Telemedicine Extends Expertise to Stroke Victims

HealthGrades® Recognizes Excellence at Sacred Heart

Minimally Invasive Alternatives to Major Surgery

Sacred Heart Hospital on the Emerald Coast

Award-Winning Patient Care
Meet Our Physicians: Orthopedic Surgeons

E. Jean Dabezies Jr., MD
Orthopedic Surgeon
Sacred Heart Medical Group
www.sacred-heart.org/medicalgroup
850-494-9000
Dr. Dabezies completed his medical degree and residency training at Louisiana State University School of Medicine in New Orleans, La. He completed a fellowship in joint replacement surgery and adult reconstruction at the University of California San Diego Medical Center. He specializes in knee and hip joint replacement surgery.

Raymond Noellert, MD
Orthopedic, Hand and Microvascular Surgeon
Sacred Heart Medical Group
www.sacred-heart.org/medicalgroup
850-494-9000
Dr. Noellert received his medical degree from University of Michigan Medical School. He completed his internship, surgical residency and orthopedic surgical residency at the University of Michigan Hospitals. He also completed a fellowship in hand and microvascular surgery at the University of South Florida in Tampa.

Kurt L. Morrison, DO
Orthopedic Surgeon
Sacred Heart Medical Group
www.sacred-heart.org/medicalgroup
850-494-9000
Dr. Morrison completed his medical degree at Nova Southeastern University in Fort Lauderdale, Fla. He completed his residency at Garden City Hospital at Michigan State University. He completed a fellowship in adult reconstruction and total joint arthroplasty with Florida Orthopaedic Institute in Tampa, Fla.

John Ferris Jr., DO
Pediatric Orthopedic Surgeon
 Nemours Children’s Clinic
www.sacred-heart.org/childrenshospital
(850) 505-4720
Dr. Ferris completed medical school at Western University of Health Sciences in Pomona, Calif., his residency at Nemours Children’s Regional Medical Center; and his fellowship training in pediatric orthopedics at Louisiana State University School of Medicine in New Orleans, La. His interests are limb-length discrepancy, scoliosis and sports medicine.

Kirby L. Turnage III, MD
Orthopedic Surgeon
Sacred Heart Medical Group
www.sacred-heart.org/medicalgroup
850-494-9000
Dr. Turnage completed his medical degree at the Medical College of Georgia in Augusta, Ga., and completed his internship and residency in orthopedic surgery at Atlanta Medical Center in Atlanta, Ga. Dr. Turnage specializes in sports medicine and treating sports injuries in patients from adolescent age to active seniors.

Robert P. Stanton, MD
Pediatric Orthopedic Surgeon
Nemours Children’s Clinic
www.sacred-heart.org/childrenshospital
(850) 505-4720
Dr. Stanton completed his medical degree at University of Florida College of Medicine. He completed his residency in orthopedics at Brooke Army Medical Center in San Antonio, Texas, and a fellowship at the Shriners Children’s Medical Center in Atlanta, Ga. His medical interest is management of McCune-Albright Syndrome polyostotic fibrous dysplasia.

One Call Transfer Center
To Transfer a Patient to Sacred Heart Hospital
Call 1-866-512-2244

One Call Transfer Center Streamlines Patient Transfers

No more frustrating maze of phone calls to get your patient transferred to Sacred Heart Health System. With just one phone call, you can quickly transfer your emergent patient to Sacred Heart with fewer delays.

Our One Call Transfer Center is available by phone 24 hours a day, seven days a week to provide seamless, well-coordinated transfer processes and a centralized point of access for inter-facility transfers to Sacred Heart Hospital in Pensacola.

When you call 1-866-512-2244, our experienced coordinator will facilitate the entire transfer process, including:
- Consulting with the accepting physician
-Arranging for a patient bed
-Taking admitting orders
-Communicating nursing report to receiving RN
- Arranging for patient transport
-Handling all other transfer needs

Our goal is to ensure the continuity of care for your patient. If for some reason there is a delay, we will keep you informed every step of the way.

