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#I Am Samaritan

All of us,
for each of you,
every time.

the Samaritan



FALL 2017

Family medicine from the heart



Welcome back,
Hollie Matthews, MD,
family medicine
physician!



WELCOME HOME:
Hollie Matthews, MD, is
back at Samaritan and
available to care for
patients of all ages.

Our Samaritan Healthcare community is happy to announce that we have welcomed Hollie Matthews, MD, back to our family medicine team!

The return of Dr. Matthews enhances our patient care by allowing more coverage and treatment for Samaritan's family medicine patients.

Dr. Matthews was a physician in the Moses Lake area from 2008 to 2015, and she returned to Samaritan in June. As a family medicine physician, she cares for patients of all ages—from infants and children to teens and adults.

"We are thrilled to be welcoming Dr. Matthews back to the Samaritan family—she has always exhibited excellent rapport with her patients," says Theresa Sullivan, CEO of Samaritan Healthcare. "Expanding our family practice staff will help us to continue providing a full range of family medicine services to Moses Lake and the surrounding area."

Dr. Matthews earned her Doctor of Medicine from the University of Washington School of Medicine in Seattle. During her residency, she realized that her calling was family medicine.

**To schedule an appointment
with Dr. Matthews at
Samaritan Clinic, call
793-9780 today!**

"I chose family medicine because my passion is caring for people of all ages," says Dr. Matthews. "I believe in treating each patient as an individual—working together with them as a team—and providing guidance on taking steps to meet their goals of living healthier lives."

The health care team in Samaritan's family medicine department encourages preventive care by addressing the current health needs of their patients and working with them to avoid future health care concerns.



STRESS LESS

Volunteer work doesn't just help your community—it can help you cope with stress. Learn about more surprising benefits. See **page 3**



EMERGENCY CARE JUST GOT BETTER

Samaritan Healthcare is now better-equipped than ever to offer high-quality, efficient emergency care. See **page 5**

Aging Isn't for Sissies!

The Community Relations Committee

may host an event on behalf of the Samaritan Healthcare Foundation, but it takes truly dedicated volunteers to pull off a great experience for the attendees!

The Port of Moses Lake was the location this year for Aging Isn't for Sissies on June 22. This event was actually a repeat performance. At last year's event, feedback was received and used to create a well-rounded experience for the attendees.

Michael Graham, MD, of Confluence Health repeated as one of the keynote speakers; he was joined by Tara Zamarron, ARNP, FNP-C, of Samaritan Clinic and Bruce Pinkerton of Larson Fowles, PLLC. In order to ensure the audience's questions could be answered, following the keynote speakers, a group of experts were convened: Kathryn Trumbull, Samaritan Healthcare's Patient Experience Director; Richard Donaldson, Samaritan Healthcare's Care Coordination Director; Laurie Ahmann, Administrator at Summer Wood; Terri Riley Brown at Assured Home Health; Paul Riegel at Assured Hospice; and Ken Sterner from Aging & Adult Care of Central Washington.

Around the building, Samaritan Clinic offered new patient registration/scheduling at a table and Samaritan's Care Coordination team was available to explain processes to people who stopped by their table. Other agencies that provided information at tables included: People for People, Aging & Adult Care, and Assured Home Health & Hospice.

WINING AND DINING

And what would an event be without food and beverages? Michael's on the Lake provided catering; as usual, it was delicious. Thank you to Ten Pin Brewing Company for donating their Groove and Head Pin beer for tasting. Wine choices included offerings from the Sky River, Milbrandt, and Neppel wineries.

While it is nice to have food and beverages available, the focus of an evening such as Aging Isn't For Sissies is education. This particular topic included solutions and resources to help navigate the path of health care and aging for you and your loved ones. With the resources available during the evening, it's very likely everyone came out of the night with tools to help them on their personal path. Samaritan Healthcare's Foundation has set forth to provide events to the community that help inform the public, support the mission and vision of Samaritan Healthcare, and educate the community on the work of the Foundation.

Keep an eye out for the next Community Relations event on Thursday, Oct. 19—Happy Healthy Women: A Girls' Guide—which will focus on women's health for all ages. Plan to attend with your loved ones!



