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Wellspring

MAYO CLINIC



NorthBay,
Mayo Clinic
Now Working
Together

Creating a
Powerful Connection



A Fine Collaboration

Long admiring the Mayo Clinic from afar, it struck me at times how much we share a vision of why we exist and how we do what we do.

When I visited the Rochester, Minn., headquarters of the worldwide leader in health care and research in April, I saw the words of Dr. William Mayo featured prominently: “The best interest of the patient is the only interest to be considered.”

We at NorthBay Healthcare heartily agree. But that is not the only alignment, the only shared vision of our two nonprofit organizations.

More than a decade ago, we put into writing our mission: Compassionate care, advanced medicine, close to home. Meanwhile, Mayo Clinic established its “care network” with a similar theme: Share with local physicians its medical expertise so more patients get the best care close to home, ensuring that patients travel only when necessary.

NorthBay Healthcare is the first in Northern California, and one of two in the entire state, to pass a rigorous review process based on quality, service and patient care excellence and be selected as a member of the Mayo Clinic Care Network.

NorthBay Healthcare’s physicians now collaborate with Mayo Clinic’s world-class medical experts and scientists. Working together, they can ensure our patients here in Solano County receive high quality, data-driven, evidenced-based, compassionate care.

Earning membership in the network is validation of the exceptional care our physicians and staff provide to our patients every day.

Our care providers have access to Mayo Clinic resources, including the ability to collaborate with Mayo Clinic physicians on patient care, community health and innovative health care delivery. Think of it as an opportunity to have something akin to a world-class “second opinion.”

This is now available at no cost to our patients. It is an investment we have made to improve care for a wide variety of medical conditions.

Let me emphasize that this is not a merger or an acquisition. This is not an affiliation that imperils the independence of NorthBay Healthcare. Like Mayo Clinic, we retain our identity and, true to our history, we will fiercely protect our autonomy and individualism.

We want our friends, families and neighbors in Solano County to live longer, happier, healthier lives through access to the highest-level knowledge and expertise. Collaborating with others to provide the best care possible for patients is part of Mayo Clinic’s culture and part of ours.

In this edition of *Wellspring* you will learn how the Mayo Clinic Care Network will connect Mayo and NorthBay Healthcare in new ways to enhance the lives of patients.

Gary Passama

President and Chief Executive Officer



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On the Cover: A Powerful Connection

Before NorthBay Healthcare announced its new collaborative relationship with Mayo Clinic in May, NorthBay’s CEO and President Gary Passama (left) met with Mayo Clinic’s Dr. Keith Cannon, medical director for the southwest region of the Mayo Clinic Care Network at the organization’s Rochester, Minn., headquarters. A bronze statue of the famed Mayo brothers, Dr. William James Mayo and Dr. Charles Horace Mayo sits at the entrance as a reminder to all who pass of the organization’s mission, “To inspire hope, and contribute to health and well-being by providing the best care to every patient through integrated clinical practice, education and research.” It’s a good fit with NorthBay’s mission of “Compassionate Care, Advanced Medicine, Close to Home.”



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Saved by the Test

Beverly Campbell owes her life to her surgeon, Dr. Jason Marengo (right) and her primary care physician Dr. Ehsan Ghods (left) who were key players in her breast cancer journey.

Creating Connections Every Encounter, Every Time

At NorthBay Healthcare, our 2,400 employees strive to create connections, every patient, every encounter, every time, so much so that we’ve declared it “The NorthBay Way.”

It can be a daunting task, when you consider nearly 275,000 patients visited our primary and specialty care practices last year, and nearly 60,000 Emergency Department visits were recorded. Patients spent more than 36,000 days in one of our two hospitals, and during their stays they interacted with countless employees, from nurses and medical assistants to workers in environmental services, nutrition and security, just to name a few.

In those interactions, we strive to channel the compassionate care that’s part of our mission statement—as we deliver advanced medicine, close to home.

In digging a little deeper, we’ve discovered that we’re making those connections and a whole lot more. In this special issue of *Wellspring*, you’ll see how NorthBay is plugged into the community, collaborating with service organizations, schools, other health and safety professionals, the local library, and now the respected Mayo Clinic Care Network.

We realize that our connections define us and challenge us to rise to the occasion, every encounter, every time. **We pledge to make it our priority, because that’s The NorthBay Way.** ☒

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Special Delivery

CHP Officer Rodney Fitzhugh is one of several officers who have come through to deliver life-saving blood products to one of NorthBay Healthcare’s hospitals for a patient in need.



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You Go, Girls!

NorthBay Healthcare volunteers were quick to step forward when Girls on the Run Napa & Solano needed life coaches to make its program work here.

Wellspring is published quarterly by NorthBay Healthcare, Solano County’s locally based nonprofit healthcare organization.

Editorial Staff

Steve Huddleston
SHuddleston@NorthBay.org
 Diane Barney
DBarney@NorthBay.org
 Marilyn Ranson
MRanson@NorthBay.org
 Robin Miller
Robin.Miller@NorthBay.org
 Sally Wyatt
SWyatt@NorthBay.org
 Jessica Johnson
jjjohnson@NorthBay.org

Publication Designer

Page Design Group

Photographers

Gary Goldsmith, Diane Barney, Joel Rosenbaum, Henry Khoo, Charleen Maxwell

World Class Care Close to Home

NorthBay and Mayo Clinic Are a Powerful Connection for Local Patients

The challenge? Connect the best medical minds—those at NorthBay Healthcare and those at world-renowned Mayo Clinic—to provide the best possible treatment for patients who face the most complex medical conditions.

Mission accomplished.

After a rigorous application process and review, NorthBay Healthcare in late

May became the first system in Northern California, and one of only two in the state and more than 35 worldwide, to be selected for membership in the Mayo Clinic Care Network.

NorthBay physicians are now connected to the latest Mayo Clinic knowledge and to its eminent team of specialists, from oncology to cardiology

to neurology and beyond. For patients and their families, this means they can keep their care close to home. A Mayo Clinic specialist can be called upon to consult with our NorthBay experts when a case is complex.

In the early days of the world-renowned Mayo Clinic, people traveled from all over the world to visit the Rochester, Minn., campus, seeking the best medical care available. For those suffering from the most complex medical diseases, the trek was not easy. But connecting with the worldwide leader in medical care and research inspired hope. “Now with easier travel, better means of communication and electronic ways to share information, we don’t have to sit in Rochester and have patients come to us,” explained Keith Cannon, M.D., medical director for the southwest region of the Mayo Clinic Care Network. “As we grow in the 21st Century, we are trying to give more access to Mayo Clinic expertise and knowledge to more doctors and more patients.”

That knowledge is available in Solano County, now that NorthBay Healthcare

is a member of the Mayo Clinic Care Network. “Our goals are in perfect alignment with the Mayo Clinic Care Network’s mission: Get answers to complex medical questions—and find hope, and peace of mind—while staying close to home,” said Gary Passama, president and CEO of NorthBay Healthcare. “So several years ago, we began to explore membership in the network.”

After a rigorous vetting process, NorthBay Healthcare was accepted and it was announced publicly in May.

“In the past year, we’ve taken time to get well-acquainted, and NorthBay’s commitment to meeting patients’ needs and serving the community resonates with Mayo’s deeply held values,” said Dr. Cannon. “When we look for potential members, we’re looking for patient-centered, data-driven hospitals. We’re looking for organizations that share our values—the needs of the patient come first. It gets back to the patient-centered philosophy of an organization. We look for strong leadership, a commitment to the community.”

Earning membership in the network underscores the exceptional care our physicians and staff provide every day, explained Passama.

“This collaboration is not a merger or an acquisition,” he stressed. “It is not an affiliation that imperils the independence of NorthBay Healthcare. Like the

Continued on Page 4...



Gary Passama and Dr. Keith Cannon display the headlines announcing the new collaboration.



NorthBay Healthcare President/CEO Gary Passama, Dr. Keith Cannon, medical director for the southwest region of the Mayo Clinic Care Network; and Elnora Cameron, vice president of strategic development, NorthBay Healthcare.

What It Means to NorthBay Patients

As a member of the care network, NorthBay Healthcare works closely with Mayo to share medical knowledge and clinical expertise. Local physicians have access to services including:

- ♥ eConsults that allow NorthBay Healthcare physicians to connect electronically and directly with Mayo specialists for more input on a patient’s care.
- ♥ AskMayoExpert, a database for reference at the point of care to offer the latest Mayo-vetted information on the management, care and treatment of a variety of medical conditions.
- ♥ Health care consulting that enables NorthBay to learn more about Mayo’s clinical, operational and business models, including how they are designed and implemented.
- ♥ eTumor Board conferences that invite NorthBay physicians to present and discuss complex cancer cases with a multidisciplinary panel of Mayo specialists and other network members.

NorthBay Healthcare MILESTONES



Robots link NorthBay hospitals to Dignity Health’s Neurological Institute stroke network. This telemedicine program gives the hospitals access to stroke experts 24/7.



NorthBay Trauma Center earns Level III designation. The first hospital in the county to earn a trauma designation, this means NorthBay Medical Center can care for most trauma cases (except neurosurgery).



NorthBay Cancer Center celebrates 25th Anniversary. The county’s first cancer center maintains accreditation from the Commission on Cancer of the American College of Surgeons. In 2016, it moves from Fairfield to expanded new offices in Vacaville.



2009

Heart and Vascular Center opens. A \$4.6 million cardiovascular operating room brings advanced cardiac care, including open heart surgery, to Solano County for the first time.



2010

NorthBay Center for Women’s Health opens. A unique new medical practice focused on women’s health, from puberty through childbirth and menopause.



2011

NorthBay Medical Center becomes a STEMI Receiving Center. All suspected heart attacks are now directed to the hospital for diagnosis and advanced cardiac care.



2012

NorthBay Medical Center becomes an accredited Chest Pain Center with PCI. The hospital’s cardiac catheterization lab moves from diagnostic procedures to interventional non-invasive surgery.



World Class ...Continued from Page 3

Mayo Clinic, we fiercely protect our autonomy and individualism.

“All services and consultations are available to our patients at no cost,” explained Passama. “It’s an investment we have made to improve care for a wide variety of medical conditions.”

The membership fee NorthBay pays to Mayo Clinic is all inclusive. Patients are not charged; insurance companies are not billed.

The new collaboration is just the latest advancement in medicine for NorthBay Healthcare, explained Elnora Cameron, vice president for strategic planning. “To remain the leader in Solano County, we realized it was important to continually look at new collaborations and new ways to enhance our clinical knowledge and capabilities and to have a platform for showcasing what we do.”

“NorthBay Healthcare is by far the smallest health care system in the county, but ironically, we also provide the most sophisticated services,” she noted. “From neonatal intensive care to trauma to neuroscience, we have brought services home to Solano County, allowing patients to receive treatment here, instead of having to travel.”

The collaboration has local implications beyond health care. Fairfield Mayor Harris Price said after the



Dr. Keith Cannon addresses the crowd gathered to hear the announcement in May.

“Our goals are in perfect alignment with the Mayo Clinic Care Network’s mission: Get answers to complex medical questions and find hope, and peace of mind while staying close to home.”

~Gary Passama, President and CEO

announcement ceremony, “This will say something to those who are deciding whether to live or work here, whether to bring their company or their business to our community.”

NorthBay physicians and clinical staff can access Mayo’s extensive library of patient education materials and watch archived Mayo Clinic presentations that feature Mayo physicians and scientists.

James Long, M.D., longtime medical director of NorthBay Cancer Center, said he was skeptical when he was first asked to join the team exploring the Mayo Clinic Care Network, but now that he has seen the benefits,

he has gladly accepted the role as NorthBay’s physician champion for the endeavor. “As a physician, I think this brings a whole different level of care to the patient,” he said. “There is no downside to this.”

He added, “This is very valuable in complex cases, especially the ones where our patients are anxious, or alarmed at facing a serious medical situation. Knowing that they have the best medical care locally, complemented by the expertise of the world’s most trusted medical center, medical minds and research, brings peace of mind.”

FAQs A New Collaboration

What is the Mayo Clinic Care Network?

It is a non-ownership relationship between Mayo Clinic and NorthBay Healthcare. It is not a merger, an acquisition, a business affiliation or a contractual partnership. NorthBay physicians and providers have access to Mayo Clinic resources, including tools to promote physician-to-physician consultations and a point-of-care database of best-practice information on disease management, care guidelines, treatment recommendations and reference materials.

Why is Mayo Clinic doing this?

