The journal for better living from Florida Hospital Zephyrhills

Better!™

Fall 2012

Heart Institute:
Caring for the Community and One of Their Own

5 Questions with 2 Amazing Nurses

Orthopaedic Institute:
Dr. Christopher Baker Has Advice for Athletes of All Ages

NEW
Pull-Out Section:
Fitness, Events & Healthy Recipes!

FLORIDA HOSPITAL ZEPHYRHILLS

Better!™

The journal for better living from Florida Hospital Zephyrhills

Fall 2012

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Care: The Common Thread

At the center of everything we do, there is the idea of care. The care we take with our families, the care that we put into our work, and the care that is given to us by others. Care is the common thread that binds us together, and care is the heart of what the staff at Florida Hospital Zephyrhills provides to our patients.

In this issue, you will meet some extraordinary people who put care at the center of everything they do. In our Five Questions piece, you will meet two exceptional nurses – Michael Paladio and Carri Randall – who share with us some of the reasons why they love what they do.

Our featured story is about two patients – Opal and Rita – who both underwent cardiovascular procedures. Opal is a great-great-grandmother who loves to paint, and Rita is one of our very own nurses who worked on the team that built our Heart Institute six years ago, putting extra care into the healing environment.

You will also meet Christopher Baker, MD, who is the team physician for both Zephyrhills and Wesley Chapel High Schools. With his team of athletic trainers, he provides care both on and off the sidelines, and he shares tips on how to prevent and take care of sports injuries.

Finally, with this issue of *Better!* we have added an exciting, useful new feature – a special pull-out section with recipes, a fitness tip, and a community events calendar. I hope you enjoy it.

Take care,

Doug Duffield
President & CEO

P.S. Be sure to mark your calendar for the grand opening of our new Simpson Breast Health Center on Thursday, October 4th!

Join our email list so we can stay in touch. Email your contact information to
fhz.better@ahss.org

Fall 2012

4 Caring for the Community
And One of Their Own

8 CREATION Health®
It All Starts With Choice

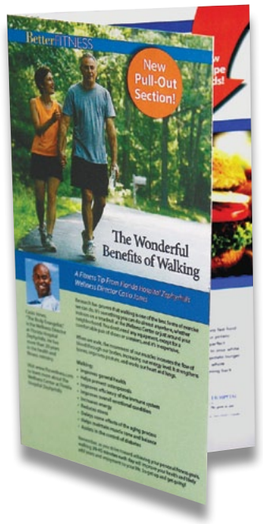
9 5 Questions With
Two of Our Nurses

10 Stay in the Game
Advice for Athletes of All Ages

4

9

In Our New Pull-Out Section:



The Wonderful Benefits of Walking
Tasty & Healthy Fall Recipes
Health & Wellness Events

10

On Our Cover:
Meet Michael Paladio & Carri Randall, two dedicated nurses who personify the quality of care provided at Florida Hospital Zephyrhills, in our special "5 Questions" story.

Caring for the Community… and One of Their Own

Two Women. Two Very Different Procedures. Cared for by One Dedicated Medical Team.

When Opal Burghdorf had heart valve surgery at Florida Hospital Zephyrhills Heart Institute last spring, one of the nurses that lovingly helped care for her was Rita Risalvato.

Opal is one of the hundreds of patients Rita cares for every year at the Hospital's Heart Institute. They know her for her kindnesses and her professionalism. What these patients may not know is that Rita has been at the Heart Institute since its inception and is part of the team that has helped make the Institute the Tampa Bay region's premier center for the treatment of heart disease (see sidebar on accreditations).

What Rita didn't know when she and the other nurses were establishing their protocols for the Cardiovascular Intensive Care Unit (CVICU), where patients are sent to recover after a heart procedure, was that she would be a patient there one day, a recipient of the extraordinary level of care she'd helped make the standard.

ALEX STAFFORD

Right: Opal Burghdorf catches up with Florida Hospital Zephyrhills Heart Institute nurse Rita Risalvato.