Photos by Lucid Concepts Photography

For more information, please contact the Foundation office at 793-9645 or via email at foundation@samaritanhealthcare.com.

16TH ANNUAL SAMARITAN HEALTHCARE

DESERT GOLF CLASSIC

JOIN US ON THURSDAY
SEPTEMBER 14, 2017

The Links at Moses Pointe
4524 Westshore Drive NE Moses Lake, Washington
509.764.2275

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BECOME A SPONSOR, ASK US HOW!

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foundation@samaritanhealthcare.com



**Save
the date!**

Join us for our women's health event Thursday, Oct. 19. For details, call Kim Pope at 793-9645 or email foundation@samaritanhealthcare.com.

Community

The surprising benefits of volunteering

We lead such busy lives these days that even thinking about volunteering can make our stress levels rise. But volunteering actually might be just the right medicine for a hectic life.

One of the many benefits of volunteering is that it can help ease stress. Connecting with other people in a meaningful way can provide a profound sense of pleasure that boosts our physical and psychological well-being.

According to the Corporation for National and Community Service, research shows that people who volunteer live longer—and with less disability and depression—than those who don't volunteer.

Volunteering also can offer more material benefits.

For example, it gives you the chance to try out a whole new career without having to leave your current job. Are you interested in working in health care? Check out volunteer opportunities at a hospital or a nursing home. You can talk to the people who work there. You can gain some experience in the field. And you'll have made valuable contacts if you decide to switch careers.

Or maybe you're wondering if you should go back to school and get a degree in social work. Volunteering at a women's shelter or at a church working with homeless teens could help you decide if that's the right career path for you.

Keep in mind that volunteering doesn't have to involve a long-term commitment or take up a large amount of time. Even helping out a little bit can make a difference in your life and in the lives of those in need.

Additional sources: HelpGuide; Mental Health America



Samaritan has many exciting opportunities for volunteers! Interested in becoming an important part of Moses Lake health care? Call 793-9724 today!



Welcome, Alex Town, Samaritan Healthcare CFO

A focus on team-oriented success

Alex Town comes to us from Clarkston, Washington, with nearly 20 years of health care leadership experience—the last 13 as the chief financial officer (CFO) for Tri-State Memorial Hospital. Town is familiar with electronic health record implementation, the acquisition and sale of real estate, and the details around the 340B Drug Program. Prior

to his CFO role, Town served in various capacities in the finance world, including as a business office manager and a patient financial services supervisor. He has a bachelor's degree in health administration and a master's degree in health policy and administration. Town focuses on the importance of team culture in order to deliver high-quality patient

care, provide exceptional service, and recruit and retain top physicians and staff while, at the same time, maintaining a financially healthy organization.

Town will be moving to Moses Lake accompanied by his wife and two children—who are very excited to be living closer to extended family who reside in Moses Lake and Wenatchee.

Medical emergencies

3 THINGS YOU MIGHT NOT KNOW—BUT SHOULD

The emergency department (ED)—it's a place we all hope we never have to go.

But should you ever find yourself facing a serious medical crisis, it's comforting to know the ED is there for you and your family, including your kids.

Knowing a thing or two about medical emergencies—from how to spot one, to how to help make your visit to the ED better—can go a long way toward making what's often a scary situation for your family less stressful. Here are three key things to understand about emergencies.

01 WHEN IT'S AN EMERGENCY

In many emergencies, every minute counts. If you wait too long to get help, a serious situation could get a lot worse.

Of course, not all emergencies are as obvious as when, for instance, someone stops breathing. But if you think someone is in bad shape because of an injury or illness—or could die—that's an emergency. Call 911 for help right away.

Here are some of the more common warning signs and symptoms of an emergency:

- Severe trouble breathing.
- Chest pain.
- Any sudden or severe pain, including arm or jaw pain.
- Heavy or uncontrolled bleeding.
- Coughing up or vomiting blood.
- Spine or neck injuries.
- Severe burns or large or deep cuts.
- Sudden confusion, severe headache, weakness on one side of the body, or trouble speaking or seeing.
- Thoughts or threats of suicide or of hurting someone else.