Mayo Clinic Care Network helps Mayo Clinic develop stronger relationships with like-minded organizations, so more people in more places can benefit from the specialty knowledge and expertise that are hallmarks of Mayo Clinic.

Why is NorthBay Healthcare doing this?

We recognize that in order to remain the leader in advanced medicine and integrated care in Solano County, it is important to continually look at new collaborations and new ways to enhance our clinical knowledge and capabilities. This is one way to bring together great minds—NorthBay’s and Mayo Clinic’s great minds—to explore ways to improve care.

How are network members selected?

Mayo Clinic Care Network members undergo a rigorous review process to ensure their commitment to the delivery of health care through high-quality, data-driven, evidence-based medical care and treatment.

Did NorthBay Healthcare ask to be considered as a member of the network?

Yes, we recognized a likeness of cultures. NorthBay and Mayo Clinic are like-minded health care systems, both independent with a focus on the patient firmly ingrained in each. And now, through membership in this network,

we have access to the knowledge and expertise of Mayo Clinic, a world leader in medical care, research and education. Before inviting us to join its network, Mayo Clinic conducted a comprehensive evaluation that included an assessment of our governance structures, our clinical and business practices, as well as a review of our quality, safety and service efforts.



Will Mayo Clinic see patients through the Mayo Clinic Care Network?

Some patients may still need to travel for specialty care not available in our communities. But by sharing medical expertise, we hope to keep more patients close to home whenever possible.

Does Mayo Clinic own the members of the Mayo Clinic Care Network?

Absolutely not. NorthBay Healthcare is fiercely independent, focused only on Solano County. It will remain an independent and community-based health care provider.

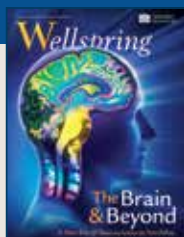
What will this membership cost and who pays for these services?

NorthBay pays a subscription fee for clinically based services based on fair market value and utilization, an investment in the communities we serve. Mayo Clinic’s resources serve physicians and help keep patients close to home, which we know they value. Patients get additional peace of mind at no additional cost. And we keep more care local. We keep a patient’s needs central.

NorthBay Healthcare MILESTONES

2013

Center for Neuroscience is established. A \$3 million investment in a neurosurgical operating room brings complex brain surgery to NorthBay Medical Center.



NorthBay Medical Center earns Baby-Friendly designation. The hospital’s Maternal Child Health program provides evidence-based maternity care with the goal of achieving optimal infant feeding outcomes and mother-baby bonding.

2014

Trauma Center earns Level II verification from American College of Surgeons. NorthBay Medical Center adds care for all trauma patients, including neurosurgical cases.



Nurses earn Magnet designation. This coveted recognition of nursing excellence is given to only 6.6 percent of hospitals in the U.S.

2015

NICU celebrates 30th Anniversary. The community Level III Neonatal Intensive Care Unit cares for 180 premature or ill infants a year.



NorthBay joins the Mayo Clinic Care Network. In May, NorthBay Healthcare became only the second health care system in California to join the Mayo Clinic Care Network.

2016

HealthSpring Fitness Center opens. The county’s first medical fitness facility improves the health of all types of members, from those recovering from illness or injury to the star athlete.



From Primary to
Specialty Care,
Patient Gets the
Help She Needs

The Power of Preventive Tests

Beverly Campbell had no sign or a single symptom to indicate a cancer was developing within her left breast. “I had no lumps, no bumps, nothing. And, no family history, either,” said the 58-year-old Fairfield resident.

But a routine visit to her primary care physician, Ehsan Ghods, D.O., changed all that. “I owe my life to him,” she said, “because he always insists on those annual exams. After my visit with him in October last year, he reminded me I was due for a mammogram. He never lets you leave the office without checking to see what annual exams you need.”

“Preventive exams are an important part of staying healthy and I encourage my patients to stay current with them,” Dr. Ghods said. “But, I also try to listen to my patients to hear if there are barriers to accomplishing this, such as transportation issues, a psychological resistance or fear, or maybe a cultural barrier. Some patients also have the ‘if it’s not broke, don’t fix it’ view.”

Not Beverly, however.

She dutifully made the mammogram appointment for late October and was called back for a repeat exam, as the technician had found a shadow. The shadow revealed further follow-up was necessary, so she was then scheduled for another mammogram. On her way home from the second exam she received a call that indicated she needed a biopsy.

The wire-guided biopsy was performed in Vacaville on Nov. 5, under the direction of Jason Marengo, M.D., surgical oncologist.

Beverly Campbell appreciates the care and support she received from Dr. Ehsan Ghods (left) and Dr. Jason Marengo. She’s holding the heart pillow and thank you note she received from the cancer center staff.



Wire-guided biopsies are used to diagnose abnormalities that can’t be felt, but can be seen on mammograms. It’s an outpatient procedure, and is performed in two steps on the same day. First, the breast is numbed with local anesthetic. A needle is inserted and a small wire threaded through the needle is placed near the abnormal tissue.

A mammogram is performed to assure the wire has been placed accurately, and a portion of the abnormality is then surgically removed.

Just five days later, Beverly—accompanied by her daughter and a friend who is also a cancer survivor—met with Dr. Marengo to learn her tumor was Early Stage 1a, a non-aggressive but hormone-based cancer.

Things moved quickly from there, she recalled. Surgery to remove what remained of the tumor, as well as some lymph nodes, was scheduled for Dec. 16, and three weeks of radiation treatment were begun in late January.

“If Beverly’s lump had gone undiagnosed, she could have had a different outcome. Thankfully, the cancer was caught early.”

~Ehsan Ghods, D.O.

I woke up from the surgery, I was holding a pastel flowered heart-shaped pillow with a note attached. It said, ‘Thank you for entrusting your care with us. We hope you have a speedy recovery,’ and was signed by the staff. This was so comforting to me, and gave me a boost of encouragement that I truly needed at that moment.

“I look at my surgical incisions today and I see nothing but beauty,” Beverly continued. “Dr. Marengo did such amazing work. And, my recovery has been amazingly speedy.”

Dr. Ghods believes Beverly’s story sends a great message to those who put off following through with regular exams. “If Beverly’s lump had gone undiagnosed, she could have had a different outcome. Thankfully, the cancer was caught early. Maybe her story is the nudge some people need to see that preventive exams actually have some validity to them.”

“It all went so fast, and so well, I was able to take a pre-planned cruise in March, right after my radiation treatments ended,” Beverly said. “Dr. Marengo and his staff gave me confidence from the very first visit. He explained everything to me thoroughly and in great detail. When



Pleased Patient’s Blooming Surprise

Staff at the NorthBay Cancer Center were surprised and honored to receive vases of flowers from Debbie Sexauer, a patient of Jonathan Lopez, M.D., NorthBay Cancer Center oncologist/hematologist.

Debbie had arranged to have flowers delivered to every staff member, and the occasion was her last chemo treatment. It was her way of showing thanks to all for the wonderful care and support she received, according to Bea Castro, oncology practice manager.

“Oncology staff goes that extra mile every day for our patients and a kind gesture like this validates to our staff that their superior patient care is noticed and appreciated,” Bea said.

After the photos were posted on NorthBay Healthcare’s Facebook page, they were liked, shared and commented on by more than 5,000 readers. “People like a good story with a happy ending,” noted Robin Miller, social media and online specialist for NorthBay Healthcare.



A Soothing Presence In Life's Final Moments

If a group of employees has their way, no one will ever die alone in NorthBay Healthcare hospitals. Currently 22 employees, whose jobs range from nursing to finance, are volunteers in the No One Dies Alone (NODA) program. They are dedicated to sitting with terminal patients who are alone or who have no one close by to support them.

It was a heartbreaking case that led two NorthBay managers to think how valuable a volunteer program could be in such situations. A mother with young children was dying of cancer. Her support system—her mother—had to care for the patient's children, so she couldn't visit often.

"The patient was alone and afraid and she just needed someone to talk to," remembered Shelley Johnson, R.N., director of critical care services. "While we did as much as we could for her, we just couldn't sit and hold her hand for extended periods of time."

After months of research, Shelley and Patty Kramer, the now retired director of Supportive Care Services, launched NODA in 2013. The program was founded in 2001 by Sandra Clarke at Peace Health in the Pacific Northwest. In an effort to reverse the loneliness that can occur during the final stages of life, NorthBay Healthcare adopted the



same concept to provide the gift of compassion, respect and dignity to patients who are alone.

Volunteers attend a training workshop and then share their personal time with terminal

patients as they are needed. No nursing skills are necessary to provide companionship, just a desire to bring comfort.

It is the patient's nurse who requests help from NODA. Odessa Lopez, administrative support specialist in hospital administration, coordinates the program. When she receives a request, she sends an email to the volunteers. They compare schedules and make a plan for coverage.

"I'm not emotionally ready to sit with a patient, but I wanted to help this program," said Odessa of her role. "Volunteers offer what time they can; some sit for an hour, some for several hours. I try to ensure the patient isn't left alone."

Darcy Ramer, a computer systems analyst who troubleshoots the organization's medical management system, has been a volunteer since the program started. She began her 24-year-career at NorthBay working in the NorthBay Cancer Center.

"It was my experience in the Cancer Center that prompted me to volunteer," Darcy said. "I wouldn't want to die alone and I didn't like thinking of someone else dying alone if I could help them."

She explained that some patients had family members, but often they worked and couldn't be with their loved one constantly.

"I sat with one woman whose son worked and it was very important to him that she not be alone. He was so thankful that we could be with her."

Darcy's first experience was with a patient who had an infection that required staff to take "universal precautions" when inside his room. This meant she wore protective clothing, including a mask and gloves, when she sat with him.

For Liz Zoller, an administrative support specialist at VacaValley Hospital, becoming a volunteer was personal. "A close friend of mine died of breast

cancer at age 43 and I was there for her," she said. "We had a girls' club and we took turns caring for her," Liz explained. "We were with her when she died and it was a beautiful experience."

When NODA was launched, Liz was ready to volunteer. The first patient embraced by the program was a 60-year-old man who was in the hospital alone and near death.

"The program's leader, Patty Kramer, was the first to visit the gentleman," Liz remembered. "When I came to relieve her she told me to talk to him and let him know that I was there."

Patty explained that she could see on his heart monitor that his heart rate slowed when he heard her and knew he wasn't alone. "He was very peaceful, and I remember looking at him and thinking he could be my brother or my son," she said. "I believe in touch, even when you have to wear gloves, so I held his hand, spoke to him and hummed some music. I learned that he had died a week later."

"My second patient was a man in the ICU. His daughter lived out of state and didn't want him to be alone. When I arrived for my volunteer shift after work, his nurse, Starr Collet, R.N., told me that death was close. We both sat with him as his condition deteriorated and to my surprise he passed away quite quickly. Starr explained that every death was different—and some are more active than others. Although he was at peace, I was quite shaken up afterward. When you experience a death, you don't know how you'll feel. But I was so glad that we could report back to his daughter that her father didn't die alone."

The volunteers get together for a debriefing following a patient's death. It's a chance to provide each other with support and consolation and share what they've learned from the experience.

"NODA is not offered in most hospitals," Liz added. "We're very fortunate to have this volunteer program at our hospitals. We're people of service, that's what we do."

If you have questions about NODA, contact Yolanda Bonomo, manager of Social Services and overseer of the program at (707) 646-4261. ☒

No nursing skills are necessary to provide companionship, just a desire to bring comfort.



◀ NorthBay employees (left to right) Liz Zoller, Darcy Ramer and Odessa Lopez are NODA volunteers.



Lacy DeQuattro (center) poses with students from the Fairfield-Suisun Public Safety Academy during a CPR and life-skills training course in February, timed to coincide with heart health month.

Saving Lives One Class at a Time

Lacy DeQuattro is determined to teach Solano County life-saving skills—one class at a time. That may seem like a lofty goal until you realize she’s well on her way. She’s been teaching CPR and other life-saving techniques to students, of all ages, in colleges and elementary schools, in healthcare organizations, paramedic training programs and at health fairs for the past eight years.

Lacy, a simulation lab coordinator for NorthBay Healthcare, learned CPR at 16, so she could ride along on medical calls with her father, who served as Suisun Fire Protection District chief for 38 years.

By 19, Lacy was flying around the country as an Advanced Cardiac Life Support instructor for National Institute for Healthcare Education, one of the largest training centers in the world.

At 20, she was hired at NorthBay for an on-call position, and also worked for Medic Ambulance and American Medical Ambulance Service in Contra Costa County as a paramedic.

She soon realized local Emergency Medical Training programs were impacted, so she started her own school, Star Health Training Institute.

