

HEART HEART

Fall 2015

SURGEON SAVES CHRISTMAS

Leading edge technology with a personal touch



Southwest
—HEALTH—

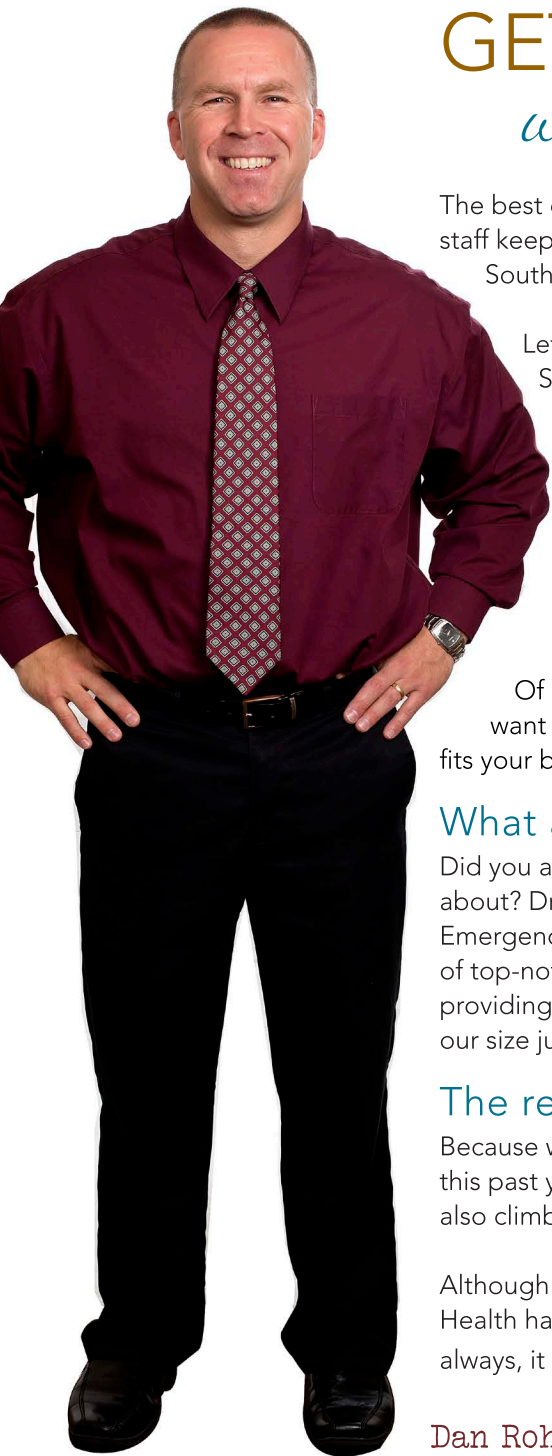
With us, it's always personal

INSIDE

The Art of Pain Relief

Prescription Drug Tips

Your Eye Health ... More



GETTING YOU BETTER FASTER

what you can expect from us

The best care is care that fits your busy life. That's why our Emergency Department doctors and staff keep track of "Door to Discharge" time (call it D2D) as one of our quality measures. At Southwest Health our D2D averages just 75 minutes.

Let's be clear. We're not talking about getting you into an exam room in 75 minutes, STILL waiting to see a doctor. D2D includes your entire visit – from greeting you, to checking you in, to diagnosing you and prescribing your medicine or treatment, to getting you back on the road in a grand total of 75 minutes on average. Simply put, our D2D means you wait less.

We get you back to your life, back to work, or back home to rest in just over one hour. What's more, our D2D time is an average. So YOUR visit may be even faster still with no compromises in quality.

Of course, other ERs aren't going to tell you their average D2D time because they don't want to frighten you with long waits. The fact is, our team excels at providing you care that fits your busy life.

What about the doctors?

Did you also know our team of full-time emergency physicians is also something to write home about? Dr. Bogner, Dr. Lindsay, Dr. Lewis and Dr. Sloan are true experts dedicated 24/7 to the Emergency Department at Southwest Health. They're board certified, and they bring decades of top-notch experience in emergency medicine. Thanks to their remarkable expertise, we are providing University Hospital level care right here in Platteville. The fact is, other communities our size just don't have that kind of home-team advantage.

The results speak for themselves

Because we are consistently delivering top quality care, our ER has grown to over 10,400 visits this past year. At the same time we're treating more people, our patient satisfaction scores have also climbed skyward into the very top 5% of hospitals in the country!

Although we hope you never need emergency services, it is reassuring to know Southwest Health has made great investments in the ER in order to provide you the best possible care. As always, it is our privilege to serve you.

Dan Rohrbach, CEO

Read the full story at southwesthealth.org/blog



Her art helps keep Sue Meylor of Belmont pain free and focused on the present. She's also grateful for osteopathic back adjustments by Dr. Andrew Klann. The candy dish she's painting here is a gift for one of her eight grand children.

The Art of pain relief

How much does \$1,000 in quarters weigh? For Sue Meylor of Belmont it could be measured in the pain she's experienced every day of her life since lifting that 50 pound bag of quarters 12 years ago.

She's tried most everything. Chiropractic, physical therapy, massage, and cortisone shots have given Sue

some temporary relief from the pain, but she still lives with it every day.