It's hard for little ones to tell you when they're really sick. So if you're the parent or caregiver of a baby or young child, watch for any of these additional signs and symptoms of a child emergency:

- Unusual behavior, such as being too sleepy, hard to wake up or confused.
- Seizures.
- Severe or persistent vomiting or diarrhea.
- A high fever with a headache and stiff neck.
- Trouble standing or walking.
- Skin or lips that turn bluish or gray.
- Signs of dehydration—such as no wet diapers for nearly a day, a dry mouth, no tears or a sunken soft spot on a baby's head.
- Poor feeding or not eating.

WHEN YOU CAN'T BE THERE

A consent-to-treat form allows caregivers to get medical care for your child when you're not available. File a signed copy with your child's school, and give one to anyone who cares for your child. Download forms at emergencycareforyou.org. Search for "organize medical information."

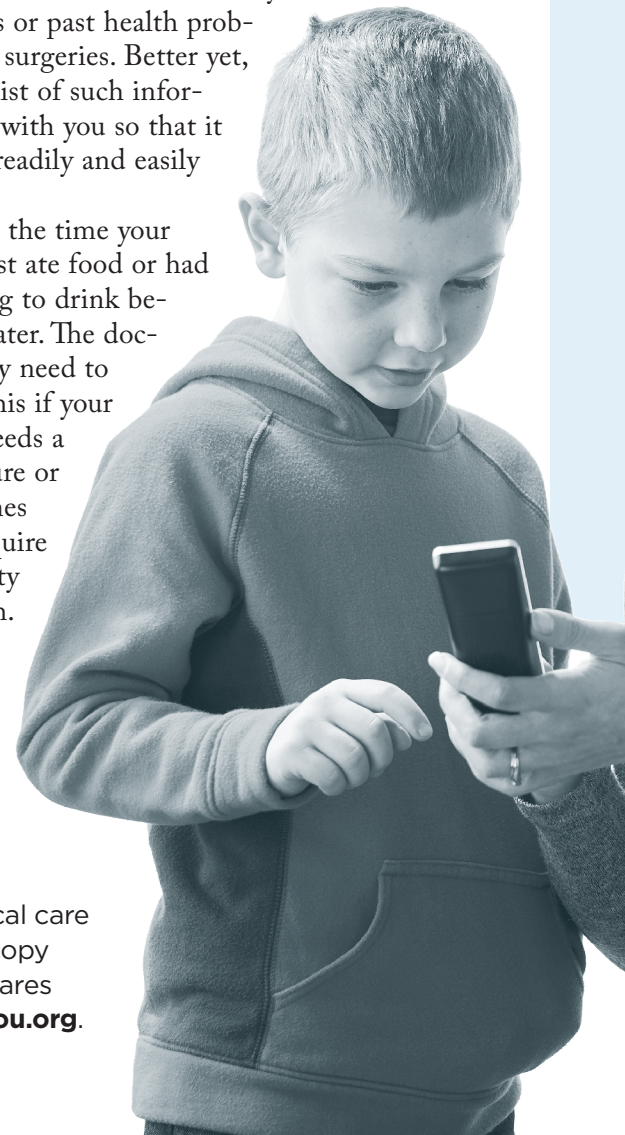
American College of Emergency Physicians

02 HOW TO HELP YOUR CHILD IN THE ED

One of the best ways to help your child if he or she has an emergency is to remain as calm as possible and to provide reassurance. If you lose control, your child's anxiety will soar. And that anxiety may even be worse than any pain your child is experiencing.

You should also:

- Tell your child what is happening in an honest but age-appropriate way.
- Comfort your child and let him or her know that the doctors and nurses are there to help—and that it's OK for them to do so.
- If you can, bring something with you that your child loves, such as a favorite toy or calming blanket.
- Tell the doctor or nurse if your child is taking any medications or has any allergies or past health problems or surgeries. Better yet, keep a list of such information with you so that it can be readily and easily shared.
- Note the time your child last ate food or had anything to drink besides water. The doctors may need to know this if your child needs a procedure or medicines that require an empty stomach.



ALWAYS AVAILABLE

Emergency departments are there for you 24/7. Every day, about 366,000 people in the U.S. go to a hospital for emergency medical care.

American Hospital Association

03

WHY YOUR CHILD SHOULD KNOW HOW TO CALL 911

What if you passed out while at home with your child? Or what if your child needed help while home alone? For these reasons, teaching your child how to call for emergency help makes sense.