But in 2012, she got the perfect opportunity to put all her skills and connections together.

“I had my NorthBay world (where she was working as a cardiology tech) and my teaching world,” recalled Lacy. “When I took the job as simulation lab coordinator, I was able to bring both worlds together.”

She works with simulation mannequins in NorthBay’s high-tech simulation lab at the Green Valley Administration Center, offering training courses for nurses, medical assistants and technicians. Sometimes, she takes her “sims” lab on the road, coordinating drills at NorthBay Medical Center and NorthBay VacaValley Hospital.

She’s even programmed and delivered (pun intended) on a pregnant mannequin’s delivery of twins for Nurse Camp students every year.

In February, she and other health care providers and first-responders

joined forces to offer a half-day life-saving skills course for the Fairfield-Suisun Public Safety Academy. It’s the third year NorthBay has helped coordinate a half-day presentation for students at this special charter school that specializes in preparing students for jobs in public safety.

Through NorthBay, she’s also been able to reach out to local firefighters in more ways than one. Not only has she provided EMS drills for the Suisun Fire Protection District (where she is still a volunteer), but recently did drills with the Vallejo Fire Department, bringing in some NorthBay Medical Center Emergency Department physicians to assist.

“Some of the departments we help are made up of volunteers; others may have paid staffs, but they don’t have big budgets for education,” said Lacy. “When we come in, we provide free training and use top-of-the-line simulators. They’re thrilled.”

When two major fires were burning out of control last summer, Lacy rallied her NorthBay Healthcare

“Each time I teach someone new, I think that could be my grandmother or mother they’ll save. And that makes it all worth it.” —Lacy DeQuattro

colleagues and collected nearly 5,000 water and sports drink bottles, which she delivered to 11 departments throughout Solano County.

“I had a silly idea and it just turned into a huge project,” she said with a smile. “That’s why I love NorthBay, it’s a family environment.” More than 100 employees stepped up to help in her mission, and even donated cash and gift cards for the firefighters.

Going the extra mile is just part of her DNA, she admits. It’s easy to work hard, when you love what you do.

“I love my job because I know I make a difference,” said Lacy. “Maybe it won’t be me, but someone I’ve taught who uses CPR to save a life. Each time I teach someone new, I think that could be my grandmother or mother they’ll save. And that makes it all worth it.”

Turning Skills into Life-Saving Actions

When a teacher at the Fairfield-Suisun Public Safety Academy started to experience tightness in his chest last fall, he was not surprised when two students rushed to his side, taking blood pressure readings, recording vital signs and keeping him calm.

Zacharie Harvey and Evan Thomas, both “graduates” of Lacy DeQuattro’s CPR training, have had their fair share of experience in responding to emergencies. Although they are only 17, they are often called to the school’s office to attend to another student, a teacher or visitor until paramedics arrive.

That’s what happened when physical education instructor Will Apostolos felt queasy in October. The fingers on his right hand were tingling and his chest felt tight. “I tried to shake it off, but it was getting sharper and sharper,” recalled Will. “I went to the nurse’s station to lie down and wait for help. The next thing I know, Zack and Evan came in and took over. They were doing workups on me when the ambulance arrived.”

Fortunately, it wasn’t a heart attack causing his pain, as he later discovered. “But it was a real honor to know that students who I’ve taught, that we have at this school, are really putting to use the real world skills we’re teaching them here,” he said. “And the thing is, they are two of many here at the Public Safety Academy who are learning to do what needs to be done in case of an emergency.”

Principal Laurie Halcomb agreed. “I’ve asked Zack and Evan to come when we’ve had an emergency before, and they grab their medical bags and hurry in. When it’s over, I have them fill out a report every time. It’s great experience.”

Zack hopes to become a public safety officer. He serves in the Fire Explorer Program chartered through the Boy Scouts and works part time at the Kroc Center in Suisun City. He plans to attend Grand Canyon Uni-

versity and major in emergency management. Evan comes from a family of firefighters and plans to keep the momentum going. After graduation, he will take fire education classes at Solano Community College, before attending the Solano Fire Academy, EMT school and paramedic school.

Both boys—along with about 90 other students—participated in the half-day presentation NorthBay Healthcare employees Lacy DeQuattro and Laura McGuire coordinated in February, for heart health month.

◀ Zacharie Harvey (left) and Evan Thomas (right) stand shoulder-to-shoulder with their teacher, Will Apostolos.



Care Teams Unite to Serve Diabetic with Special Needs

When most people are diagnosed with diabetes, it is followed by consultation and patient education. But it wasn't so simple in the case of Caleb Shipley. A developmentally disabled adult, Caleb, 38, has been living at the Franklin Wiley Care Home in Fairfield since 2007. His diagnosis of diabetes came in February from his primary care physician, Ehsan Ghods, D.O.

The follow-up consultation presented a unique challenge for his NorthBay Healthcare team. Annika Jensen, R.N., primary care health coordinator, wanted to bring in Caleb's caretakers for some group education, but it was a challenge to get them to come at the same time to the Center for Primary Care in Green Valley. After all, there are three other disabled adults living in the home, so bringing everyone along could be problematic.

Instead, Annika invited Michelle Curry, R.N., primary care team nurse to join her on a field trip to

Caleb's home, where the pair shared their knowledge with home administrator Moses Rodriguez and his assistants.

"We really appreciate the effort the NorthBay team made," said Moses. "We knew it was up to us to learn how we could better take care of Caleb."

It meant changes for everyone. "I think Caleb used to be rewarded with cookies," said Michelle. "He can still have a cookie now and then, but they've found other treats that he can enjoy. And it's a good thing he loves vegetables."

Actually, said Moses, Caleb is very easy-going. He'll eat whatever you put in front of him.

"We reduced his portion size a bit, and he hasn't complained at all. In fact, he's lost 8 pounds, and seems to really enjoy the exercise that we've added."

A stationary bicycle was pulled out of a shed and is now easily accessible, so Caleb can get a spin in. "He loves to listen to '80s music and ride the bike," said Moses.

Caleb doesn't so much enjoy the regular blood tests to measure his blood sugar. "He's starting to get used to it, but some days, it agitates him," said Moses. "I think the more it becomes routine, the easier it will be."

Ironically, the lessons shared about healthier food choices and exercise have benefited not just Caleb, but everyone in the home.

"It was especially helpful for me," admitted Moses. "I was diagnosed as a diabetic four years ago and didn't know much about counting carbs. Somehow it's easier to do something for others than for yourself. Now, Caleb and I are going through this together."

It was an unexpected benefit from the field trip, noted Annika. "It feels great to know that we not only helped Caleb," she said, "but everyone in the home." ❧



Caleb Shipley (center) has special needs, but he also has a team ready to deliver in his care providers (left to right) Valerie Householder and Moses Rodriguez and his NorthBay team of Annika Jensen, R.N., and Michelle Curry, R.N.

Special Delivery

CHP Comes Through When Life Hangs in the Balance

Carol Ritzinger was in a bind.

As the pharmacist in charge of the night shift at NorthBay Medical Center, she needed to get some medication to NorthBay VacaValley Hospital as soon as possible. It was truly a matter of life or death.

An 81-year-old patient had suffered a stroke and needed to be airlifted to another facility. But the helicopter would have to wait until a blood product could be administered to slow the bleeding in her brain.

The courier was already gone for the day, and the taxi service Carol usually used to transport medications after hours would take at least 45 minutes to arrive. The ambulance service was dealing with another emergency. Several employees offered to make the drive, but Carol knew that could put them in danger, rushing at breakneck speed to make the delivery.

She was desperate, but suddenly remembered a time when she was working in Marin County and the California Highway Patrol had stepped in to deliver life-saving medication. She took a chance and made the call. CHP Officers Rodney Fitzhugh and Terry Cook arrived at the hospital in four minutes. They had the medication delivered to VacaValley hospital in less than 10 minutes, and the patient was airlifted within the hour.

"It gets your adrenalin going," admitted Carol, who said that since NorthBay Medical Center became a Trauma Center and a certified Stroke Center, she's seen a rise in the need for urgent deliveries of blood products.

"Many of these patients are older and on blood-thinners for other medical issues. If they suffer an injury that causes bleeding, it's difficult to get it to stop," she said. "That's why we turn to using the blood product. It works in minutes once infusion begins and is very effective. It can mean the difference between life and death."

Since that date in 2014, Carol has twice called upon the CHP to make urgent deliveries, even though paramedic partners such as Medic Ambulance stand ready to assist when possible.



CHP Officer Rodney Fitzhugh is surrounded by thankful pharmacy team members, including technician Melanie Castro (left to right), Clinical Pharmacist Carol Ritzinger and technicians Julie Lyons and Jennilyn Diago.

"Sometimes they're busy dealing with other emergencies," said Carol. "This is our Plan B, and it's critical."

The CHP sees it as an honor to lend a hand. "The CHP recognizes our unique ability to provide expeditious transportation of life-saving medications in critical situations," said Sgt. Brandie Dressel of the CHP Golden Gate Division. "We are truly devoted to the protection of life and embrace the opportunity to provide this vital service and caring connection with our community in the moments that count most."

Carol and her team are grateful for the partnership, she said. "And so are our patients and their families." ❧

Teamwork Helps Alzheimer's Patient Stay Connected

When George Cardinet of Winters realized his wife, Claudia, was slipping into the shadows of Alzheimer's disease, he vowed to do whatever he could to keep his partner of 58 years connected and engaged.

But, as many others have discovered, finding enough activities to fill her days became more than he could handle on his own.

He found an ally in Sandy Perez, program manager for NorthBay Adult Day Center in Vacaville. After more than two decades of caring for people with Alzheimer's disease and other forms of dementia, Sandy knows how difficult it can be for family members to watch loved ones slip away. She has become a resource and sounding board for the Cardinets as they travel this journey.

"Alzheimer's patients not only lose their memories, but they also lose a lot of other things," Sandy said. "Because it's a disease of the brain, their personality will change, the way they walk and carry themselves can change, and adjusting to these

"Adjusting to these changes can be very hard. I try to help George and other family members of our clients to prepare for what may be ahead."

~Sandy Perez, program manager

changes can be very hard. I try to help George and the other family members of our clients to prepare for what may be ahead."

George recalled that Claudia's journey started out gradually. "Initially, she began having problems recognizing her environment, familiar landmarks, that kind of thing. She would get lost coming home. So," he said softly, "she stopped driving."

And, over time, the life-long animal and nature lover also stopped caring for her many cats. She lost interest in bird watching and no longer baked her famously delicious pies or Christmas cookies. She gave up reading books and newspapers, enjoying her children and grandchildren, and life in her rural home. Her initiative to do all things was gone.



Sandy Perez (center) serves as eyes and ears for George Cardinet when he isn't with his wife, Claudia, at the NorthBay Adult Day Center in Vacaville.

As Claudia began losing interest in her hobbies, her family and her world, George, a retired UC Davis professor, worked to keep her connected and engaged. "I was uneducated about Alzheimer's disease, but knew I didn't want her to just sit. So, I tried to do what I could to keep her occupied and entertained. Her quality of life would otherwise be lost."

He first took her to a half-day respite program in Woodland, a 45-minute drive away, but by the time he got home, it was time to turn around and pick her up again. Staff there recommended he talk to Sandy at the NorthBay Adult Day Center, and that's when their partnership began, more than two years ago.

George appreciates the fact that Sandy and her staff of activity aids have become his eyes and ears for the times when he can't be with his wife. "Sandy will call me if she notices something going on with Claudia," he said, "if she is out of sorts or not feeling well. They are like a bunch of mother hens there."

"I've been so impressed with the quality of the program—there is something going on every hour—and Sandy does a crackerjack job of running everything," he added. "Claudia's life is greatly enhanced by her participation in the program and her interaction with the staff. She loves going there."

"At first Claudia was coming for full days, but we realized it was just wearing her out, so we worked together to adjust her schedule," Sandy explained. "We try to keep an even keel through the changes." George is grateful for Sandy's sensitivity and wise

counsel. "She has a sense of how things are going and adjusts Claudia's care as needed."

This connection became even more important to George about a year and a half ago, when Claudia moved from their Winters home to a residential Alzheimer's facility in Vacaville. Although there are plenty of activities there, George wanted Claudia to continue attending the NorthBay Adult Day Center. "The Vacaville City Coach picks her up at 8:30 a.m., and brings her back at the 2 p.m. break," George explained. "I know staff is expecting her; they fill her day with activities, and take very good care of her. They do exercises, art projects, and have very good entertainment."