Opposite Page: Very much an artist at heart, Opal enjoys painting. Tulips in watercolor on paper note cards, apples and cherries in acrylic on a glass kitchen container (top), and tiger lilies in acrylic on canvas (bottom) give us just a glimpse of her talent.

Charting a Course of Excellence

In 2006, the Hospital began developing its Heart Institute team to bring comprehensive cardiac care – diagnostics, intervention, open-heart surgery and electrophysiology – to the people of the community it serves.

"The nurses were given the opportunity to be a part of setting up the unit, and that was amazing," Risalvato says, describing the experience.

"We ran trials where nurses pretended to be patients going through the Cardiovascular Operating Room. We practiced how fast we could transition patients from the CVOR to the Cardiovascular Intensive Care Unit, where we do recovery.

"Someone actually stood there with a stop watch to see how long it took to do all we had to do, from putting the oxygen in the right place to measuring the chest tube drainage," she explains. "All this was done before we opened. We had input in choosing even the most delicate equipment that would be used, like cardiac monitoring. We were given screwdrivers so we could hang up some of our own equipment the way we wanted it. We really got to put our experience to use."

Under the guidance of Associate Vice President Gwen Alonso, RN, MS, CCRN, all of this attention to detail – along with the relationships formed with primary care physicians, the Hospital's Emergency Department doctors, and cardiologists – has saved thousands of lives in the community.

Including those of Opal and Rita.

A Strong Spirit, and a Heart in Need of Repair

Over 65 years of marriage to her beloved Floyd, Opal Burghdorf has known her share of illness: lupus, rheumatoid arthritis, low and high blood pressure, a knee problem that led to a partial replacement in the recent past, and even some minor heart issues, including a leaking mitral valve that for a long time required no immediate attention.

Despite these problems, this mother of two sets of twin boys, grandmother of four granddaughters, great-grandmother of two boys and four girls, and great-great-grandmother of a four-year old girl (with another on the way), like many of her generation soldiered on, working and leading an active life.

When she and Floyd moved here from Michigan, they became avid square dancers, and Opal got involved in a number of activities at the resort park where they live. She

walked, line danced, and sewed. She took meals to neighbors who needed help, and she was an avid painter in oils, acrylics, and watercolors.

Then in the spring, Opal began to feel less energetic. She started cutting back on her activities. Her primary care physician, Dr. Daniel McGrane, and her cardiologist, Dr. Aung Tun, both thought she should have some tests run. That led to the discovery that her mitral valve was leaking more severely and a procedure would be necessary.

A Delicate Procedure; A Strong Team of Caregivers

The minimally invasive procedure, a delicate one because of Opal's age and overall health, was performed by Dr. Richard Morrison this past April.

"We were able to repair the mitral valve, which is preferable to replacing it, because she has her own valve and won't need a lifetime of blood thinners," Dr. Morrison explains.

"Because of the technology available at the Hospital's Heart Institute, we were able to do the procedure through a two-inch incision in her chest and keep her on the lung-heart machine by placing a catheter through an artery in her groin. Using this minimally invasive technology, we were able to stop her heart and work on it, instead of having to split

…continued on page 6

ALEX STAFFORD

Caring for the Community…

continued from page 5

her sternum and open her breastbone and do it that way. We're able to work on just about any valve for patients with isolated heart valve disease using this minimally invasive approach," he reports.

"The team at the Heart Institute is excellent, both in the operating room and in the post-op unit," Dr. Morrison says. "They're really some of the best people I've worked with. As a matter of fact, the company representatives who sell the minimally invasive technology I used and train the people in the operating room couldn't believe how well they all worked together. They thought they worked better than people they've seen at some of the country's largest heart centers."

No surprise then that all went well for Opal, and when she was sent to post op after the procedure, Rita was one of the nurses who cared for her. Opal remembers her fondly, recalling a conversation they had about her great-granddaughter and great-great-granddaughter coming to look in on her.

"Rita was excellent," Opal says. "Everyone I had was excellent."

> ***"The team at the Heart Institute is excellent, both in the operating room and in the post-op unit. They're really some of the best people I've worked with."***
>
> *Dr. Richard Morrison*

ALEX STAFFORD

A Nurse Who Cares for Others…

"In the CVICU, we wean patients from life support, taking care of them post op," Rita explains. "I spend a great deal of time talking to them, doing everything from cutting their food and helping them out of bed to holding their hand and explaining their procedure to their family.