When calling 911, your child will need to know your home address. So have your child practice it. Among other information, your child may need to tell the 911 dispatcher:

- His or her name.
- What the problem is.
- The location of the person who needs care.

It helps to give details, such as “Mom is on the kitchen floor” or “Dad is in the backyard next to the fence.”

Even after help is on the way, the 911 dispatcher may still need to ask some very important questions. So tell your child to stay on the line until the operator says it’s OK to hang up.

MEDICATION ALERT

Every eight minutes, a child in the U.S. is taken to an emergency department for medicine poisoning. Parents’ and grandparents’ medications cause most of these poisonings.

Safe Kids Worldwide



Remodeling to serve you Samaritan Healthcare Emergency Department

When Samaritan Healthcare began remodeling the emergency department last December, we were committed to providing the best emergency health care possible. In order to better serve our patients and our community, we focused on three main goals:

- 1 Improve wait times.**
- 2 Enhance safety for patients and staff.**
- 3 Continue providing high-quality care to all who seek emergency services.**

As we approach the successful completion of the remodeling project, we can confidently say we’ve accomplished our goals—and more!

Care you can count on

“As this community’s hospital, Samaritan is now even better equipped to handle an influx of patient volumes with a variety of health care needs,” says Rebecca Suarez, Emergency Services Director. “At the same time, we ensure that each patient receives high-quality care.”

The physicians, nurses, and admitting team have worked tirelessly to monitor the new patient flow. The new space has three additional triage rooms that allow higher-need patients to be prioritized and treated in the main emergency department. Patients with less-acute conditions

are seen in the Flex Care rooms, rather than requiring them to wait for an available room in the main treatment area, due to high patient volumes.

“One of the improvements we are the most excited about is Flex Care,” says Suarez. “The new Flex Care area accommodates triage and minor treatments. With the addition of Flex Care, patients of Samaritan’s emergency department will be able to receive the best possible care in a timely manner.”

A new mobility cart system standardizes all rooms to allow every type of patient to be seen in each room. Two rooms have also been remodeled to enhance the safety of mental health patients.

A quiet space

A “Quiet Room” was also added, located adjacent to the emergency department. It is used as a space to offer comfort or prayer, meditation/reflection, or a private setting if a family needs to gather or meet with a physician. The Quiet Room features coffee and water, plus comfortable seating.

With the remodeling completed in early August, the emergency department is another example of Samaritan Healthcare making the right decision for our community as we envision a healthier future.

Our emergency department is staffed by medical professionals who are specifically trained to treat medical emergencies.

Moses Lake: Basecamp to adventure

Just ask Elaine Peterson, DO!

Hikers at Steamboat Rock State Park are rewarded with amazing views!

Photos by Lucid Concepts Photography

Elaine Peterson, DO, is a pediatrician at Samaritan Healthcare in Moses Lake. She loves her work, as well as the easy access to the adventures just outside her door. It's the best of both worlds.

"I love the smaller community and lack of traffic," says Dr. Peterson. "I especially enjoy how close I am to so many beautiful hiking areas. The views at Steamboat Rock are absolutely amazing! When I can provide children's health care and enjoy plenty of recreation, I've found everything I was looking for at Moses Lake."

She also loves the sun—and at Moses Lake you'll bask in over 300 days of sunshine a year.

When you live and work in Moses Lake, exploring the "basecamp to adventure" is a great bonus.

When Elaine Peterson, DO, isn't scaling heights in the great outdoors, she loves keeping kids healthy and watching them grow.



To schedule an appointment for your child with Dr. Peterson, call 766-9450. To learn more about hiking Steamboat Rock, visit parks.state.wa.us/590/Steamboat-Rock.



School days ahead!

Schedule a checkup before the first bell rings

There may be a lot of things on your must-do list to get your child ready for school, but one item near the top should be a trip to the doctor's office. It's a great way to make sure your child is healthy and ready for another year of learning.

The American Academy of Pediatrics and other experts recommend annual doctor visits for all school-age children and teens. These appointments are important for a number of reasons:

Vaccinations.