One Call Transfer Center
Streamlines Patient Transfers

Sacred Heart Health System
PhysicianLink
QUARTERLY NEWS MAGAZINE FOR HEALTHCARE PROVIDERS

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Sacred Heart Health System
President and CEO
Laura Kaiser, FACHE
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www.sacred-heart.org

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Please send comments or suggestions to Stephanie Clay at sclay@shhpens.org.

To learn more, visit www.sacred-heart.org.
On June 4, Richard Nokes was at home talking to his wife when he suddenly felt numbness that moved from his left hand to his elbow. “My arm felt like it weighed 150 pounds,” he said. “I told my wife ‘I’m in trouble. Something is wrong. I need to go to a hospital.’”

Fortunately, the 75-year-old resident of South Walton County lives only a mile from Sacred Heart Hospital on the Emerald Coast (SHHEC), a 58-bed hospital east of Destin. He was taken there by his wife and seen almost immediately by Dr. Anthony Woolf and the E.R. staff. Dr. Woolf quickly initiated a stroke alert and activated the telemedicine program of the Sacred Heart Regional Stroke Center in Pensacola.

“Through telemedicine, emergency room physicians at SHHEC, Santa Rosa Medical Center and North Okaloosa Medical Center are able to receive round-the-clock access to the region’s top stroke specialists at Sacred Heart in Pensacola, including Dr. Terry Neill, a board-certified vascular and critical care neurologist. He also serves as medical director of the Stroke Center, which is ranked by HealthGrades® as being in the top 5 percent of stroke programs in the United States.

The teleconferencing technology allows Dr. Neill to quickly and remotely diagnose a stroke and determine whether patients such as Richard are good candidates for the clot-busting drug t-PA or for interventional therapies. After the two-way video examination, the physicians on each end of the teleconference link also can decide whether the patient should stay where he is or be transported by helicopter to the Sacred Heart Regional Stroke Center in Pensacola.

“We have such a brief window of time to use certain therapies,” said Dr. Neill. “Within four and a half hours from the onset of symptoms, we have to evaluate a patient, obtain results of a head CT, and then make a decision on whether to administer t-PA. So time is critical; time lost is brain lost. With our telemedicine system, I can use my laptop computer, which I always have with me, to quickly make an online communication link to the equipment in the remote E.R. Then I can see and talk to both the patient and E.R. physician using a two-way video and speaker phone.”

With the help of a bedside nurse and telemedicine technology, Dr. Neill can conduct a long-distance neurological exam as if he were standing at the patient’s bedside. The system’s portable, high-resolution camera can zoom in so close that Dr. Neill can examine the patient’s pupils. The technology also allows him to view the patient’s CT scan and vital signs on his computer screen at the same time he is communicating with the patient and E.R. staff.

In Richard’s case, the timeliness of his arrival in the E.R. made him a good candidate for t-PA. He agreed to have the treatment started at SHHEC and then was transported to the Stroke Center in Pensacola, arriving on a Friday afternoon. “They were very calm and professional,” he recalled. “I also was struck by the level of competency on the weekend. Sacred Heart Pensacola doesn’t stop.”

After three days in the hospital, Richard was discharged.
Richard Nokes, right, and his wife, Rachel, are grateful he had access to a stroke specialist at Sacred Heart on the Emerald Coast by way of telemedicine.

**Stroke Telemedicine Continued from page 5.**

In good condition. He still has some numbness in his thumb and index finger that is expected to improve in the months ahead. “Everything lined up for me,” he acknowledged. “I was very lucky.”

Richard’s story illustrates the benefits of making the expertise of a top-rated Stroke Center available to smaller communities that don’t have neurologists and other physicians trained in stroke care. Telemedicine also has allowed many stroke patients to stay close to their homes and have their own physicians involved. In the course of performing telemedicine exams during the past three years, Dr. Neill and his neurologist partners have found that the majority of patients in affiliated hospitals don’t need to be transferred many miles to Sacred Heart’s Stroke Center. Instead, “we can give the bedside physician a plan of care, rather than having the doctors at that hospital uncertain of what to do and having the patient go through needless tests,” Dr. Neill explained.

