSES

Classes focus on health topics that are tailored to meet a woman's needs. Classes take place at the Washington Women's Center, located at 2500 Mowry Ave. (Washington West). Call (510) 608-1301 to register or make payment. Visit www.whhs.com/womenscenter for more information.

Healthy Holiday Appetizers

Date: Thursday, November 8
Time: Noon to 1 p.m.
Fee: \$5 (Class size limited to 20)
Where: Washington Women's Center Conference Room

Women and Thyroid Hormone Imbalance

Date: Wednesday, November 14
Time: 7 to 8 p.m.
Where: Washington Women's Center Conference Room



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Stay connected to Washington Hospital through Facebook, YouTube and Twitter. Watch InHealth Channel videos, learn about upcoming events and seminars and see what's happening at your community hospital.



www.whhs.com



Sports-Related Concussions

Local physicians raise awareness to help young athletes

When Dr. Sandeep Kunwar met a famous pro football player who had recently retired from the San Francisco 49ers, he asked the Super Bowl-winning, Pro Football Hall of Fame member why he retired in the prime of his career.

“He responded that he had made a conscious decision to step down in order to avoid any further concussion injuries,” recalls Dr. Kunwar, a neurosurgeon and medical co-director of the Taylor McAdam Bell Neuroscience Institute at Washington Hospital. “He recognized that there could be serious complications of repetitive concussions — including permanent brain changes that could drastically impact his health and quality of life, and that might even be life-threatening.”

Since that time, awareness of dangerous sports-related traumatic head injuries including concussions has increased dramatically, especially among professional athletic organizations. More work in raising awareness and preventing such injuries is still needed, however, particularly among younger amateur athletes.

“I applaud the professional sports organizations for creating greater awareness of concussions, which are serious injuries that certainly deserve more attention,” says Dr. Russell Nord, an orthopedic surgeon and medical director of the Washington Township Orthopedic Surgery and Sports Medicine Center.

“This increased awareness is becoming more common in college, high school and community



Sports medicine physicians Dr. Sandeep Gupta (center) and Dr. Russell Nord encourage athletes to be evaluated immediately by a physician if they have suffered a direct blow to the head, face or neck.

Symptoms of concussion might include:

- Headache or a sense of pressure in the head.
- Feeling in a “fog” or confused.
- Signs of memory loss or amnesia.
- Dizziness or trouble with balance.
- Slowed physical reaction times.

league sports as well. It’s very important that we continue to promote concussion prevention in young athletes.”

A study by the American Association of Neurological Surgeons (AANS) estimates there were nearly 447,000 sports-related head injuries treated in U.S. hospital emergency rooms in 2009.

“I once treated a school mascot for a concussion,” says Dr. Nord. “It’s important to recognize that it’s not just football. You can get a concussion in any sporting activity. And it’s not just a ‘male’ injury; females are also at risk for concussions.”

In fact, a clinical report issued by the American Academy of Pediatrics states that girls are reported to have a higher rate of concussion than boys in similar sports. In girls’ sports, the rate of concussion is highest in soccer and basketball.

“Girls and women have three times the risk of concussion than males in basketball and soccer,” Dr. Kunwar says. “We’re not sure of all the

reasons why this is the case, but it may be partly because females generally have longer, thinner necks and weaker neck muscles than males. Having a thick, muscular neck makes you somewhat less likely to suffer a concussion.”

What Is a Concussion?

“Generally speaking, a concussion is a traumatic injury to the brain that causes temporary loss of normal brain function,” says Dr. Sandeep Gupta, a colleague of Dr. Nord’s who is board-certified in both family medicine and sports medicine. “It can be caused by a direct blow to the head, face or neck that results in rapid onset of short-lived impairment of neurological function. It may or may not involve loss of consciousness. If the injured person does lose consciousness or has any serious symptoms, he or she should be evaluated by a physician who has experience in dealing with concussions.” ♦

WASHINGTON HOSPITAL TREATS SPORTS INJURIES



Washington Hospital offers a full range of treatment and rehabilitation services for people that have suffered a sports injury. Visit www.whhs.com/services/sports to learn more.