The doctor can make sure your

child is protected against a host of serious diseases, including measles, mumps, rubella, chickenpox, meningitis, tetanus, diphtheria, whooping cough and cervical cancer. It's important for children of all ages to get their vaccinations at the recommended times.

Milestones and signs.

Regular exams help the doctor become familiar with your child's development and growth. That can make it easier to spot emerging health problems.

Guidance.

As your child gets older, routine checkups provide time for your doctor to discuss important health issues, such as smoking, drinking, drugs, nutrition, sexual activity and depression.

Finally, don't forget about dental health too. Tooth decay is the most common chronic disease among kids, reports the American Dental Association. A dental exam should be part of your child's back-to-school routine.

Does your child need a doctor? Ours are accepting new patients. Call 766-9450 to make an appointment.



Off to school we go—safely

It's that time of year again. As you and your child prepare for that exciting first day of school, don't forget to put safe transportation on your planning list. Whether by bus or by foot, getting to and from school safely should be a priority.

Brush up on these safety tips from the American Academy of Pediatrics and other experts.

On the bus

Riding the bus is the safest way to get to school. However, it's not without risks. Getting on and off the bus is the most dangerous part of taking a bus to school. Teach your child to:

- Wait until the bus has stopped completely and has the door open and the safety lights on before approaching it.
- Be wary of the danger zone around a bus: 10 feet in front, behind and on each side of it. It's safest to walk in front of the bus and where the driver can see you at all times.

- Look both ways before crossing the street (traffic doesn't always stop as required for a school bus).

On a bike

Knowing the rules of the road is key to keeping your young cyclist safe. Insist that your child:

- Wear a helmet every time he or she bikes, no matter how short the distance.



Wellness

Anterior hip replacement at Samaritan

Increased mobility. Decreased pain. Rapid recovery.

Leo Chough, MD, is Samaritan Healthcare's on-staff orthopaedic surgeon and fellowship-trained sports medicine specialist. He has a wealth of surgical expertise in arthroscopy and joint replacement, years of training and experience from coast to coast, and a sports medicine fellowship with Philadelphia's Eagles and Flyers.

One of Dr. Chough's specialties is the anterior hip replacement

surgery, which utilizes minimally invasive surgical techniques. He has successfully performed anterior hip surgeries for more than 10 years—and he has even instructed surgeons in the state-of-the-art procedure.

An anterior hip replacement means the surgeon opens the hip-bone area from the front of the hip, rather than through the back (posterior approach) or from the anterior lateral (from the side).

The anterior hip surgery technique performed by Dr. Chough results in a minimal incision at the front of the hip—allowing the muscles to be moved aside rather than cut.

The anterior hip procedure permits a more rapid recovery that is as pain-free as possible with shorter hospital stays—getting patients back to their lives more quickly, the way it should be.

If you are ready to enjoy life without joint pain and want to schedule an appointment with Dr. Chough, contact Samaritan Healthcare at 793-9789.



Stay on your game

Working up a sweat can feel great. And we all know that exercise is essential to good health. But everyone who works out—women and men, elite athletes and amateurs alike—also faces some risk of injury.

Some mishaps can't be avoided. But you can do things to make injuries less likely or to speed your recovery if you do get hurt.

The first step is awareness. Here are some of the most common sports injuries and how to prevent and treat them:

Concussion. This type of traumatic brain injury (TBI) comes from a blow to the head or to the body that causes the brain to shake or bounce inside the skull. Concussions can cause long-term memory, attention and learning problems. Football is one of the leading culprits, but a TBI can occur in any sport. After a suspected concussion, stop whatever activity you're doing. Return only after a professional evaluation. One concussion makes others more likely.

Shoulder dislocation. These injuries happen when the upper arm bone is forced—partially or entirely—out of the shoulder socket. They're usually caused by a sudden impact. One dislocation weakens the joint and makes future incidents more likely.

Treatment usually starts with modified activity, physical therapy and nonsteroidal anti-inflammatory medicines. For ongoing problems, surgery may be needed to reattach ligaments to the bone.

Rotator cuff tears. The group of muscles and tendons tying the shoulder blade to the upper arm is called the rotator cuff. It can tear after a fall or similar injury or because of long-term wear and tear. The result is shoulder pain and weakness.

Sometimes, anti-inflammatory medicine, steroid injections and physical therapy curb symptoms. Otherwise, surgery may be needed.