George visits Claudia at the Alzheimer facility two to three times a week, and the Adult Day Center a couple of times a month, especially on the days when a volunteer pianist performs.

"He's really good, and everyone enjoys singing along to all the old songs," George said. The couple also has a standing weekend date to go to McDonald's, and then to the Vacaville SPCA shelter to visit their daughter, Colette, who volunteers there.

"Claudia today is not the Claudia who lived at home with George. We've been helping him to understand her changes and how he can be an advocate for her when he takes her to the doctor, or has interactions with others. During the past two years, we've been able to cultivate quite a friendship with George," Sandy said.

"As a resource to the community, the NorthBay Adult Day Center is unparalleled," George added. "These caregivers are a special lot."



◀ Claudia's daughters Colette Nuno (left) and Monique Dossa (far right) and granddaughter Maria Nuno love to join her for special events at the Adult Day Center.

For more information about the NorthBay Adult Day Center, call (707) 624-7970. ☎

True Champion

Lends His Paw for Healing

Anyone who has loved and been loved by a dog has found his champion. That's why patients confined to a hospital bed, away from family and pets, have nothing but smiles after a visit from a Paws for Healing therapy dog.

Now a true champion is walking the halls of NorthBay Medical Center and NorthBay VacaValley Hospital: Grand Champion Shine On Here's Looking at You Kid, aka Connor. The large Irish Setter, owned by Ki Welch of Vacaville, never fails to turn heads with his commanding presence and gentle eyes. When he's not in the show ring, competing in agility trials or out chasing jack rabbits, Connor is content to plop himself on a patient's bed for a one-on-one visit.

"We try to visit once a week, rotating between the two hospitals," said Ki. "Patients seem to love a big dog because they stand at eye level with them. And patients' families

often stop us in the hall and ask if Connor can visit their loved one."

The value of pets in the healing process isn't new. Back in 1860, Florence Nightingale recommended small pets as companions for the sick. More than 150 years later, studies have shown that during dog visits, patients experience a reduction in blood pressure, a slower respiratory rate and even reduced pain—all indications of a relaxation response.

At 74 pounds, Connor is one of the largest dogs in the pet therapy program. His long red hair gets a bath and blow dry before every hospital visit, along with a nail trim and teeth brushing.

"I think he loves it," Ki said of their hospital visits.


"Connor is very friendly, however, he can sense when a patient doesn't want a visit." But when he's invited in, Connor offers much more than a wagging tail and warm nose. He's happy to demonstrate his obedience training, complete with a 'high five' at the end.

Ki, a retired school teacher, became involved in pet therapy as a volunteer with Tony La Russa's Animal Rescue Foundation (ARF) in Walnut Creek. And, with The Pet Hug Pack, she began visiting John Muir Medical Center with her Irish Setter, Emma, who is Connor's great aunt.

"When we moved to Vacaville, I knew I wanted to continue to visit hospitals," Ki explained. "I did my research, found Paws for Healing and Connor and went through their rigorous training program." Then Connor was ready to step into his great aunt's paw prints.

The 4-year-old Connor is still very much a show dog, spending his weekends either on the dog show circuit or competing at the Masters Level in agility. With all of his activities, you could say he's a well-rounded dog.

"Irish Setters are described as having a 'rollicking personality,'" Ki added. "This is my fourth Irish Setter and I would highly recommend them as a family dog."

Paws for Healing, based in Napa, has dispatched volunteers and their certified therapy dogs to NorthBay's two hospitals for more than 15 years. Founded in 1998, the nonprofit organization has more than 200 active teams visiting hospitals, mental health facilities, special education classes, adult day care centers, cancer units, hospice and cancer support groups, rehabilitation units, assisted living and senior care residences. If you are interested in the program, visit pawsforhealing.org. 

Ki Welch watches her dog Connor as he interacts with Richard Wilkerson at VacaValley Hospital.



Jeni Iovic (left) credits Dr. Sandra Skates with keeping her active through acupuncture and OMM.

Acupuncture, OMM Help Instructor Stay at Top of Her Game

A Turning Point

Vacaville resident Jeni Iovic, 43, has focused on athletics and health throughout her life. The longtime Pilates teacher studied physical therapy in college and was an avid runner for years.

But when her own body began to rebel after years of physical exertion, she found the aches and pains increasingly impossible to overcome.

Then NorthBay Healthcare physician Sandra Skates, D.O., came to one of her Pilates classes. "She walked in one day and we were just fast friends," explained Jeni. "With her energy and spirit we really clicked."

Dr. Skates is a specialist in Osteopathic Manipulative Medicine (OMM) and acupuncture and after hearing about Jeni's issues, suggested OMM and acupuncture might help.

"Basically my body was just breaking down," Jeni said of the pain that

started to interfere with her ability to function four years ago. "I had run track and field since the fifth-grade. In high school I did hurdles and high jump and later on I ran half and full marathons, so my body just ached—my spine, shoulders, both knees (to a lesser extent) and my hamstrings."

The hamstring problem made it impossible for her to sit or stand for any length of time without pain.

Dr. Skates tried different approaches in her treatment of Jeni, including acupuncture and OMM and Jeni began to notice improvements.

Helping to care for Jeni was made easier because of her training and background, said Dr. Skates. "It's wonderful to work with someone who is so motivated to take care of themselves," she said.


"With her background in Pilates and physical therapy and my background,

we bring different perspectives to the same problems."

It's a healthy collaboration, she said. Jeni still regularly visits Dr. Skates for maintenance care. Four years later, her marathon days are over but she is able to continue to teach Pilates and help others with their own rehab efforts.

She credits Dr. Skates for that.

"She is responsible for me being able to run for as long as I did and continue with my Pilates," she said.

"It is because we created such a strong connection and friendship, really. I feel like this world is so full of people who just want to push a button and never interact and (Dr. Skates) is not like that.... She is so easy and genuine. She knows what she does really works and believes in what she does. I do, too." 

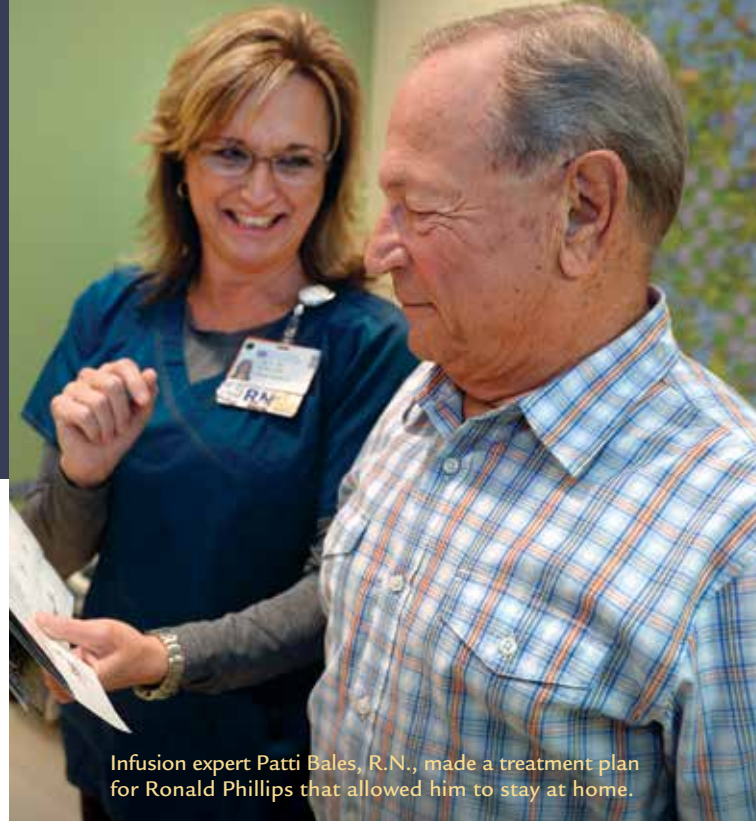
Getting the Best Medicine, Close to Home

Ronald Phillips, 74, of Vacaville, found an ally at NorthBay Wound Care, Hyperbarics & Infusion Therapy who helped him leave a skilled nursing facility to return home for the lengthy treatment he required.

His road to a cure had been long and painful. Ronald was fighting an infection that sent him from feeling “so cold his bones rattled” to suffering from the heat of a 104 degree fever. Tests revealed he had a bacterial infection in a heart valve and around a pacemaker lead in his heart. After six days in the hospital, he still required a long course of antibiotics to cure the infection.

He needed infusion therapy, which involves the administration of medication through a needle or catheter. It is prescribed when a patient’s condition is so severe that it cannot be treated effectively by oral medications.

At the end of his hospital stay, Ronald was transferred to a local skilled nursing facility to complete



Infusion expert Patti Bales, R.N., made a treatment plan for Ronald Phillips that allowed him to stay at home.

his treatment. But it didn’t take him long to realize that he was not where he belonged. He wanted to be home with his wife of 47 years, Ingrid.

Infectious disease specialist Dr. Gregory Warner had taken over Ronald’s care while he was in the hospital. And he offered the perfect solution a— Ronald could go home if he could get his antibiotics as an outpatient from the infusion center in Vacaville. It was just blocks from Ronald’s home. Dr. Warner referred him to expert infusion nurse Patti Bales, R.N.

Ronald Phillips was able to go home since he could receive his long course of antibiotics as an outpatient from the infusion center in Vacaville.

“Dr. Warner discussed the case with me and asked if we could accommodate this patient,” Patti said. “Then Ronald called me from his room in the nursing facility. He and his wife arranged to visit our center and meet me that same afternoon.”

“Patti was like a breath of fresh air,” Ronald said. “She explained how my outpatient infusion treatment would work and the time commitment that would be involved. It sounded like heaven.”

“Once I met Ronald I could not bear sending him back to a nursing home. If he was my family member I wouldn’t want that for him,” Patti said. “I told him I understood his needs and desire to be at home and that I would work hard to make that happen.”

Patti and her team of infusion nurses, Flo Brown, R.N., and N’Shana Steward, R.N., devised a plan that would provide Ronald with infused antibiotics for an hour and a half a day, seven days a week. His course of treatment would take eight weeks. Ronald started the very next day.

“I was so thankful to get discharged from the nursing facility,” Ronald said. “The nurses at the infusion center took great care of me and everyone always had a smile on their face and the time to say hello.” Since he lives right down the street from the infusion center, the daily trip became an easy routine.

Now totally recovered from his ordeal, Ronald is resuming his passion for fishing and hunting alongside his son, who is a Northern California wildlife biologist.

“Providing outpatient infusion for Ronald was the right thing to do,” said Patti. “You will always make the right decisions if you treat your patients like one of your loved ones. That’s my belief.”

The View from Finance: An Unforgettable Connection

Lori Eichenberger’s career with NorthBay Healthcare hasn’t provided many opportunities for her to connect directly with patients. Now a senior director in Revenue Cycle, and previously a manager in the hospital business office, she would only speak with patients when they had a complaint about their bill.

But, about 15 years ago, she had did have an interaction with a patient that left an indelible mark.

“After all this time, the memory can still bring me to tears,” she said. “It was a call that started out as a billing inquiry, but ended up quite differently.”

The patient wanted to make sure her insurance company had made a payment on an emergency room account from a few months prior. “As I researched her account, we started to chat and she mentioned she also had a mammogram account that she was concerned about. It had led to a recent diagnosis of advanced breast cancer. As we continued to talk, I asked her if she had started appointments with a surgeon or oncologist yet, thinking that I could connect her with either, if necessary.”

The patient said she wasn’t going to have surgery. “Her husband of 20-plus years had recently divorced her and as a result she no longer had the insurance he used to provide, so she couldn’t afford it.”

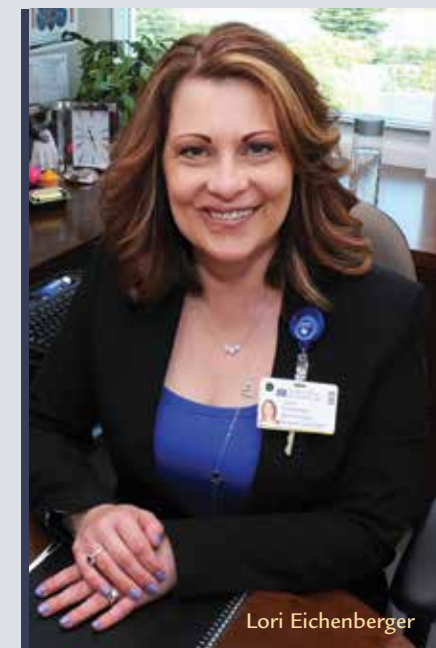
It was a jarring confession.