Why I'm a "Washington Hospital Fan"



Demetrious Shaffer, Alameda County Interim Fire Chief and Washington Hospital Healthcare Foundation President

As Alameda County's Interim Fire Chief, Demetrious Shaffer is dedicated to the health and safety of residents throughout our region. This includes everyone in the Tri-City area, which makes up Washington Township Health Care District.

"That's just one reason I'm a big fan of Washington Hospital," he says. "Through both my professional and personal lives, I've seen how this Hospital makes a positive impact on the health and quality of life for the people it serves, as well as the community as a whole. There are not many places with such a great resource."

Since he came to the area several years ago, Chief Shaffer's relationship with Washington Hospital has taken on numerous aspects. In addition to his work with the Fire Department and his leadership in the community, he has been a patient in the Hospital's Emergency Department and has become deeply involved as a volunteer with the Washington Hospital Healthcare Foundation, the fundraising arm of the Hospital. He is in his second term as president of the Foundation.

"When I first started working with the Foundation, I respected Washington Hospital as a healthcare organization," he recalls. "But, once I understood their level of dedication to patients and the community, and I saw how they consistently act out this commitment, my feelings quickly morphed into a love for the Hospital and all they do."

One of the first things that caught Chief Shaffer's attention was Washington Hospital's

STAY CONNECTED TO WASHINGTON HOSPITAL



To learn how to get involved with the Washington Hospital Healthcare Foundation, visit www.whhs.com/foundation or call (510) 791-3428.

guiding principle — the Patient First Ethic.

"Putting patients first seems like such an obvious thing," he says, "but how do you act on it when you're making decisions about running a hospital? And, how does it play out through every action of each staff member in their work? When you're here at the Hospital, it becomes very clear and easy to see. Everything is done based on what's best for the patient, and I love being part of it."

This total focus on patients permeates the organization, but Chief Shaffer is also quick to point out that it comes from the top. He applauds the members of the Washington Township Health Care District Board of Directors and Hospital CEO Nancy Farber for their dedication to patients and staff alike.

"When leaders care about staff and the conditions they work in, as well as how they treat each other, that translates into the way hospital employees care for patients and serve their community," he points out.

Chief Shaffer is also impressed by the way Hospital leaders, in partnership with local physicians, are always looking for the latest advances in medical care to achieve the best health care outcomes while meeting the growing needs of area residents.

"Through their vision, our District has been able to attract some top physicians to this area while acquiring leading-edge technology, so that some of the most advanced procedures can be offered right here in Washington Township," he observes. "The Foundation has been honored to provide significant support for many of these services."

One example is Washington Hospital's Gamma Knife program, led by an accomplished team of specialized physicians who are nationally and internationally recognized for their expertise in the field of minimally invasive neurosurgery. The program's centerpiece is the advanced Leksell Gamma Knife Perfexion™, a revolutionary and highly effective alternative to open-brain surgery and the first of its kind in the U.S. when it was acquired by the Hospital.

"Washington Hospital doesn't just treat patients and send them on their way," Chief Shaffer explains. "They take a proactive, innovative approach to developing the programs our community needs and, then, providing those services in the most efficient, caring way possible." ♦

Find Quality Care in Your Neighborhood

Choose Washington Township Medical Foundation during open enrollment

Dr. Barbara Kostick is a family practice physician at the Washington Township Medical Foundation clinic in Newark. WTMF has three neighborhood clinics in Fremont, Newark and Union City as well as 15 other care centers in the Tri-City area.



Fall is on the way, and that means open enrollment for your health insurance coverage is coming. Open enrollment is your annual opportunity to review the health insurance plan you receive through your employer and make changes, if you wish.

Open enrollment is about making the right choices for you and your family. One of the most important decisions you can make is the selection of a primary care physician who is covered by your plan. This is your chance to take a more active role in getting the quality health care you need by selecting a doctor who is the best fit for you.