**About Sacred Heart Regional Stroke Center**

Sacred Heart’s Regional Stroke Center has neurologists and other specialists available 24 hours a day to conduct patient evaluations and perform interventional procedures or surgery when appropriate.

“We have neurointensive support, neuromuscular support, and interventional radiology capabilities that no one else can match in the region,” said Dr. Neill. “We also are focused on continuously educating our staff about stroke care—in the Emergency Department, the ICU and in our inpatient neuro unit. It is a full team effort from the moment the patient enters the door.”

**About the Doctor**

**Terry Neill, MD**
Critical Care Neurologist
Sacred Heart Medical Group

**Medical Degree, Residency:**
University of Alabama at Birmingham School of Medicine

**Fellowship:**
Neurocritical care fellowship at the University of California, San Francisco

**Experience:**
Specialized training in stroke and all aspects of intensive-care neurology, including cerebral hemorrhage, traumatic brain injury and spinal cord injury. Dr. Neill serves as the medical director of the Sacred Heart Regional Stroke Center, treating inpatients and outpatients with emergent neurological issues. He is a board-certified vascular and critical care neurologist, one of the few physicians in the Southeast with this type of training.

**How to Refer a Patient to Us**

Call Sacred Heart Regional Stroke Center at 1-866-961-2554.

To learn more about our physicians and services, visit www.sacred-heart.org/strokecenter.

**Award-Winning Stroke Care**

**HealthGrades® Awards and Rankings:**
- Recipient of the Stroke Care Excellence Award, "[" 3 years in a row (2009-2011)
- Ranked among the top 5 percent in the nation for treatment of stroke (2011)
- Ranked in the top 10 in Florida for treatment of stroke (2011)

**American Stroke Association’s Gold Plus Performance Achievement Award**

**The Joint Commission’s Primary Stroke Center Gold Seal of Approval**

At Sacred Heart Cancer Center in Pensacola, we are bringing multiple specialists together in the same room to plan cancer treatments and provide our patients with more timely care with better outcomes. That’s why we’ve assembled a team of medical oncologists, radiation oncologists, surgeons, pathologists, radiologists, nurses and social workers with the skills needed to provide outstanding cancer care in our region.

As an affiliate of MD Anderson Physicians Network®, Sacred Heart Hospital and our cancer specialists regularly discuss challenging cases with experts at The University of Texas MD Anderson Cancer Center, a national leader in cancer care.

To access the benefits of our affiliation, patients must choose a Sacred Heart Medical Oncology Group physician credentialed by MD Anderson Physicians Network. Sacred Heart Medical Oncology Group provides quality cancer care at our two locations in Pensacola, as well as offices in Milton and Miramar Beach, Fla. For more information, call 1-877-904-HOPE or visit www.sacred-heart.org/cancercenter.
Pearlie Bell is an elderly Pensacola resident who has suffered from severely reduced circulation in her legs and feet due to diabetes. Five or more years ago, pain and swelling in her left foot led to the loss of two toes. Restricted circulation escalated into clot formation in her left leg. A peripheral artery bypass failed to restore blood flow in her leg, and eventually the leg became gangrenous.

“I was in so much pain that I just wanted anything to make it stop hurting,” Pearlie remembers. “When they told me I needed an amputation above the knee, I agreed to it without hesitating.”

After the amputation, Pearlie began healing and adjusting to life with only one leg, using a motorized wheelchair to get around her house and front yard. But the soon became alarmed when she began experiencing severe pain and swelling in her remaining leg. The condition progressed to an open wound in her right foot.

Pearlie’s podiatrist then referred her to Dr. Christopher Bosarge, a board-certified vascular and interventional radiologist who practices at Sacred Heart Hospital in Pensacola. Pearlie was determined to keep her remaining leg and was willing to undergo aggressive treatment to open the clogged veins in her leg and foot.