“I remember sitting in silence for what seemed like hours while my mind processed what she had just said. When I found my voice again, I told her we had programs to help patients who were not able to pay their bills and that it didn’t seem to me that money was what was most important now, but rather getting her the care she needed.”

Within the next few months the patient did have surgery, as well as chemotherapy and radiation treatments. “It was all without worry about how she would pay her bills, allowing her to focus on getting better,” Lori recalled.

“I will never forget the first Christmas card she sent me; the one that said I was her angel. I will also never forget how it made me feel to help this patient. I continued to receive cards from her for several more years.”

Regardless of the different roles employees play at NorthBay, “we all have the power and responsibility to connect with our patients,” Lori said. “In the words of the motivational speaker Bryan Williams, ‘It’s our responsibility to make a difference in the lives of others, and if we cannot say at the end of any given day that we have done that, we have not truly done our job.’”



Lori Eichenberger



A Wide Range of Infusion Therapies

NorthBay Wound Care, Hyperbarics and Infusion Therapy, located on the NorthBay VacaValley Hospital campus in Vacaville, offers a wide range of infusion therapies. Infusion therapy involves the administration of medication through a needle or catheter. Prescription drug therapies commonly administered via infusion include antibiotic, antifungal and antiviral medications. Infusion therapy is also offered for hydration, pain management and nutrition, as well as blood and blood products.

The NorthBay infusion facility has an on-site physician and nurses with special education and training in the administration of drugs and biologics via infusion. They ensure proper patient education and training and monitor the patient’s infusion sessions.

Diseases commonly requiring infusion therapy include infections that are unresponsive to oral antibiotics, dehydration, gastrointestinal diseases or disorders that prevent normal functioning of the gastrointestinal system, according to infusion nurse Patti Bales, R.N. Other conditions treated with specialty infusion therapies may include congestive heart failure, Crohn’s Disease, hemophilia, anemia, immune deficiencies, multiple sclerosis, and rheumatoid arthritis.

For more information, contact NorthBay Wound Care, Hyperbarics and Infusion Therapy at (707) 624-7979.



CONNECTIONS

Kathy Teeter (left) and Heather Troutt, R.N., clinical manager of Women and Children's Services, are grateful that generous donors helped purchase the CuddleCots to support grieving families.

Precious Time *with* Lost Angels

A baby's birth is usually a time of joy and celebration, but on rare occasions life can be unexpectedly short and fleeting. Such was the case for Sofia Noelle Sakura Espinoza, and her parents, Kathy Teeter and Chris Espinoza. Tragically, Sofia was stillborn, just three days before a scheduled C-section at NorthBay Medical Center.

At such times, it is a priceless gift for bereaved parents to be able to spend as many moments as possible with their little angels, Kathy noted. This extra time allows families to bond with their babies and helps them cope with their loss. Technology is available to extend that precious time and it is just appearing at hospitals across the United States. The time-extending device is called a CuddleCot, and thanks to several generous donors, it is now at NorthBay Medical Center, should the unfortunate happen here.

"Up until the day before her birth, we thought everything was OK," recalled Kathy, a lab technician at the Center for Primary Care in Fairfield. "We had a regular visit with our doctor and were sent home for the weekend, with a plan to return for another check-up on Monday and a scheduled C-section delivery on Thursday."

But Kathy noticed Sophia wasn't moving on Sunday, so she returned to the hospital's Labor &

Delivery department for non-stress tests. "As the nurses put the monitor on and kept adjusting it around—searching—a sense of doom fell over me. They called in the doctor, and she searched, and then called for an ultrasound tech to help. The doctor grabbed my hand as they both kept searching. But I knew. Sophia was gone."

The surgery to deliver Sophia was routine, Kathy said, but so very different from her other two C-sections, years earlier.

"It was so silent. There were no loud newborn cries, no congratulations, no lullaby tune playing overhead as is the NorthBay tradition. Just an eerie silence as she was separated from me, cleaned up and brought over for us to see. She was a sleeping beauty."

Now, they were left—not with hopes of a lifetime of memories to share with their newest family member—but with only a tiny bit of time. "Sophia stayed with me while I recovered from the C-section, so we could hold her, take pictures, and basically say our goodbyes. Deb Kight was my nurse, and I will always remember her kindness and compassion. She bathed and dressed Sophia as she would any other baby, and she arranged for a photographer from Now I Lay Me Down to Sleep Foundation to take pictures, and Deb made hand and footprints from molds for keepsakes."

To extend the time these "angels" can spend with family, they need to have their bodies cooled to deter unsettling changes. "I knew from my personal experience that NorthBay didn't have the CuddleCot at the time we lost Sophia, but learned they are available in hospitals overseas."

The CuddleCot's cooling pad can be placed in a crib, bassinet or bed. The pad is connected to a specially insulated hose and cooling unit, and it helps delay the natural changes that come with death.

"I had heard a radio personality share how he had a stillborn baby girl, and he donated a CuddleCot in his daughter's name as a way of remembering her. I believe NorthBay is a community leader and should have this technology just now showing up in hospitals around the United States. But, one of the greatest challenges with stillbirths is getting past the 'silence.' You often find that people don't want to speak of the lost baby, as if they never existed. It has taken me a long time to open up, but I thought it might be a great idea if I could find a way to donate a CuddleCot to NorthBay in Sophia's name."

So, Kathy reached out to Colleen Knight, program coordinator and executive assistant in NorthBay Healthcare Foundation, asking how a fundraiser might be undertaken.

Ironically, Kathy's question arrived just as the Foundation was about to hold one of its largest fund-raising events—Open That Bottle Night—for the largest supporters of the Solano Wine & Food Jubilee, which supports NorthBay Hospice & Bereavement. Colleen asked Katie Lydon, director of NorthBay Women and Children's Services, to

explain to the guests how a CuddleCot could help mothers and family members deal with the loss of a baby. Physicians with NorthBay Neonatology Associates, after learning of the device, had already pledged a certain amount to purchase one, Katie told the crowd. Would the guests there on that night be willing to match their pledge?

The response was overwhelming and immediate. Foundation Board members Stanley Davis and Al Shaw, along with his wife, Patt, wrote checks on the spot. Enough money was raised to purchase two of the special devices, one for Labor & Delivery and one for Emergency Services.

"The guests had never thought about their donations to NorthBay Hospice & Bereavement impacting Labor and Delivery," Katie noted. "They felt an

obvious, immediate connection to the concept of allowing more time for families to say 'hello' and 'goodbye' to their sweet babies. The CuddleCot is an opportunity to offer the gift of time with their child and their dreams for their family. This is a compassionate cause; our community rose up to support it as they have so many times before. Impressive and overwhelming, for sure."

"I am overwhelmed that there was such a quick response to this suggestion," Kathy said. "It truly shows how caring and compassionate NorthBay and our supporters are. I am very pleased we now have a way to make a difficult situation a bit more bearable for families as they strive to process their loss." ❧

This extra time allows families to bond with their babies and helps them cope with their loss.

❧ A Foundation for Support

Those who came forward to fund the CuddleCot (see related story above) are in good company. They join a lengthy list of compassionate individuals and organizations who collaborate with NorthBay Healthcare Foundation to meet its fundraising mission to support NorthBay Healthcare programs.

Early on, donations came from penny wraps and bake sales. As the need grew, so have avenues of support: event sponsorships, donations from grateful patients and families, those who named NorthBay as a beneficiary in their will and insurance policies, and through endowments and grants, both large and small. One large \$500,000 donation from Genentech helped NorthBay remodel the NorthBay VacaValley Hospital Emergency Department. More recently, Genentech supported the NorthBay Cancer Center through the Strike Out Cancer collaboration with the Sacramento River Cats.

Other donations, from Solano Community Foundation, local Rotary Clubs, Soroptimists, Vacaville Fire Department, Wells Fargo Advisors and Pacific Gas and Electric, to name a few, have helped support NorthBay's trauma program, Operation PROMises, our NICU and Women and Children's Services, and the NorthBay Adult Day Center. For more information, call (707) 646-3131.

#OurDocTalk a Big Success

It is the year of social media at NorthBay Healthcare and that means a renewed focus on engagement: with employees and the community we serve. The effort launched with a campaign to grow our presence on Facebook. NorthBay staff handed out water bottles packed with goodies to employees and the general public who showed they “liked” our Facebook page (Facebook.com/NorthBayHealthcare).

The focus continued with the #NorthBay Let’s Get Social theme at events throughout the community. At the annual March of Dimes “March For Babies,” event in April, for example, NorthBay’s group couldn’t be missed. More than 100 walkers, proudly wearing black and white #NorthBay

T-shirts gathered and walked in the event. Less than a month later, another huge crowd of walkers turned out in their T-shirts for the annual Cinco K Run & Taco Fiesta fundraising event.

Fiesta Days, the annual celebration of Vacaville’s Hispanic and western roots, was another chance for the year of social media theme to be displayed. Dozens of employees in their #NorthBay shirts marched in the parade and with the NorthBay float that featured the #NorthBay Let’s Get Social theme.

Dr. Eric Hassid chats online about Functional Medicine during his #OurDocTalk live Facebook chat.

The effort to connect with the community on social media didn’t end there, however. In fact, a cornerstone of this new effort is #OurDocTalk, a series of live Facebook chats designed to connect NorthBay doctors with the community to answer questions on a variety of health issues.

Interested followers who visit NorthBay’s Facebook page are able to post their questions and comments in advance,



Dr. Archana Goyal (left) answers an online question with Social Media/Online Specialist Robin Miller during her live #OurDocTalk Chat on Facebook.

send them via Facebook Messenger, or e-mail them to Robin Miller, NorthBay’s social media and online specialist at Robin.Miller@NorthBay.org. At the scheduled time, the doctor logs onto Facebook and replies to each question during the chat. The chats are hosted every other Wednesday

afternoon and the conversations last a half an hour, though some have run longer due to high interest and volume of questions submitted.

Topics have included pediatric colds and flu, heart health, acupuncture, allergies and asthma, high blood pressure, cancer, foot/ankle injury prevention, stroke and functional medicine.

The reaction has been outstanding.

“I think this is a great format for (doctor and patient) interaction,” wrote one visitor to the Facebook page. “Keep it up!” “Awesome! Very informative,” wrote another.

Chats are planned through the end of the year. Check NorthBay.org for topics and times.



Special Care for Special Needs Patient & Family

When a special needs patient needs dental surgery, it can be a bit of an ordeal.

Just ask Mark Nelson, of Santa Rosa, who has taken care of his nephew, Jonathan, since he was 3 years old. A previous experience at another facility was pretty much a disaster, he said.

But when he and Jonathan, now 29, arrived at the NorthBay Surgery Center in Vacaville, it was a very different experience. Not only was the greeting warm and friendly, Jonathan was immediately put at ease by the nursing team of Elizabeth Scott-Paulsen, R.N., and Holly Green, R.N.

“That’s not easy to do,” explained Mark. “Jonathan is mentally about 2 ½ to 3 years old... and he was very nervous about the procedure. The team here, they’re angels.”

Jonathan’s dentist, Kristina McGinley, D.D.S., understands the family’s concerns. “The dental office can be a very scary and confusing place for someone with special needs,” she said. “Unfortunately because of this, very few dentists are willing to treat them, or do not know what resources exist to get them the care they need. It is so great when we can take a patient like Jonathan to the operating room, sedate him, and treat all of his dental needs at one time.”

In addition to hospital dentistry in Vacaville and Antioch, Dr. McGinley has a private practice in Pittsburg and Rodeo. She and her partner, Dr. Rodney Bughao, travel to Vacaville a few times each month to serve special needs patients in this area.

“Many of our patients are not able to verbalize their pain, if they are having any,” explained Dr. McGinley. “This is why it is so important that we see them regularly to maintain their oral health and keep them from experiencing dental pain.”

“Unfortunately for many patients and families, access to this kind of care is hard to come by. We try our best to remedy that by offering our services throughout Northern California to make the trips to see us more convenient for families and care givers.”

Even after the procedure was finished, the ease of care continued with Brittany Thompson, R.N. making Jonathon comfortable as he was coming out of the anesthesia.

“I just can’t say enough about how well we were treated,” said Mark. “There are other facilities in this area that won’t help us. I’m not one to blow my horn unless I mean it. These folks are amazing.”

To back up his words, he sent bouquets to the nurses on the team, and offered his heartfelt thanks.

He also made a big impression on Dr. McGinley.

“I will never forget coming out to the waiting room and having Mark thank me for helping his ‘best friend’—his nephew Jonathan.”