It is also an opportunity to find quality care for you and your family. A relatively new concept in health care delivery, the medical home model means the healthcare team, led by the primary care physician, is totally focused on your needs as a patient. This model has been shown to achieve excellent health outcomes for patients, according to the American Academy of Family Physicians (AAFP).

“Communication is based on trust, respect and shared decision making. Patients want access to personalized, coordinated and comprehensive primary care when they need it, and when it is convenient for them,” reports the AAFP.

If you live in the Tri-City area, you can find a medical home in your town, perhaps even right in your neighborhood. The Washington Township Medical Foundation (WTMF), with 83 experienced physicians who are board certified in primary or specialty care, has fully embraced

the medical home concept of delivering high quality care and service to patients. WTMF has three neighborhood clinics — one each in Fremont, Newark and Union City — and 15 other care centers throughout the area, providing a full range of services.

“The medical home concept works very well for our patients,” says Barbara Kostick, M.D., family practice physician at the group’s newly renovated clinic in Newark. “Patients come to a convenient and modern location for their care, and everything is well coordinated, including referrals to specialists.”

Primary care hours are from 8 a.m. to 6 p.m. and there are many related services, such as blood draws for testing, so you don’t have to travel around town to get the services you need.

The goal at WTMF is to make it easy for you to connect and build a relationship with your primary care physician. Doctors and staff take time to get to know you and listen, so they can better understand your condition and needs. They

also focus on answering your questions, giving information clearly and quickly. With such a large, diverse group of physicians and staff members, WTMF also appreciates and respects the diverse cultures and values of their patients.

While working to provide the best service possible, WTMF physicians are also very focused on providing quality care. This includes an emphasis on prevention, such as regular check-ups and screenings, to help you stay ahead of the game when it comes to cardiovascular disease, cancer, diabetes and other significant health issues.

Getting the best health care begins by finding the right doctor, but with WTMF there’s more. The group is part of Washington Hospital Healthcare System, a premier health network located right in your community. The group’s doctors collaborate as members of the medical staff at Washington Hospital, which is recognized for a wide range of award-winning programs and leading edge technologies. ♦



YOUR HEALTH CARE, YOUR WAY

During open enrollment this fall, consider selecting a plan that includes the doctors of Washington Township Medical Foundation. To learn more about the more than 80 board-certified physicians with expertise in a broad range of medical specialties, visit www.mywtmf.com. To find a physician online, visit www.whhs.com/physicians.



Make an Informed Decision About Your Health Insurance

Washington Hospital Health Insurance Information Service is here to help

Trying to stay informed of your health insurance coverage can be confusing, even if you think you have adequate coverage. What does it cover, is there a premium, what about a deductible, can you get it for less? And if you are unemployed, you may be wondering what to do next.

To help community members better cope with these questions, the Washington Hospital Health Insurance Information Service, also known as HIIS, offers free, confidential, non-biased services to anyone in the community and is designed to help individuals and families make informed decisions about their health insurance needs.

"The Health Insurance Information Service is especially valuable for people who have lost their jobs or insurance, those who are changing jobs, or those who are turning 65 and are looking for supplemental coverage for Medicare," says Ruth Traylor, Washington Hospital's Director of Community Outreach. "We also help people enroll in government-sponsored programs such as Healthy Families."

"Because we are not selling anything, we can be non-biased," Traylor explains. "We don't promote any particular provider. Our aim is to help people find the best health care plan for themselves and their families."

"No matter how complex health insurance may seem, we can help navigate people in the right direction," says Kristi Caracappa, Health Insurance Information Coordinator at Washington Hospital. "We help identify options and provide one-to-one consultations in person or over the phone."

Caracappa has extensive experience helping people get the health care coverage they need, whether through low cost or free community programs or government sponsored programs.