“Ms. Bell presented with a non-healing diabetic ischemic wound in her right foot,” recalls Dr. Bosarge. “We know that amputees who have lost one leg have a 50 percent chance of losing their remaining leg within a year … and, without intervention, it certainly looked like she was going down that road.”

Dr. Bosarge performed a minimally invasive, limb-saving procedure called atherectomy to remove dangerous plaque from the blood vessels and restore blood flow to Pearlie’s leg and foot. Three and a half years later, after several follow-up procedures, Pearlie’s wounds have healed and the circulation in her leg and foot has improved. “She has done quite well,” says Dr. Bosarge. “She’s beaten the odds.”

**Treatment Prevents Amputations**

Dr. Bosarge and his colleagues at Coastal Vascular & Interventional in Pensacola were the first in Florida, and among the first in the country, to use the SilverHawk™ plaque-excision device to remove blockages in tiny arteries of the lower legs and feet, which ordinarily would go untreated. Thanks to this device, physicians now can restore blood flow to the feet in order to restore mobility, heal wounds and help patients avoid amputation of lower limbs. The procedure has been especially helpful for persons Continued on page 6.

A minimally invasive, limb-saving procedure called atherectomy allowed Pearlie Bell to retain the use of her right leg.

### Interventional Radiology: Minimally Invasive Alternatives to Major Surgery

**Dr. Aaron Montgomery of Coastal Vascular and Interventional, right, performs kyphoplasty, a minimally invasive procedure to remove pressure on the vertebrae.**

Through our partnership with the specialists at Coastal Vascular & Interventional, Sacred Heart Hospital offers minimally invasive procedures as an alternative to major surgery for treatment of many common conditions, including:

- **Abdominal Aortic Aneurysms** – Aortic stent grafting is used to create new walls for blood flow through the aorta, preventing rupture of the aneurysm.
- **Back Pain and Spinal Compression Fractures** - Vertebroplasty and kyphoplasty stabilize and relieve pressure on the vertebrae, providing pain relief from acute compression fractures.
- **Blockages in the Legs and Feet** – Angioplasty is used to widen blocked or narrowed arteries in the legs and feet.
- **Cancer** - Radiofrequency ablation delivers searing heat to destroy the targeted tumor. Chemoembolization is used to deliver chemotherapy directly to tumors in the liver.
- **Carotid Artery Disease** – Carotid stenting restores blood flow in the carotid artery, preventing stroke in high-risk patients.
- **Deep Vein Thrombosis** – Interventionsal procedures quickly remove acute clots from the larger leg veins, relieving pain and preventing further major complications from the clots.
- **Uterine Fibroids** - Uterine artery embolization delivers tiny particles to block the blood supply of fibroids, causing them to shrink.
- **Varicose Veins** - In vein ablation treatment, a laser or radiofrequency energy heats the varicose vein and seals it closed.
Interventional Radiology Continued from page 9.

suffering from poor circulation in the feet due to diabetes.

“Many doctors, as well as patients facing a loss of limb, are not aware of this procedure, so patients in our region are still undergoing amputation without even an attempt at saving the limb,” said Dr. Aaron Montgomery, interventional radiologist at Sacred Heart. “We are committed to saving every limb possible, as we now have the ability to treat even tiny arteries in the feet.”

Alternative Treatment of AAA

Sacred Heart’s Interventional radiologists also specialize in a minimally invasive treatment of abdominal aortic aneurysms (AAA) known as aortic or endovascular stent grafting. During the procedure, a small incision is made in the skin at the groin through which a catheter and stent are passed into the femoral artery and directed to the aortic aneurysm. The interventional radiologist uses imaging (including X-rays and CTs) to guide the catheter and graft inside the patient’s artery. Through the catheter, the physician passes a stent graft that is compressed into a small diameter within the catheter. The stent graft is placed in the aneurysm and then opened, creating new walls in the blood vessel for the blood to flow through.

“The procedure with Powerlink XL is very successful, and we are pleased to have this new technology available to treat our patients with large-diameter aortic necks,” said Dr. Bosarge, who assisted with the first surgery using the device. “The system enables us to effectively treat AAA patients with challenging anatomy and lower the risk of complication.”