Mark Nelson (center) puts a comforting arm around his nephew Jonathan as the pair pays a visit to the NorthBay Surgery Center in Vacaville to thank NorthBay nurses Holly Green (left) and Elizabeth Scott-Paulsen.



Grieving veterans Mike Goodwin (left) and Mike McGee found camaraderie and a common connection through Linda Pribble's special bereavement support groups.

Veteran Turns Grief into Outreach

For years, Mike Goodwin of Fairfield was locked in an emotional prison, unable to deal with the devastating loss of his son, Joshua. "I had heard that there were things available to help people who were grieving, but I didn't want to talk to anybody about anything," said the U.S. Air Force veteran. "And I didn't, for five years."

That changed when he met Linda Pribble, NorthBay Hospice & Bereavement volunteer and bereavement coordinator, and today he is helping other veterans recover from their grief.

A former police officer and current criminal justice professor at Solano Community College, Mike says he spent years trying to find a reason or purpose for his son's death—something, anything—to make sense of it.

"I never did," he said.

Then, Mike saw an announcement that NorthBay Hospice & Bereavement was about to start a new series of "Journey through Grief" classes, and something just clicked. "I decided

that if I couldn't find a purpose for his death, I'd find a purpose for the life I had remaining, a purpose much bigger than me and one that could help me heal."

When Mike contacted Linda, she recommended that he sign up for the eight-week program.

It worked. Time spent hearing how others were coping with their losses offered him hope and the purpose he craved, by providing him with an opportunity to help others, as well.

That's because Linda recommended he consider taking training to become a bereavement volunteer. Mike agreed, and since completing bereavement volunteer training, he meets one-on-one with people who are in deep grief, helps run the Journey through Grief classes, offers to make follow-up calls to those in the program, and volunteers at the annual Tree of Memories memorial event.

When NorthBay Hospice & Bereavement began a new collaboration for veterans,

through the "We Honor Veterans" program, Linda reached out to Mike again, with his military background, to help build it. "He was a natural choice," Linda recalled.

"We Honor Veterans" is a program of the National Hospice and Palliative Care Organization, in collaboration with the Department of Veteran Affairs. It works with hospice organizations to provide staff and volunteers with educational tools and resources to help them better understand military culture and the unique needs of veterans.

"Only someone who has been to war knows what it's like to live with those traumatic memories," Linda explained. "And only another veteran could know how this might affect another veteran."

This is especially true for those seeking peace at the end of life or are dealing with the loss of a spouse or child, or coping with the pressure of post-traumatic stress disorder (PTSD), she added.

As a first step toward earning the first of four stars in the "We Honor Veterans" program, Linda began a special grief support group for widowers who also happen to be veterans, and Mike has been helping to facilitate it.

"The response to the veterans support group has been outstanding," Mike said. "We started out with six guys, and now we have at least 10. They can see this is a safe forum for them to talk about their loss. Our connection here is that we're all veterans, and that we've lost a wife, or a child."

Mike McGee was one of the first veterans to join the group, after he lost his wife of 57 years. She had been diagnosed with Stage IV lung cancer in July 2014, and passed away just six weeks later. "It was like wildfire," recalled the Korea-era Army veteran.

NorthBay Hospice nurses recommended that McGee, as he likes to be called, consider bereavement counseling, and Linda suggested he meet with the veterans support group. McGee hasn't missed a meeting since.

"It has been a very rewarding experience," McGee said. "I really look forward to every meeting. It's a good group of guys; what you hear here, stays here. There is camaraderie among veterans, strength in numbers, you know. We can share our experiences—the funny ones, the sad ones."

"I like the idea of being there for veterans," said Mike Goodwin. "Many of them are just not aware of all the resources that are available. Many of our older veterans are of a generation that didn't much address grief, except to say 'just keep moving on, just deal with it.'"

While many have done just that, Mike Goodwin and Linda want to offer an alternative. "I give a lot of credit to people who have the courage to talk about their grief after only a few months," Mike Goodwin added. "I couldn't do it. But, no one has to suffer their loss alone. There are people here that you can talk to and who will listen." ❧

Time spent hearing how others were coping with their losses offered Mike Goodwin hope and the purpose he craved by providing him an opportunity to help others.

NorthBay Launches "We Honor Veterans" Program

NorthBay Healthcare has earned its first star in a journey toward a four-star distinction in the "We Honor Veterans" program according to Ed Lowe, executive director of NorthBay Health at Home and Hospice.

The program is a collaborative partnership between the National Hospice and Palliative Care Organization (NHPCO) and the Department of Veteran Affairs, which joined ranks to empower hospice and non-hospice community partners across America to meet the unique needs of seriously ill veterans and their families at end of life.

There are four levels of distinction the hospice team can achieve, explains Linda Pribble, volunteer and bereavement coordinator for NorthBay Hospice & Bereavement. Each level helps us to become more veteran-focused.

"Some of our employees are veterans, a number of our physicians are veterans, and a number of our volunteers are also veterans," Linda noted. "Geographically, we have a lot of veterans in the area, and through the 'We Honor Veterans' program, we've learned how important it is to collect a military health history at hospice admission, because it will help enhance our plan of care. War and trauma have left an impact and people may have different levels of awareness of how this has affected their lives. At end of life, veterans struggle with this last battle, and we're training our volunteers to help during this difficult time."

That's why the decision to become affiliated with the national "We Honor Veterans" program made complete sense, added Ed.

Linda is now working toward earning a second star for NorthBay Hospice & Bereavement, by partnering with Veterans Affairs in Martinez and organizations and individuals in Solano County. "I believe it takes a community in partnership with each other to coordinate services and end-of-life-care for veterans and their families," she said.

For more information about bereavement services offered by NorthBay Hospice & Bereavement, call (707) 646-3517.



Life Coach “Joking Julie” Lyons (center) leads the Fairview Elementary School Girls on the Run team in a lesson on courage on the playground.

NorthBay Fuels Girls on the Run

About 16 girls and several adults sat on plastic mats in a circle on the playground at Fairview Elementary School one warm spring afternoon, listening intently to what “Joking Julie” had to say.

“Do you ever think that sometimes a friend is not listening to what you say?” asked Julie. “How does it make you feel?” Hands shot up among those in the circle. “Angry,” said one girl. “Sad,” offered another.

“We’re going to see what that looks like,” said Julie, who with a team of coaches divided the girls, ages 8 to 11, into pairs and lined them up. “Show me what it looks like when you ignore someone,” she instructed. “And partners, show me how it makes you feel.”

It was all part of a lesson called, “It Takes Courage,” which “Joking Julie” Lyons volunteered to share with the team of third- through fifth-grade girls at the Fairfield school who signed up to be part of Girls on the Run, an after-school program that teaches girls to celebrate their unique, healthy selves.

It’s a 10-week empowerment program that culminates in the girls experiencing the power of giving by doing a

community impact project and the joy of achievement, by running in a 5K event with other girls from Napa and Solano counties. But it’s really more of a journey to help the girls build their self-confidence and self-esteem and learn how to make healthier choices.

When “Joking Julie” is not teaching lessons in courage, she’s a pharmacy technician at NorthBay Healthcare. She teamed up with “Noble Niki” Petersen, NorthBay’s director of Respiratory Services, to adopt the Fairview team, along with a trio of teachers at the school: “Lively Laura” Gay, “Laughing Lilly” Thompson, and “Dedicated Danielle” Nevins. Every one of the coaches—and the girls—picked an adjective that starts with the first letter in their name on their first day together and have continued to use them throughout the program.

“Fairview Elementary seemed like an excellent choice, because NorthBay already adopts the school every December, as part of our ‘Adopt-a-School Program,’” explained Julie. “We have a bond.”

Actually, when the call went out for volunteer life coaches, a dozen NorthBay employees raised their hand

The program helps girls build their self-confidence and self-esteem and learn how to make healthier choices.

and expressed interest. After schedules were checked and a full day of training was completed, seven of those interested volunteers were partnered at schools in Solano and Napa counties.

“We were thrilled by the response,” said Janet Todd, executive director for Girls on the Run, Napa & Solano. “We are grateful for NorthBay’s support and partnership to empower more healthy girls, particularly those underserved.”

“It’s such a great program,” said Julie. “I coached with my sister in Napa a few years ago, and I helped Girls on the Run get in touch with NorthBay for a donation a couple of years ago. I’m thrilled to see the connection is still growing.”

“Adventurous April” Massett, program manager for the Solano schools, stopped by to watch the Fairview team in action and became a high-five magnet, as girls circled round her on a relay.

Continued on Page 28 ...



NorthBay and Fairview: We have a Bond

NorthBay’s connection with Fairview Elementary School goes back just seven years, but what a connection has been created in that time. After the closure of Bransford Elementary in Fairfield, NorthBay needed a new school to adopt for its holiday “Adopt-a-School Program” and chose Fairview, based on the school’s socioeconomic mix. It also partners with Padan Elementary in Vacaville.

As part of the Adopt-a-School program, teachers make out wish lists, and then employees and departments at NorthBay adopt them, striving to fulfill their wishes prior to the winter break. Usually the items on the list are fairly simple—classroom supplies such as chalk, crayons and paper. Sometimes they ask for sports equipment, ink for printers or even computers. And every year for the last six, NorthBay has successfully adopted every classroom and fulfilled those wishes at both schools.

But when Rose Kennedy, NorthBay’s senior director of revenue cycle management adopted a class at Fairview in 2013, she knew she had to do more. She connected with third-grade teacher Laura Gay, who told her that what some of her students needed most were shoes.

Rose developed a plan for her team to buy a new pair of Vans for every child in the classroom.

When Rose died unexpectedly in 2014, her husband Michael established an endowment to ensure that children in need at Fairview will have the chance at new shoes in perpetuity. In 2015, Fairview dedicated a rose garden at the front of the school in memory of Rose Kennedy.

The partnership between NorthBay and Fairview elementary continues with Girls on the Run. As life coach “Joking Julie” Lyons said, “We have a bond.”

Accepting Gratitude with Dignity

Some patient connections stick with you for life. Kyle Fowler, R.N., remembers a patient he cared for while serving as a transport liaison/Neuro-Trauma-ICU nurse at Brooke Army Medical Center.

Kyle, now clinical care manager of Unit 1800 at NorthBay Medical Center, picked up a patient from Landstuhl Regional Medical Center who was less than 24 hours out from an injury in Afghanistan. The patient, a 19-year-old Marine, was in severely critical condition. “I made a special connection with this young man, but realized that he would ultimately succumb to his injuries,” Kyle said. “I was also in frequent contact with his family and developed a rapport with his mother.”

After the Marine died, his mother contacted Kyle with a special request. Would he be a pallbearer at the young man’s funeral? Kyle was taken aback.

“I was honored that she asked me but, to be honest, I declined,” Kyle explained. “I was emotionally overcome with deep sadness and remorse and realized I could not remain stoic as a pallbearer and my emotions would pour out and this would be unacceptable at a Marine funeral.”



Kyle Fowler, R.N.

A couple of years passed, and the mother again reached out to Kyle. “She wanted to thank me again for the care I’d given her son. She said she had been thinking about me all this time, and explained that she wished I would have come to the funeral because she wanted to meet me and thank me in person.”

Kyle said he learned an important lesson that day. “That young man holds a special place in my heart and continues to remind me daily of the brevity of life,” he recalled. “His mother was most thankful for the comfort that I gave him, up to his death. As health care providers, we don’t see what we do as amazing but it’s important for us to accept the thanks people may want to give us. These things can have a deep impact on families and patients, and our acceptance of their thanks is paramount in the healing and grieving process.”



Life Coach “Noble Niki” Petersen (left) holds a poster that the girls sign while “Joking Julie” Lyons gives direction.

Girls on the Run ...Continued from Page 27

“I wish there was a program like this when I was younger,” said April. “I think it would have saved me from a bit of heartache and uncertainty.”

April was finishing a run when she saw posters about Girls on the Run and a light went off. “I wanted my daughter to have that experience: To do a run and to feel strong and confident.”

She learned how the program’s creator, Molly Barker, came up with the idea after a run herself. At that moment, she felt strong, powerful and in control. She pitched it to a friend who said, “You’ve got something here.”

That inaugural group of 13 girls met in North Carolina 20 years ago. Today, Girls on the Run International has served more than 1 million girls. In fact, a middle school component, titled “Heart and Soul” has also been developed to help girls as they continue their journeys.

Girls on the Run Napa & Solano is a small local nonprofit that is celebrating its 10th anniversary, with more than 3,700 girls empowered. This spring 14 schools participated from Solano County, and in the fall, 27 have signed up, said April.