"We're unique in that way. We're a small unit, and we try to keep our patients from the night before their procedure until they're discharged, so we can establish a relationship of trust. We're it. We're everything to our patients."

Then, in March of last year, Rita suddenly found herself in need of the kind of care she had always given others when she unexpectedly developed a condition called atrial fibrillation.

Now in Need of Care for Herself

"I was suddenly very weak and dizzy," Rita says. "I was taching away in the 180s – my blood pressure was through the roof [tachycardia: abnormally fast heart rate]. I knew what was happening because I'd taken care of so many patients who had gone through it. So I got to the hospital.

"Over the next year, I went through a series of tests that revealed that I had no blockage and hadn't had a heart attack. I just had an electrical short, an electrical anomaly. So I planned to have an atrial fibrillation ablation."

An atrial ablation is a electrophysiological procedure where a catheter is inserted, finds the electrical malfunction and ablates it, essentially scarring the myocardial so the electrical impulse doesn't travel where it shouldn't.

"If I hadn't done it, I would have had to give up nursing, the thing I love."

Trust in Her Team

"I had a lot less anxiety than 'the average bear,' because I knew the people who were taking care of me and I knew that they wanted to take care of me. I felt really good about that. I went to my own institution and the doctors I work with, because I trust them. I knew Dr. [Nadim] Khan because I've taken care of so many of the patients for whom he's performed electrophysiological procedures. He does a lot of them, and I know the quality of his work.

"Dr. Khan is an extremely professional and adept physician. He's also someone the patients like. He's very personable. He describes things in a way that whether you're knowledgeable or not, they're well explained. You get a sense from him that he can take care of it, but never in an arrogant way. He exudes an attitude of 'I can care for you and you'll be OK.' And I was.

"I was home the next day, and a few days later back to work. Right back to it."

For that, and all the work done by the Hospital's Heart Institute team, the nearly 2,000 patients from our community who come here each year for life-saving treatments are grateful. ■

Florida Hospital Zephyrhills
Heart Institute

Your Heart, Your Health, Your Choice.

- 2012 HealthGrades 5-Star Rating for Treatment of Heart Attack
- 2011 HealthGrades 5-Star Rating for Coronary Intervention
- 2010 HealthGrades Excellence Award: Recognized leader in Tampa Bay Area for Coronary Intervention
- Only Nationally Accredited Heart Failure Institute in East Pasco County

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GUIDING AMERICA TO BETTER HEALTHCARE®

CREATION HEALTH®

It All Starts With Choice

The eight principles of CREATION Health® are designed to help you live a healthier, happier and longer life. Focused on the whole person – mind, body and spirit, they're based in Scripture and supported by the latest scientific evidence.

The choices you make impact every aspect of your life. Making even small changes can make big differences and have a powerful affect on your well-being.

Start making smarter Choices:

- Stay focused on what your choices are. Don't let everyday distractions keep you from dealing with the real issues in your life.
- Don't make decisions when you're hungry, tired, angry or lonely.
- Seek wise counsel when making decisions.
- Make the choice to have positive thoughts. Negativity adversely affects your mind, body and spirit.
- Getting fresh air will help you think more clearly. Go outside and breathe deeply. It will make a difference.
- Don't think of the mind, body and spirit as separate entities. Exercising one will benefit all.
- Getting a massage twice a week for just five weeks will increase blood flow to your brain and decrease anxiety – and it feels good.
- Get out in the sun. Sunlight increases melatonin and serotonin, two chemicals in the brain that help you get a good night's sleep. *But don't forget your sun block!*
- Eat plenty of fruits, vegetables, grains and beans. These whole-plant complex carbohydrates will give you lots of energy, fight disease, and help you keep off those extra pounds.
- Fight debilitating disease by exercising regularly, eating healthy, getting enough sleep and developing strong, positive relationships. And trust in God.