Insurance Do's and Don'ts

- Don't give your credit card number to phone solicitors who ask for your credit card number before sending you information.
- Do look at your employer's open enrollment packet every year.
- Don't let your health insurance coverage lapse. Try to make sure that you have something else in place before changing or canceling a plan.
- Do compare plans every year when purchasing Part D (Medicare) Drug Plans. The plan costs vary depending on the medication you are taking.
- Do look at the details of a plan when choosing a Medicare Advantage Plan. Check your deductibles and co-pays. Be aware of what they do not cover as well as what they do cover.

Free Insurance Seminars

Fall is open enrollment for most large insurance plans as well as Medicare. So it's a good time to reevaluate your health insurance coverage and decide if you really have the best plan for you, according to Caracappa.

"As a service to the community, Washington Hospital offers free seminars throughout the year to assist people in learning about their insurance options and Medicare coverage," adds Caracappa. "I explain how Medicare works and how people can choose the right Medicare prescription drug plan that meets their needs."

Learn About Your Options

The Health Insurance Information Service can help identify health insurance programs and resources for those who have been without

insurance due to pre-existing conditions or losing employer based health coverage.

"Finding the right health insurance coverage can be complicated, especially for people with pre-existing conditions and chronic health conditions," Caracappa says. "Our goal is to help people learn more about what health insurance options may be best for them." ♦

FIND THE RIGHT INSURANCE PLAN FOR YOU AND YOUR FAMILY

You can call the Washington Hospital Health Insurance Information Service at (800) 770-9447 anytime from 8 a.m. to 5 p.m. Monday through Friday. You can also visit www.whhs.com/health-insurance for more information.

Urgent Care

When you need it most



Sarkis Banipalsin, M.D., center, is the medical director of Washington Urgent Care, which is open from 8 a.m. to 8 p.m. every day of the year.

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They are the “after hours” of health care—the weekends and evenings when your regular doctor’s office is closed and a trip to the emergency room isn’t necessary. Maybe you suffered a minor cut or injury from a fall and you don’t want to wait all night or all weekend without medical attention.

The question is: do you wait until your symptoms could potentially get worse? No, says Sarkis Banipalsin, M.D., medical director of Washington Urgent Care, Washington Hospital’s onsite urgent care clinic, which is open from 8 a.m. to 8 p.m. every day of the year.

“For most non-emergency medical ailments, Washington Urgent Care is a convenient and cost-effective alternative to emergency room care,” Banipalsin explains.

Urgent care’s many benefits

Washington Urgent Care offers a number of benefits, according to Patti Coffey, R.N., the clinical nurse manager of the Washington Urgent Care clinic. First, friendly staff members are there to greet you and answer your insurance questions. And even better, says Coffey, is the fact that average waiting times are in the minutes, not hours.

“Washington Urgent Care offers the best of both worlds — a friendly, helpful environment and extended hours when your regular doctor isn’t available,” she says.

Plus, for those worried about coinsurance and co-payment costs, take heart. Insurance co-pays at the clinic are typically less than in the emergency room. And as an added benefit, the clinic accepts most insurance plans and bills patients’ insurance as a courtesy.

Get your flu shot!

Flu season, which typically runs from fall through winter, is here. To protect yourself and your family, getting vaccinated annually is a must. In fact, last year the CDC (Centers for Disease Control and Prevention) began recommending that everyone over six months of age get a flu vaccine as soon as it’s available.

“If you haven’t been vaccinated at your doctor’s office already, you can get your flu shot at the clinic,” Dr. Banipalsin points out. “However, if you do get sick this year, we can address the symptoms as well.”

A good indication you have the flu and not a cold is that the symptoms — including fever, muscle aches, nonproductive coughing, runny nose, a burning sensation in the eyes and chest — are severe and come on suddenly, he adds. ♦

Washington Urgent Care has been awarded accreditation by the American Academy of Urgent Care Medicine (AAUCM). A voluntary process, accreditation enables the clinic to measure the quality of its services and performance against nationally recognized standards. Washington Urgent Care is the only urgent care facility in the Tri-City area to achieve this accreditation.