“It’s fun, but not competitive,” she explained. “It’s not just about movement, it’s building a life skill tool kit, from nutrition to taking care of their bodies, social skills, to feeling good about the way they treat people and are treated. It even teaches them how to reach out and contribute to their communities.”

And that’s a perfect match with NorthBay, says Joking Julie. “NorthBay strives to ensure that local residents receive compassionate care close to home by having access to resources that promote health and fitness. Girls on the Run is one of those resources where not only the girls benefit from the program but they are excited to teach their parents and friends what they’ve learned,” said Julie. “The community grows together.”

Niki agrees. “I feel a sense of giving back to the community that helps support NorthBay. I feel connected to these girls in a very positive way, and that I leave a good legacy for my community.”

Serving Patient Needs Even After They’re Home

Once a patient leaves the hospital, staying connected can be difficult.

Sometimes care providers do not know what is taking place until the patient returns for a follow-up appointment, or is rushed to the emergency room in crisis.

NorthBay Healthcare has partnered with Medic Ambulance to connect at home with those at risk of heart failure. Paramedics with special training go to the homes of patients who have been discharged from local hospitals. The goal is to provide valuable home assessments and education to prevent complications that could land the patient back in the hospital.

The Community Paramedicine Program began in September 2015 as a collaborative venture. The county’s designated ambulance provider initiated the pilot program through a healthcare improvement study sponsored by the California Emergency Medical Services Authority and California Healthcare Foundation.

“We immediately saw the value to those diagnosed with heart failure and pulmonary issues such as chronic obstructive pulmonary disease,” said Shelley Stelzner, R.N., who supervises the case managers who follow patients’ care plans. “The paramedics can take vital signs, assess a patient’s understanding of their discharge instructions, see if they are eating well and provide further education if needed.”

She added, “Because paramedics have extensive training in managing chronic diseases, and because they are so mobile, they are a great addition to a patient’s care team.”

“After they leave the hospital some patients think their care is finished and they often forget, or lose their enthusiasm for following all the instructions their physician gave them when they were in the hospital,” explained James Pierson, vice president of operations for Medic Ambulance. “Our team will visit them in the comfort of their homes to ensure they are recovering and doing what they should be doing to get better.”

A community-based approach like this, Pierson noted, supports patients who can benefit from follow-up care, education and personal contact. And it can reduce the overall cost of health care in Solano County.

Paramedics and NorthBay’s case managers share results of patient assessments to determine appropriate follow-up care. It’s a program that has proven results elsewhere.

“Having experienced paramedics with additional training in patient assessment and clinical skills—and who are familiar with how we manage our patients’ care—leads to a more integrated approach to health care delivery,” explained Nicole Brocato, NorthBay Healthcare vice president and chief quality officer.

All in all, Brocato observed, “For NorthBay Healthcare, it’s a great partnership that will help our patients and reduce the cost of health care.”

The goal is to provide home assessments and education to prevent complications that could land the patient back in the hospital.



Shelley Stelzner, R.N., and James Pierson collaborated on the Community Paramedicine Program.

Connections Make *Prom Dreams* Come True



Longtime Soroptimist International of Vacaville members Tara Baumann (left) and Faye Sheppard (right) help Operation PROMises participants gather all their goodies to go at the end of the selection process.

Attending a high school prom can be expensive.

For the past three years, NorthBay Healthcare and friends have been connecting with local teenagers, helping provide the dresses and accessories they need to make their prom dreams come true, through Operation PROMises.

Joining forces with Soroptimist International of Vacaville, NorthBay Healthcare Foundation and NorthBay Healthcare employees launched a massive formal dress drive (shoes, wraps, bags and jewelry also welcome) each winter, and then started recruiting volunteers to help with a one-day event in March.

“We partner with local schools to make sure invitations go to the girls who need it most,” explained Jane Hilliard, director of Volunteer Services and one of the event’s organizers.

For an entire day, the girls try on dresses and accessories and select their perfect prom outfit, all at no charge.

This year, the event moved to NorthBay Healthcare’s Administration Center in Green Valley. “It outgrew Secondhand Rose, our downtown Vacaville Thriftique,” explained Jane. The first year, nearly 30 young women found their perfect dress. This past March, nearly 80 teens walked away with a dress, and all the extras.

Local businesses donated certificates for dinners, flowers, and more. A team of six seamstresses was busy all day long making alterations to dresses while the girls waited.

Representatives from Blake Austin College and Mary Kay cosmetics offered makeup tips while a team from Talk of the Town showed girls how to style their hair.

It’s a perfect fit for Soroptimists, said longtime member Wendy Wasserman-Kellogg. “Our mission is to make the world a better place for women and girls and that’s what we’re doing through Operation PROMises, making dreams come true.”

One mom who accompanied her daughter to the event was so thrilled that she posted a touching thank you note to NorthBay Healthcare on its Facebook page. She wrote, “I’m very grateful for this program. As a single mom, it is impossible for me to financially afford all that is needed for prom. With joyful tears, thank you with all of my heart.”

“That’s exactly why we do this,” said Jane. “To make a difference.”



 NORTHBAY HEALTHCARE NEWS

Crowds Turn Out for 29th Annual Jubilee



The venue was elegant and the crowd was definitely dressed to match. Those lucky enough to score a ticket for the 29th Annual Solano Wine & Food Jubilee were treated to an opulent evening of plentiful food, wine, brews and raffle-winning festivities at the Sunrise Event Center in Vacaville on Saturday, April 23.

And, even though the raffle’s grand prize winner wasn’t actually at the Jubilee, Lydia Abad learned she won the top prize—a brand new car—about 15 seconds after her winning ticket was pulled. The NorthBay Healthcare executive assistant was called at home with the good news by co-worker and friend Sylvia Spanos, executive assistant to NorthBay Healthcare President and CEO Gary Passama. Lydia was faced with the enviable decision of choosing between a 2016 Buick Encore, Nissan Altima or Hyundai Sonata, donated by Rami Yanni, general manager of the Vacaville dealerships. Lydia chose the Nissan Altima, and took the keys to her new car less than a week later.

The Sunrise Event Center was filled to capacity for the Jubilee, a fundraising event for NorthBay Hospice & Bereavement, as about 1,500 ticketholders were served an array of tasty bites and sips from 65 vendors.

Hurley’s of Yountville always draws a crowd, and this year was no different as Chef Bob Hurley doled out cups of truffle-scented polenta topped with braised wild boar and crispy onion rings. Rubio’s was another popular stop on the tasting trail, as staff handed out shrimp tacos. Fenton’s offered four flavors of ice cream, and Brass Tap served cheese-covered pretzels. Other vendors offered salads, pastas, cheesecake bites and flavored olive oils. Wineries poured their award-winning best, as did several craft brewers.



A jubilant Lydia Abad took possession of her new car from (left to right) Tracy Mitchell of Wise Auto Group; Bill Seiden, Jubilee Committee chair; and Brett Johnson, president of NorthBay Healthcare Foundation.

This was the second year the Jubilee was held on a Saturday, but the first year for the Sunrise Event Center in Vacaville. An informal survey of both ticketholders and vendors indicated the venue was a big hit.

In addition to all the food and beverage tastings, ticketholders were able to browse among items in a silent auction, and then move into the VIP section to dance to Rhythm Method 4.

The evening was made possible by the tireless work of volunteers and sponsors, noted Jane Hilliard, NorthBay director of Volunteer Services. Presenting sponsors included Al and Patt Shaw, Freeman Family & Cosmetic Dentistry, Financial Architects Partners, Rami Yanni, Western Health Advantage and DPR Construction.

All signs indicate it was another successful event, according to Brett Johnson, president of NorthBay Healthcare Foundation.

“The Jubilee was a smashing success thanks to our very generous vendors and sponsors,” noted Bill Seiden, Jubilee committee chairman and NorthBay Healthcare Foundation board member.



General Manager Greg Nagaye
and Fitness Director Mike Cole.



What's the Difference?

Just About Everything at NorthBay HealthSpring Fitness

You think you're headed to the gym, but the moment you step into NorthBay HealthSpring Fitness, you're in for a pleasant surprise. That's the promise of General Manager Greg Nagaye who opened the doors this July to Solano County's first-ever medical fitness center on the campus of NorthBay VacaValley Hospital. "From outstanding, highly educated staff to the luxurious, well-appointed facilities, HealthSpring is setting a new bar for health clubs and fitness centers in California," said Greg. "We've built it from the ground up with every attention to the details."

When you first set foot in the lobby, you might think you're in a four-star hotel with a concierge ready to greet you. Just steps away, you can check your little darlings (6 months to age 12) into the children's area, with an outdoor playground and plenty of indoor activities planned. Or join them for swim lessons in one of three—count 'em—three pools, which will readily serve people of all ages, abilities and disabilities in ways big and small.

Want to Relax?

There's a whirlpool with your name on it. Need to exercise? Try water workout classes or free swim in the multipurpose pool. There's a lap pool just

for laps, and a warm-water therapy pool perfect for someone with arthritis, or recovering from a hip or knee replacement.

Massage therapy rooms and locker rooms—including family changing areas—complete the first floor.

Ready for More?

The second floor offers an indoor track, with a dedicated Pilate's room with four reformers. A multi-purpose group exercise room boasts 20 TRX units mounted on the ceiling for "suspension training," an intense workout created by the Navy SEALs. The TRX unit leverages gravity and the user's body weight to complete hundreds of exercises.

On the third floor you'll find a room dedicated to group cycling, as well as weight machines or equipment, and free weights. There are spacious group workout rooms and a conference room, which will feature all manner of classes—from nutrition, cooking and clearing your mental clutter to nightclub cardio and boot camp, all included in the price of membership.

"One of the many nice things about this facility is that it was designed specifically for its function," said Greg. "It is beautiful, but we're more than just

a pretty facility. We have the substance to back it up. Our trainers all have degrees, and at least five years' experience. They are the caliber of individuals who train trainers from other organizations. In fact, we're already scheduling classes and expect to pull in trainers from all over the country."

HealthSpring members can sign up for a 45-minute consultation with a personal trainer and have an option to continue training for an additional fee. "The trainer will develop a program specially designed to cater to your needs and goals," said Greg. "You'll also have access to an application called 'Journey,' which will help you track your program, and can focus on everything—nutrition, sleep and even flexibility."

It's accessible on a smart phone or computer, and a personal trainer will update the program every few months.

Journey was developed by EXOSIMediFit, the company NorthBay Healthcare has partnered with to manage HealthSpring. "We're experts in medical care, and they're experts in designing and managing corporate and community health and fitness programs across the country," said Gary Passama, president and CEO of NorthBay Healthcare. "Their team has served more than 150 clients, including elite athletes, sports teams, U.S. military, and a number of health systems like ours. We're in good hands."

"From outstanding, highly educated staff to the luxurious, well-appointed facilities, HealthSpring is setting a new bar for health clubs and fitness centers in California. We've built it from the ground up with every attention to the details."

—Greg Nagaye, general manager

Greg agreed, noting that it's no coincidence that HealthSpring shares a building with a medical office, on a hospital campus. In addition to oncology, diabetes and endocrinology, pain management and integrative medicine, the VacaValley Wellness Center also hosts NorthBay Rehabilitation.

"We will partner with NorthBay's rehab experts as much as possible," noted Greg. "Our skilled team can help someone prepare for surgery and reclaim their strength after a surgery. Traditional rehab is typically part of a person's recovery, but it can only take you so far. Our team can help return you to an active lifestyle after surgery."