Patients who undergo aortic stent grafting usually experience less pain, reduced complications, and only require an overnight stay in the hospital. Most patients can return to normal activity within two weeks, as compared to a six-to-eight-week recovery period for patients who have the traditional open surgery.

How to Refer a Patient to Us

Call Sacred Heart’s Interventional Radiology Services at (850) 416-8472.

To learn more about our physicians and services, visit www.sacred-heart.org/interventionalradiology.
Sacred Heart Hospital on the Emerald Coast
Award-Winning Patient Care

Sacred Heart Hospital on the Emerald Coast opened its doors to patient care in January 2003 and continues to fulfill its mission to improve the health of its community, with special attention to service of the poor. The community hospital in Miramar Beach has a well-earned reputation for providing excellent care with high patient-satisfaction scores.

“The recent national recognition that our hospital has received is a direct result of the patient-focused care that our physicians and associates provide everyday,” said Roger Hall, the hospital’s president.

Key to providing patient-focused care is a carefully nurtured culture of open communication—both between nurses and physicians, as well as nurses and patient-care providers.

According to Dr. James Ward, a practicing cardiologist and the hospital’s medical director, physicians including the bedside nurses when rounding on patients has made a remarkable difference in the flow of communication between doctors and patients.

“Because the nurse cares for the patient 12 hours at a time, she or he will know more about the patient’s condition and concerns than a physician can pick up on in the limited time at the bedside,” says Dr. Ward. “We rely on the nurse’s input to help us develop the best treatment plan.”

Nurses also help their patients remember what to ask and what was discussed during the patient/physician interaction.

“Patients do not always ask all their questions nor retain all of the information, whether it be from anxiety, misunderstanding or just information overload,” says Dr. Ward. “Nurses can reinforce what the doctor said about the treatment plan and the next steps, as well as relay the conversation to family members who were not present.”

Effective communication between physicians also has played an important role in improving patient experience, as well as outcomes. From the first day the hospital opened, the medical staff’s by-laws have stipulated that physician consults must be made by direct communication between the physicians, with the expectation that the consulting physician will call back to personally provide his findings.

“Consulting physicians need to discuss what the consult is about, whether it is urgent or not, the specifics of the patient’s condition, as well as any other factors that may influence the patient’s state of mind, such as family situations. Otherwise the consulting physician may not even know why he has been asked for a consult,” says Dr. Ward, who has helped the medical staff achieve 100 percent compliance with this directive. “Those physicians who were skeptical of this at first are now singing its praises,” he says.

This focus on open communication helps create what Dr. Ward calls “personalized care,” which allows the patient to feel connected to the care team instead of like an isolated entity.

“Personalized care means a lot to a patient—especially when their primary care physician isn’t the one supervising while in the hospital,” he says. “If the primary and the hospitalist are talking to each other, the quality of patient care can only be improved, and the patient will experience greater satisfaction.”

About Sacred Heart Hospital on the Emerald Coast
Our 58-bed hospital is located in Miramar Beach, in South Walton County, just east of Destin, Fla. The hospital provides 24-hour emergency care, an intensive care unit, a joint replacement program, cardiac diagnostics, cancer care, rehabilitation services, laboratory and radiology services, and dedicated women’s services with the Family Birth Place and the Olson Women’s Diagnostic Center.

Learn more at www.sacredheartemerald.org.
Sacred Heart Children’s Hospital is in its third year as part of the Children’s Healthcare Initiative. This collaborative effort includes two other Ascension Health facilities – Dell Children’s in Austin, Texas, and Peyton Manning Children’s Hospital in Indianapolis, Ind. – as well as Cincinnati Children’s Hospital Medical Center in Ohio. The initiative seeks to develop more efficient, effective and safe practices in children’s healthcare.