The 8 Principles of CREATION HEALTH®

Make Smart Choices
Take Time to Rest
Create a Healthy Environment
Stay Mind, Body, Spirit Active
Learn to Trust
Develop Interpersonal Relationships
Improve Your Outlook
Eat Nutritiously

Five Questions with Two of Our Nurses

Michael Paladio & Carri Randall talk to *Better!* about the role they play in elevating care at Florida Hospital Zephyrhills.

ALEX STAFFORD

Carri Randall is from Hillsborough County. Michael Paladio is from the Philippines. An ER nurse who helped treat Carri for a serious injury was her inspiration for becoming a nurse after nearly a decade as a social worker. It was Michael's parents who encouraged him to make nursing his career. She works in the Medical-Surgical Unit; he's in the Emergency Department.

The common ground they share is their deep and profound commitment to elevating care for those they serve in our community by helping to provide them with the best medical treatments available, by educating them, and by always treating patients with respect, concern and kindness.

They were randomly chosen to speak with *Better!* and we are proud to say they typify the standard of care you'll find at Florida Hospital Zephyrhills.

Q: ***What satisfaction do you derive from nursing?***

Carri: Patients come in, you give them some medicine, some TLC, and by the time they leave, they're a whole lot better. Sometimes you can see results in 24 hours, sometimes it takes a little longer. But you see the benefits of your work. You see people get better.

Michael: The changes you can make to a person's life you can't find in any other profession. They come to you on the worst day of their life, and you're able to do something about that. That's the satisfaction you take from it.

Q: ***How do you treat the whole person: mind, body and spirit?***

Carri: Seeing what they need. Oftentimes it's just taking a few minutes to console them, to let them know that we're going to do everything we can. To let them know they're in a good place, that we're going to figure out what's going on and that it's going to be OK. It's what they really need at that time. If I sense they need someone to pray with them, I do. Things like that make a big difference.

Michael: I think kindness is the best treatment you can give a patient, as opposed to treating them as Patient 1, 2 or 3. If you treat them kindly when they need it most, it helps them want to get well. You can see big changes. In my experience, caring helps more than any medication.

Q: ***What's a typical day like for you?***

Michael: We're first in line. Sometimes people come in with what looks like a common cold that's masking some underlying problem. We know that when they come through the door, anything can change, and we've got to be ready for that. And we are. The team I work with is amazing. All you have to say is "I need help here," and everyone's there immediately.

Carri: My typical day is spent working with patients. Doctors come in and give orders and we fill them. We're assessing patients, seeing if anything has changed, bringing them their meds. From the time they arrive, we're trying to educate our patients, whether it's about safety, about their medicines, or about the tests they're getting here. We're teaching them all of the time. That helps them feel calm and more in control of what's going on.

Q: ***What part does technology play in the work you do?***

Carri: I believe in computers. They're a total advantage. Everything we do, we chart in the computer. The doctors check the computer, the nurses do, the Certified Assistant Nurses do, the pharmacist does – everyone. All of your test results, your labs, your x-rays, MRI, CAT scan, whatever – it's all right there. Nothing's getting lost or misplaced.

Michael: We call them WOWs: workstations on wheels. You put your orders in, and whoever needs them gets them. If someone has a question, everything about the patient is right there, so patients get care more quickly.

Q: ***What makes Florida Hospital Zephyrhills such a desirable place to work?***

Carri: I like the people. I like the smallness. But while it's small, they're very aggressive about care. They've just opened the Neuroscience Institute, The Simpson Breast Center is opening any minute, the Heart Institute…they're always moving forward. You've got that small hometown feel here, but you've got access to quality care and the latest technology.

Michael: I've been at several hospitals. People here get along more so than at other hospitals. We seem to understand each other more. And my patients come back. They know me by name. It's like home. ■

We are hiring!
FOR EMPLOYMENT OPPORTUNITIES:
Visit www.fhzeph.org/careers

ALEX STAFFORD

Stay in the Game

Orthopaedic Surgeon and Sports Guru Dr. Christopher Baker Has Some Tips for Athletes of All Ages.