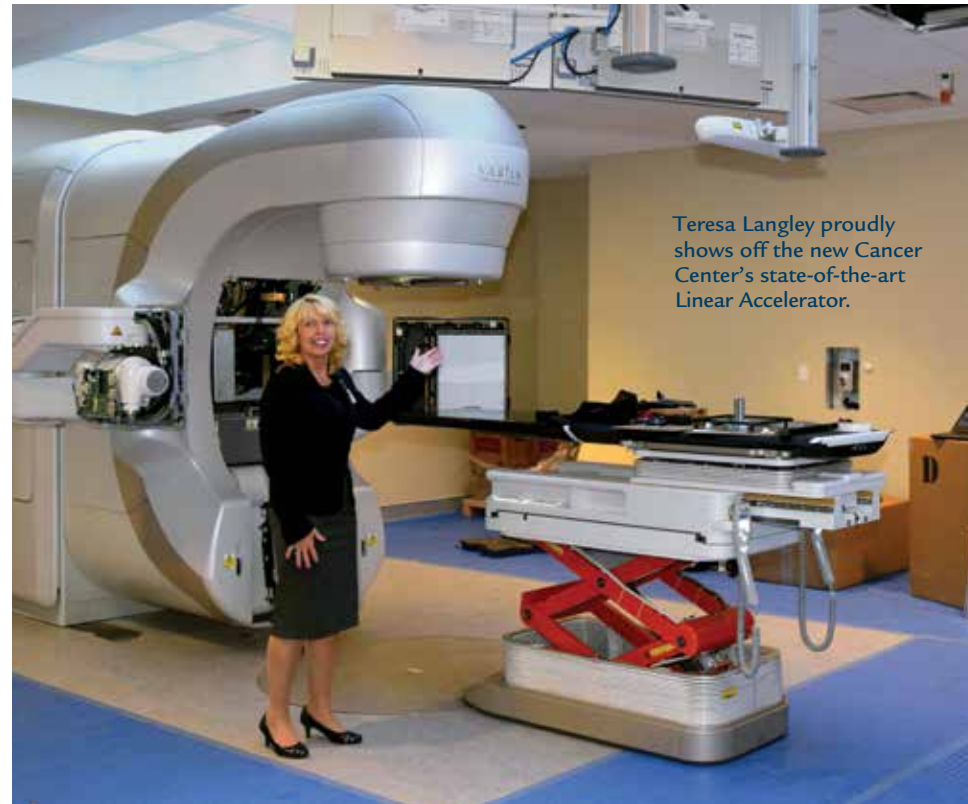
Membership is open to the public. Corporate rates also are available. For more information, call (707) 301-4075. ☎



The multipurpose pool (in the foreground) is ready to host water aerobics, swimming lessons and free swim activities while the Junior Olympic-sized pool (background) is ready for laps.

Wellness Center Opens

Cancer Center Anchors Medical Offices



Teresa Langley proudly shows off the new Cancer Center's state-of-the-art Linear Accelerator.

Three stories of medical offices, with a light, bright and airy design that puts patient care in the forefront, have opened—or are about to open—in the VacaValley Wellness Center, heralding the future of patient care.



First to open its doors for business was the NorthBay Cancer Center's Medical Oncology department on the third floor of the new 110,000-square-foot structure which is also home to NorthBay HealthSpring Fitness. (See related story, Page 32.)

Infusion patients can undergo treatment while resting on recliners outfitted with televisions in private and semi-private areas. Down the hall is a specifically designed pharmacy that will serve medical oncology patients. Chemotherapy drugs are mixed in a special room with a ventilation system more advanced than current regulations require.

The second floor will host Solano Diagnostics Imaging, Diabetes &


Endocrinology, Integrative Medicine, Cardiac Rehabilitation, Physical and Occupational Therapy and Osteopathic Manipulative Medicine.

By Aug. 2, Radiation Oncology will make its move to the first floor of the Wellness Center, where a state-of-the-art True-Beam Linear Accelerator will provide fast and precise image-guided radiotherapy and radio-surgery, delivered in seconds compared to other machines that would take from 40 minutes to an hour for treatment.

By the end of August, the Radiation Oncology team will have seen its final patients in the Gateway Medical Plaza on the NorthBay Medical Center Campus in Fairfield, where it opened in 1987. It has served Solano County cancer patients for nearly three decades.

The Cancer Center and Solano Diagnostics Imaging share a permanent PET/CT Imaging machine. Positron emission tomography (PET) is an imaging test that helps reveal how your tissues and organs are functioning.

"Solano County patients will no longer have to wait days for a mobile PET Imaging trailer to roll in from Sacramento for their exams," said Teresa Langley, service line development director for oncology-cancer center, breast program and pain management.

"And, when a new MRI is added adjacent to VacaValley Hospital this summer, the campus will have a full-fledged imaging center." 



Welcome Pavilion Starting to Take Shape

Work continues at a fast and furious pace on the campus at NorthBay Medical Center in Fairfield, where a visitor welcome pavilion is taking shape. The modern, glass-and-steel structure is expected to be complete by December. It is the first visible piece of a \$150 million modernization project at the hospital. Once the new pavilion opens, Emergency Services will expand into the old lobby space, gaining 31 new beds.

Next, work will begin on a three-story wing that will replace existing surgical suites, hospital cafeteria, Nutrition Services, Diagnostic Imaging and supply rooms. Also included are 22 new "patient rooms of the future" featuring the latest technology in health care, and 16 more post-acute care beds. The entire project is expected to take up to five years to complete.

Running for Tacos, PAL

More than 150 Team NorthBay members put on their black-and-white #NorthBay t-shirts and turned out in full force in early May to run, jog and walk in the second annual Cinco K Run & Taco Fiesta, a fundraiser for the Fairfield Police Activities League. NorthBay Healthcare was the event's presenting sponsor, which drew nearly 700 participants; \$20,000 was raised for PAL's programs.

Team NorthBay also fielded the second-fastest runner in the event, Chris Dalton, an IT systems engineer, who had just run the Boston Marathon a couple of weeks earlier. The event started and ended at the Anheuser-Busch Visitors Center, and participants were treated to a beer garden experience complete with tacos. Next year's Cinco K Run is tentatively scheduled for May 7, 2017.



Welcome New Physicians

Pramod Krishnamurthy, M.D., M.P.H., is a specialist in interventional pulmonology and critical care medicine. He has joined the NorthBay Medical Group in Vacaville.

Dr. Krishnamurthy earned his medical degree at Bangalore University, in Bangalore, India. He completed an internal medicine residency at Rochester General Hospital in New York, followed by fellowships in critical care medicine at Mount Sinai School of Medicine in New York, in pulmonary medicine at Memorial Sloan Kettering Cancer Center in New York, and in interventional pulmonology at Henry Ford Hospital in Detroit.

He also holds a master's of public health from the University of North Texas-School of Public Health. He is board-certified in internal medicine, pulmonary and critical care medicine and interventional pulmonology.

Loc Tan Nguyen, M.D., is an internal medicine physician at the NorthBay Center for Primary Care in Fairfield. Dr. Nguyen earned his medical degree at Dartmouth Medical School in New Hampshire. He completed his residency in internal medicine at Yale-New Haven Hospital. For more information, call (707) 646-5500.



Shanna Snow, D.O., an obstetrician/gynecologist, has joined the NorthBay Center for Women's Health in Fairfield. Dr. Snow earned her medical degree at Touro University College of Osteopathic Medicine on Mare Island. She completed her residency at Michigan State University of Osteopathic Medicine in Farmington Hills, Missouri, and then spent four years in the U.S. Air Force. She is board-certified in obstetrics/gynecology. Call (707) 646-4100.




Respected Neurosurgeon Joins NorthBay Medical Center

Edie Zusman, M.D., is the new neurosurgeon at NorthBay Medical Center in Fairfield. She was previously director of Neuroscience Program Development for Sutter Eden Medical Center in the East Bay for four years, and prior to that served as chief of Neurosurgery at Sutter Medical Center, Sacramento, a position she held for two years.

Dr. Zusman received her medical degree in the Honors Medical Program at Northwestern University School of Medicine in Chicago, followed by residency training in neurological surgery at UC Davis Medical Center. She received fellowship training in epilepsy surgery, brain tumor surgery and molecular medicine research at the University of California, San Francisco.

Board-certified in neurosurgery, Dr. Zusman treats patients with brain tumors, epilepsy, cerebrovascular diseases, and spinal disorders. She is nationally recognized for her neurosurgical expertise and leadership in health systems.

"As NorthBay's chief of neurosurgery and medical director for the Center for Neuroscience, I am working to bring national caliber care to NorthBay Medical Center and the community," Dr. Zusman said. "I do this by bringing together experts in neuroscience and working collaboratively in the care of our patients.

"Together we are working to establish the first regional concussion and traumatic brain injury clinic in Solano County, bringing top level care to NorthBay." 

Community Health Education Classes

Healthier Living • A six-week class offered several times during the year, taught in conjunction with Solano Public Health and the Area Agency on Aging. Classes are free but space is limited. Call (707) 646-5469 or visit NorthBay.org/healthierliving.

Caregivers' Support Group • For anyone involved in caring for a loved one with Alzheimer's disease or a dementia-related illness. Meets second Wednesday of month, 7 to 9 p.m. at the Adult Day Center. Cost: Free. Call (707) 624-7971 or (707) 624-7970.

Grief and Bereavement Support Groups • Adult support groups meet every other Wednesday, 12 to 1 p.m., in Fairfield. Cost: Free. Please call (707) 646-3517.

SAND (Support After Neonatal Death) • Friendship and understanding for parents experiencing grief for the loss of a pregnancy or infant. Cost: Free. Call (707) 646-5433.

Widows Grief Support Group • A grief support group for widows meets every first and third Tuesday. Cost: Free. Call (707) 646-3517.

Teen & Children's Bereavement Support Groups • Parent/Guardian approval required for participation. Cost: Free. Call (707) 646-3517.

Adult Grief Support Class, Journey Through Grief • Class meets weekly for eight sessions. Limited to 12 people per group. Participants follow a step-by-step approach using a book and journal. Cost: Free. For schedule and to register, call (707) 646-3517.

Loss Due to Suicide Support Group • Meets every other Monday from 6 to 7:30 p.m. Cost: Free. Call (707) 646-3517.

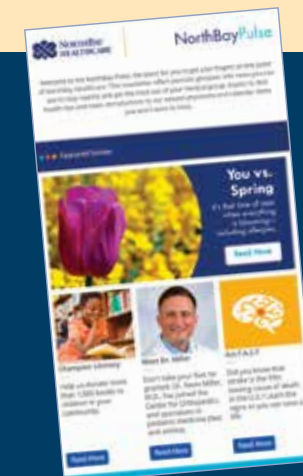
New Beginnings Support Group • For stroke survivors, caregivers and family members. Third Tuesday of the month, 10 to 11:30 a.m. at NorthBay VacaValley Health Plaza, Suite 240 or Suite 290, Vacaville. Cost: Free. Call: Elizabeth Gladney, (707) 646-4034.

Nutrition Class for Cancer Patients • Join NorthBay Dietitian Devin Robinette, R.D., to learn what to eat before, during and after cancer treatment and how to eat to enhance your response to treatment. Cost: Free. Limited seating. Call (707) 646-4014.

Veteran's Grief Support Group • A grief support group for men meets on the second and fourth Thursdays from 10 to 11 a.m. Cost: Free. Call (707) 646-3517 for dates.

Laugh Out Loud • A class on urinary incontinence. Learn the latest treatment options, including pelvic floor exercises. Cost: Free. Call (707) 646-4150 for class dates.

Pulmonary Education Series • Three-session course meets on Tuesdays from 12:30 to 2 p.m. at NorthBay Medical Center in Fairfield. A new course begins each month. Cost: Free. Call (707) 646-5072.



Did You Get Your Pulse?

If you're a NorthBay Healthcare patient served by our primary care or specialty care practices, you should have received the premiere edition of *Pulse* in your e-mail box in February. It was chock full of interesting articles aimed to keep you in the know, and plugged into your NorthBay Healthcare resources!

Our next issue is already in the works. Want to make sure you're on the list? Send your request and include your first and last name in an e-mail to asteward@NorthBay.org and *Pulse* will automatically be sent to you.

Maternal/Child Health Classes

All prenatal and maternal child health classes are free if you are delivering at NorthBay Medical Center.

Sign up at www.NorthBay.org or call (707) 646-4162.

Brothers & Sisters To Be

Prepare children ages 3-9 for the arrival of a new baby.

Labor of Love

A four-week prepared childbirth class for moms and dads or coaches.

Labor of Love-Weekend Class

A prepared childbirth class for moms and dads or coaches. Held Friday evenings and Saturdays.

Newborn Care

Expectant parents are instructed on daily care, nutrition, safety and development for the first few months of life. One-session course.

Maternity Orientation and Tour

A tour of NorthBay Medical Center's maternity unit. Information about hospital registration, birth certificates, and other pertinent information is provided.

Breastfeeding the Baby-Friendly Way

Babies are born to breastfeed. Learn normal newborn behavior and what to expect from a lactation expert. Support persons are encouraged and welcomed.



Congestive Heart Failure Class • Class meets every Wednesday from 12:30 to 1:30 p.m. at NorthBay Medical Center. Cost: Free. Call (707) 646-5072.

First Steps for Early Stage Dementia • An eight-week program for patients with early dementia and their caregivers. Cost: Free. Call (707) 333-5123.



c/o NorthBay Healthcare Group
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