The four hospitals have been working together to prevent catheter-related bloodstream infections (BSI), ventilator-associated pneumonia (VAP), surgical-site infections (SSI), and medication errors (Med Safety). Monthly conference calls have allowed staff at each site to share best practices and develop common protocols and guidelines, called “bundles,” for their patient-care groups.

After much work, protocols were implemented and assessed in the three Ascension Health hospitals. The successes from these workgroups will eventually be shared among all hospitals within Ascension Health that take care of pediatric patients, offering them proven standards and order-sets to follow.

**Bloodstream Infections**

A catheter-care bundle was implemented with great compliance and results. Since January of 2010, there has been only one BSI in Children’s Hospital at Sacred Heart, including the neonatal intensive care unit. The bundle is being used in all pediatric units, as well as in interventional radiology, where many central lines are placed in children.

**Ventilator-Associated Pneumonia**

Ventilator bundles now streamline processes between pediatric and neonatal intensive care units. Nurses who work in both areas now have a consistent process to follow, which has contributed to a successful record of no cases of ventilator-associated pneumonia in more than 12 months.

**Surgical Site Infections**

Pre-op order sets and infection-prevention bundles, have been implemented with great compliance success and no surgical site infections in the population studied. These bundles will be implemented in all surgical cases involving pediatric patients.

**Medication Safety**

Data from pediatric-medication events have been assessed through a formalized chart review and from naloxone usage reports relating to opiate over-sedation. The team reviewed pain/sedation scales and standardized order forms with the goal of improving pain management, pain order sets, and dosing double-check standards.

The Children’s Healthcare Initiative has had a significant impact on the care provided to the patients at Sacred Heart Children’s Hospital. Each of the work groups continues to develop new initiatives, striving to provide the safest care possible for our pediatric patients.

For more information about Sacred Heart Children’s Hospital, visit online at www.sacred-heart.org/childrenshospital.

**I Feel Like a Kid Again!**

After Bariatric Surgery, Katie Has the Energy to Keep Up with her Grandchild

Being a grandmother should be an exciting time, but excess weight kept Panama City resident Katie Zimpfer on the sidelines.

Katie longed to play with her granddaughter, but with 220 pounds on her small frame, it was hard to keep up. It also contributed to two partial blockages in her heart, high cholesterol, knee problems and arthritis.

Looking for a permanent way to win her battle with obesity, Katie attended a bariatric seminar presented by Dr. Jeffrey Lord at Sacred Heart Hospital in Pensacola. After learning more about Dr. Lord’s excellent record of safe and successful outcomes for his patients, she was ready to commit to surgery and major lifestyle changes.

After her gastric bypass surgery in late 2005, Katie has lost 70 pounds and is a fit grandmother at 146 pounds!“Now I walk, talk, and even jump on the trampoline with my granddaughter, as hard as that is to believe at my age!” says Katie. “All of those things made a new world for me — a world that I had not had for quite a long time.”

Katie loved the care she received from her bariatric team and thought they were exceedingly well-trained, caring, concerned, and did what ever was needed to make her feel better.

“I love Sacred Heart!” says Katie. “If it weren’t for them, I probably wouldn’t be here today.”

For more information on our weight loss surgery program or for our next seminar date, please call (850) 416-8155 or visit www.sacred-heart.org.

**Award-Winning Bariatric Surgery**

HealthGrades® Awards and Rankings:
- Recipient of the Bariatric Surgery Excellence Award, 2 years in a row
- Ranked among the top 5 percent in the nation for bariatric surgery (2010/2011)
The Pros in Joint Replacement!

The world-class orthopedic surgeons at Sacred Heart’s Joint Replacement Center are the pros in hip and knee replacement. Our team approach to joint replacement surgery means a faster recovery time, a quicker return home, and freedom from joint pain.

That’s why more people choose Sacred Heart for their joint replacement surgery than any other hospital in the area!

Sacred Heart is also the only hospital in the region with a recovery unit dedicated strictly to joint replacement patients. We provide a level of care and expertise that is unmatched in our region. And when it comes to your joints, experience matters.

Call the joint replacement pros today at (850) 416-1600 or visit www.sacred-heart.org.