Services to fit your needs

Other year-round services offered at the clinic include:

- Treatment for injuries, such as cuts and bruises
- On-the-job illness and injury, or other work-related needs
- Physical exams
- X-ray and laboratory services on-site
- Bilingual physicians available
- Work injury management
- Drug and alcohol testing
- Pre-employment physical exams



Rosalie Naguiat, LVN, Washington Urgent Care

GET THE (URGENT) CARE YOU NEED

Open from 8 a.m. to 8 p.m. every day, Washington Urgent Care is located at 2500 Mowry Ave., Suite 212, in Fremont. To schedule an appointment, call **(510) 791-CARE (791-2273)**. Walk-in care is always available. For more information about the services at Washington Hospital, visit www.whhs.com and click on “Services.”



CEO Letter

Investing in Your Care



Nancy Farber
Chief Executive Officer

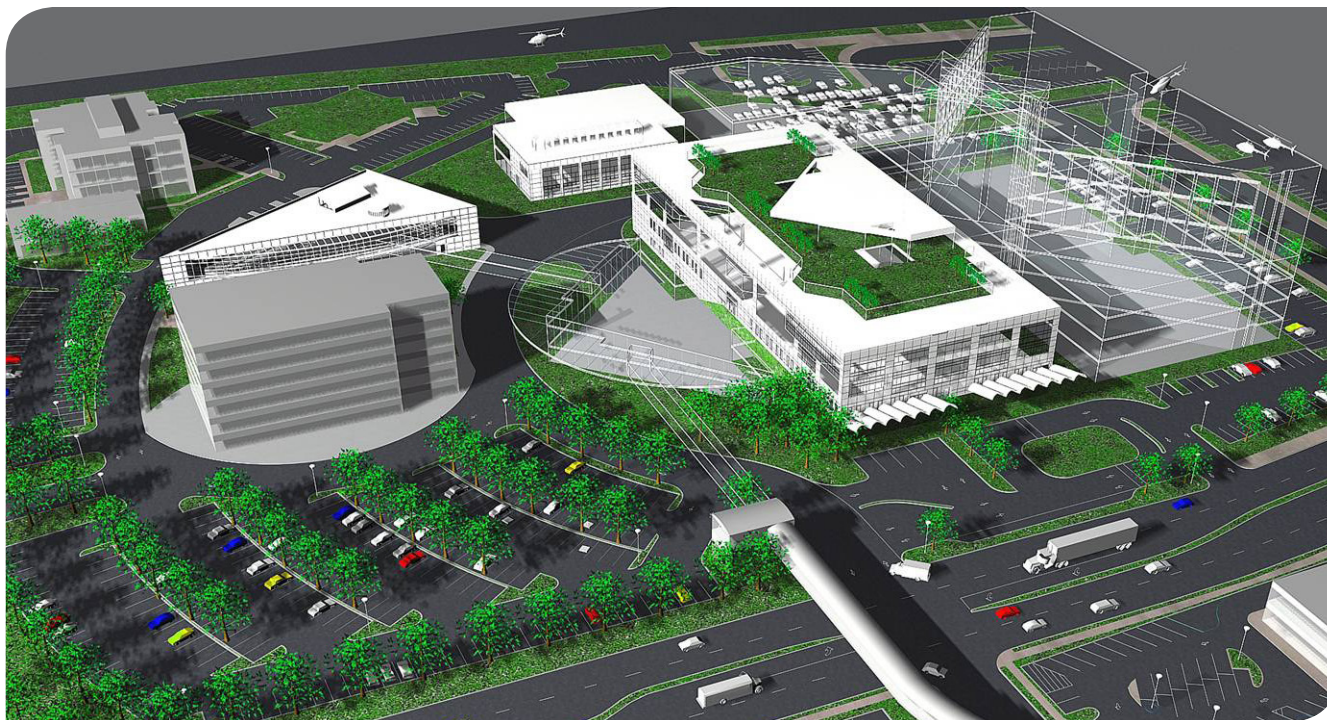
People come to the Washington Hospital emergency room for many different reasons, everything from a home accident to a heart attack. Last year more than 52,000 patients were treated in our emergency room which is the second busiest in Alameda County. Only the

county's Highland Hospital in Oakland sees more emergency patients than we do.