From golf and tennis to working with weights at the gym, staying active is an essential part of the CREATION Health® lifestyle. But just about anything from simple bruises, sprains, and strained muscles to a serious problem like a torn rotator cuff can put you on the DL (disabled list).

That's why *Better!* turned to Medical Group of Tampa Bay (MGTB) Orthopaedic Surgeon Dr. Christopher Baker of the Florida Hospital Zephyrhills Orthopaedic Institute for tips on what you can do to lessen your chance of injury. While it's good to know that the Hospital's Orthopaedic Institute is equipped and ready to provide whatever level of care you may require due to a sports-related injury, it's best to do all you can to prevent one from ever happening.

Dr. Baker, who treats many athletes and serves as team physician for all of Zephyrhills' and Wesley Chapel's high school sports teams, offered these simple precautions to help keep you in the game.

Warm up and cool down

Take 5 or 10 minutes to warm up. It will increase your flexibility and decrease your chance of injury. Like warming up, a proper cool down is critical. Stretching after physical activity not only makes recovery easier, it also helps you get ready for the next time you play.

Exercise regularly

Avoid the "weekend warrior" syndrome by exercising regularly. The doctor recommends 30 minutes a day. Don't have 30 minutes? No problem, you can have all the benefits by doing your workout 10 minutes at a time.

Proper training and equipment

Take lessons. Learning the correct form and techniques for whatever sport you're into and using the proper equipment not only reduces your chance of injury, it will also pick up your game.

Exercise your age

Aerobics are important at every age. But as you get older, strength and balance become increasingly important. The doctor suggests finding sports you can play now and while you age as part of developing a healthy lifestyle.

…continued on page 12

ALEX STAFFORD

Certified Athletic Trainers (L-R) Emily Oakley, Amanda Scoville and Shelley Jamiel work with Dr. Christopher Baker and the medical staff at Florida Hospital Zephyrhills Orthopaedic Institute to help keep you in the game and playing your best.

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Supported by the full resources of Florida Hospital Zephyrhills, the Medical Group of Tampa Bay is a multi-provider, multi-specialty, patient-focused team of physicians who share the Hospital's commitment to the community we serve.

www.mgtb.org

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Simpson Breast Health Center to Open October 4.

You're invited to the Grand Opening of the new Florida Hospital Zephyrhills Simpson Breast Health Center.

Thursday, October 4, 2012
5 p.m. to 7 p.m.
Ribbon Cutting at 6 p.m.

Florida Hospital Zephyrhills
7050 Gall Boulevard, Zephyrhills

FREE for all members of our community

Join us for this great step forward in elevating health care for the people of Zephyrhills.

Learn more about the new Simpson Breast Health Center in the next issue of ***Better!***

FLORIDA HOSPITAL
ZEPHYRHILLS
Simpson Breast Health Center

Stay in the Game

continued from page 11

Handling minor injuries

When bumps, bruises, sprains and strains do occur, Dr. Baker recommends R.I.C.E., an easy acronym to remember for a course of treatment that will help with minor injuries, "the kind that don't hinder your ability to ambulate or sleep."

- Rest the injured area for 24 to 48 hours.
- Ice the injured area for 10 minutes at a time several times a day for 72 hours.
- Compression helps reduce swelling, so wrap the injured area with an elastic bandage.
- Elevate the injured area on pillows when sitting or lying down.

When to see the doctor

"Chronic pain isn't normal," Dr. Baker says. "When you have pain that lasts for more than two or three weeks, you need to get it evaluated by a specialist, because getting the right diagnosis is critical.

"When someone comes into the office, we do an exam and take an x-ray. Usually we're able to recommend a treatment of short-term physical therapy, perhaps even teach you things you can do at home. Often we'll use an injection of cortisone and then have you return in six weeks."

Whether and what additional treatment (a cast, non-invasive arthroscopic or open surgery) is called for depends on the location and severity of the injury.

Whatever is needed, the people of our community can trust that Dr. Baker and his colleagues at Florida Hospital Zephyrhills Orthopaedic Institute have the team, the technology, and the best practice treatments available to get you back in the game. ■

COMING NEXT in **Better!**

More stories, ideas, recipes and tips to make your life *Better!*