Meniscal tears. A wrenching twist or a



No matter the injury, the right treatment given as soon as possible can get you back in the game. To schedule an appointment with a Samaritan Healthcare primary care provider or specialist, call 793-9780.

blow to the knee can tear the meniscus, the cartilage that cushions and stabilizes this joint. Pain, swelling and a locking sensation often follow.

Small meniscal tears are treated with rest, ice and anti-inflammatory medicines. Larger tears are often fixed with surgery. Conditioning exercises that stabilize the knee joint can sometimes help prevent this injury.

Stress fractures. When someone exercises too hard and too fast, tiny, nearly invisible—but painful—cracks can form, often in weight-bearing bones in the legs.

Treatment may involve up to six weeks of limited activity and rest. To prevent stress fractures, gradually increase exercise intensity and duration, and alternate the activities you participate in.

ACL tear. The anterior cruciate ligament (ACL) connects the top of the shin to the

back of the thigh. It can tear with an abrupt change of direction.

Treatment often requires reconstructive surgery and extensive rehab. Exercises to build balance, strength and stability may help prevent an ACL tear.

Achilles tendon injuries. This tendon, the body's largest, joins the calf muscle to the heel. Quick acceleration or jumping can tear it, which often requires a surgical repair.

The most common cause of an Achilles tendon tear is tendinitis. This inflammation of the tendon is caused by overuse or exercising too much before the body can adapt. Treatment often involves rest, ice and nonsteroidal anti-inflammatory medicine. Stretching calf muscles can also help.

Sources: American Academy of Orthopaedic Surgeons; American Orthopaedic Society for Sports Medicine; National Institute of Arthritis and Musculoskeletal and Skin Diseases



1st baby of June

Moses Lake baby wins first baby of June 2017

As has occurred for the past five years, the Mid-Columbia Dairy Women of Adams, Grant and Franklin counties celebrated National Dairy Month by presenting an enormous basket overflowing with gifts to the first baby born at Samaritan in the month of June.

Tiffany Morris delivered the first baby of June! Ripley was born at 8:16 a.m. on June 1 and weighed in at 6 pounds, 14 ounces. Congratulations, and welcome! Ripley joins her two older brothers at home.

Baby Ripley even received her first visit from a princess. The Mid-Columbia Dairy Ambassador, Abby Zurcher, made the trip to Moses Lake to present the basket of gifts to Tiffany and Ripley. Abby was joined by Heather Zurcher and Tina Decker from the Mid-Columbia Dairy Women.

All of the Mid-Columbia Dairy Women are on the lookout throughout the year, gathering items that are cow- or barn-related for the basket. The basket includes cute bibs, toys, diapers and wipes, but a special item is a blanket handmade by Tina.

The women collect the items because they want to share in the celebration of National Dairy Month—and what better way than rejoicing in the birth of a baby?

We couldn't agree more!

Congratulations, Tiffany and Ripley! And thank you to Mid-Columbia Dairy Ambassador Abby Zurcher, Heather Zurcher, Tina Decker, and all of the Mid-Columbia Dairy Women of Adams, Grant and Franklin counties for celebrating with Samaritan Healthcare.

#I Am Samaritan

When you visit Samaritan Healthcare, you'll discover an entire medical team that is ready to care for your individual healthcare needs—surgeons, doctors, nurses, and support staff—and all working together.

One of Samaritan's dedicated health care team members is Krystal in the mammography department. Krystal was recently named an Employee of the Month for her attitude, dedication, and willingness to step up when other staff members need help.

"It makes a difference when we have the ability to work with other departments to cover the details for patient care," said Krystal. "I also enjoyed helping to organize and prioritize the patient records so they would have a better experience."

Krystal not only gives her all while at work, she is also willing to change her schedule to accommodate a patient's needs and answers emails outside of her shift. Her professional attitude is combined with a down-to-earth, "get-it-done" style that aids with clear communication about the patients under her care.

I am Samaritan. All of us. For each of you. Every time.



Need a HEALTH PARTNER?

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the Samaritan

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Information in THE SAMARITAN comes from a wide range of medical experts. If you have any concerns or questions about specific content that may affect your health, please contact your health care provider.

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