Many are brought to Washington Hospital because it is both a designated Cardiac Receiving Center and Stroke Receiving Center which means, if you have a heart attack or stroke, you are taken to our emergency room to receive the very best care available. Only four hospitals in Alameda County are designated as cardiac receiving centers and three as stroke receiving centers.

What does that mean for the patient? It means we have the facilities, technology and highly trained physicians needed to provide the immediate diagnostic tests and interventions necessary to save lives. It means we can complete the required angioplasty measures to open a patient's arteries within the critical 90-minute window to save lives. It means we have a highly trained cardiac surgery team on hand for heart surgery if needed. It means our cardiologists are qualified to perform angioplasty and other non-invasive, life-saving procedures to diagnose and treat heart attacks.

It means that the physicians in our stroke program are recognized nationally, receiving a HealthGrades 5-Star Award for Stroke Care. It means that stroke patients receive the latest in recognized stroke treatment interventions which are designed to lessen the long-term effects of



A rendering of the future WHHS campus. To keep pace with the growing health care needs of the community, Washington Hospital is investing in new facilities that will provide quality patient care well into the future.

a stroke. We have specialized stroke care units staffed 24/7 by trained stroke nurses.

It also means that a heart attack or stroke patient is brought to Washington Hospital because it's the closest hospital, whether or not the patient's insurance covers our services. We treat everyone who comes through our doors.

Because we need more room to meet our growing emergency patient load — emergency room visits have increased by 25 percent in the last decade — we are planning the construction of the Morris Hyman Critical Care Pavilion. Our proposed new emergency facilities will be four times as large as our current emergency room, allowing us to meet the growing emergency needs of our District residents and others who need our emergency facilities. The new expanded emergency facilities also will position us so that we can apply to the Alameda County Board of Supervisors for designation as a trauma center, sorely needed in southern Alameda County.

Funding for the Morris Hyman Critical Care Pavilion will come from a combination of remaining bond funds, hospital reserves, private donations and the \$186 million proposed bond measure on the November ballot. The remaining balance will come from hospital non-bond funding.

Measure FF funds have been used to complete Phase I of our Facilities Master Plan which has included construction of the new Central Utility Plant and numerous other internal upgrades and

improvements, including those addressing state-mandated requirements to ensure Washington Hospital is earthquake safe. Also completed during Phase I, but not funded by Measure FF, is the new Center for Joint Replacement building. The Phase I Facilities Master Plan projects have been completed on time and within budget.

Construction of the Morris Hyman Critical Care Pavilion could begin as soon as January 2013 since construction plans are already under the required state review. Also, because of the all-time low interest rates currently available, Washington Hospital has a rare and unique opportunity to save money if we are able to act quickly.

It is our goal to continue to improve our emergency services and facilities so that all who come to our hospital for emergency, cardiac or stroke treatment will continue to be cared for in a facility that has, not only the very best physicians and nurses, but also the very best equipment and technologies available.



Washington Hospital Healthcare System
Investing in the health of the community.

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Health Signs is available to download and view on the Hospital website: www.whhs.com.

Health Signs is published quarterly as a service to our friends and neighbors by Washington Township Health Care District. Material in *Health Signs* is obtained from a wide range of medical scientists and health care authorities. If you have any concerns about specific items that appear in *Health Signs*, please consult your personal physician regarding their effects on your individual health.

If you would like to be added to our mailing list, please write to: *Health Signs* Editor, Washington Hospital Healthcare System, Community Relations Department, 2000 Mowry Ave., Fremont, CA 94538-1716.

Nancy Farber, *Chief Executive Officer*
Clayton Warren, *Executive Editor*

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KEEP IN TOUCH

We value your feedback. If you have questions about the hospital expansion or any other WHHS services, contact Community Relations at **510-791-3417** or visit **www.whhs.com**.