"It never completely goes away. And no matter what I do, the pain always comes back," says Sue, who works in the call center at Swiss Colony in Dickeyville.

The good news is she finds more lasting relief from a couple unexpected sources. First of all, exercising her artistic muscles helps sooth her pain and keeps her mind focused elsewhere. And secondly, monthly osteopathic adjustments from family physician and doctor of osteopathy Andrew Klann, DO, keep the pain at bay longer than any other treatment she's ever tried.

"Dr. Klann is a sweetheart. The better I've gotten to know him, the more like a brother he's become. He adjusts my back, and it feels good. Best of all, his adjustments last a full month."

Like many people who see a Doctor of Osteopathy (DO), Sue was at first unaware Dr. Klann could offer additional methods of healing and pain relief. Both DOs and MDs are fully qualified physicians, yet osteopathic medicine offers a distinct philosophy and approach to care that, as Sue discovered, could provide an extra dimension of care. That's what helps her feel better and live better.

In addition to the full range of medical knowledge we expect from our family doctors, DOs may also use a combination of movement, stretching, targeted deep tissue massage and manipulation of a person's muscles and joints to improve function, relieve pain, and aid recovery.

"With Dr. Klann's adjustments, I can sit more comfortably and move more pain free. And I have a longer time between appointments. I'm so glad to have found that relief and such a great doctor, too." Δ

Andrew Klann, DO



WHAT'S NEW AT SOUTHWEST

Six New Primary Care Providers (page 4)

The Pharmacy at Southwest Health (page 5)

The Eye Center at Southwest Health (page 11)

EMS Comes On Board (page 8)

We're Growing to help you thrive

Your life is busy, and we understand that. Because we know how valuable your time is, we are expanding the high quality care you've come to expect from our Platteville and Cuba City Clinics.

We recently added six new primary care practitioners to care for you and your family. Surrounding them is a team of experienced nursing and support staff.

With these new additions, we're making your experience better and easier with fewer hassles. More providers also means you can usually get a same day appointment – even if you call after noon.

“Primary care practitioners are the mainstays in helping families live healthy and thrive. Our growing team of providers is dedicated to making that happen,” says CEO Dan Rohrbach.

Meet our new practitioners

Dr. Anna Svircev: A former massage therapist and Middleton native, specializing in adolescent and women's health.

Dr. Ann Lucas: An experienced Darlington area physician, Dr. Lucas is board certified in family medicine and obstetrics.

Katherine McQuillan: She goes by Kayte and brings a Doctorate in Nursing. Her practice philosophy recognizes the holistic connection between body and mind.

Carrie Galle: A local mother of five, soccer coach, volunteer EMT, and Doctor of Nursing, she specializes in childhood obesity and diabetes. Count on her to be a strong patient advocate.

Michelle Hauser: A Certified Physician Assistant with a deep commitment to rural health care. She's a Wisconsin native and mother who enjoys working with patients of all ages.

Kori Barry: A former chiropractor with a post Master's Certificate in Nursing, Kori brings tremendous experience and compassion to medical care for families.

Call 348-4330 or 744--2767 for appointments. Or visit southwesthealth.org to find out more about the new practitioners at our Platteville and Cuba City Clinics. Δ



Vanessa Berg, MD



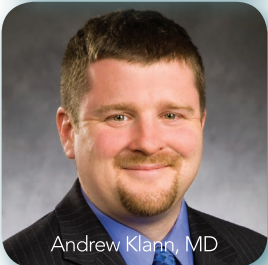
Anna Svircev, DO



Kevin Carr, MD



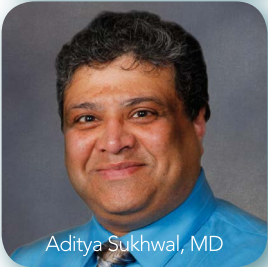
Ann M. Lucas, MD



Andrew Klann, MD



Kayte McQuillan, DNP



Aditya Sukhwai, MD



Carrie Galle, DNP



Amanda Addison, APNP



Kori Barry, APNP



Craig Homan, PA-C



Michelle Hauser, PA-C



Bryant Schobert, PharmD

Getting the most from your Prescriptions

“The number one reason medications fail is patients don't take them correctly. I'm here to help ensure that doesn't happen.”

Pharmacist Bryant Schobert knows all about the importance of taking your medication properly. That's why in his roll as Pharmacy Lead at the newly opened Pharmacy at Southwest Health, he's working hard to ensure people are getting the most from their medications.

Bryant offers a few tips for anyone taking regular prescriptions:

- Do take your medications - This is harder than it sounds, considering some of the diseases we are treating make it very hard to WANT to take your medications or even REMEMBER to take your medications.
- Let your doctor or pharmacist know if you have side effects. With some medications side effects can be uncomfortable, annoying, or even potentially life-threatening.
- Do you feel like you're taking too many medications? We may have ways to reduce the number of tablets or capsules you take. Many medications will come in extended release forms, so instead of taking three tablets a day, you could just take one.
- Self-Monitoring - If you think your medications are NOT working, it's important to discuss these feelings with the doctor or pharmacist.
- Work together - It is very important that you do not change your dose, stop taking medications, or start any new medications without first discussing them with your doctor or pharmacist.

608.342.6200 | southwesthealth.org/pharmacy

QUICK TIPS: Healthier Holiday Substitutes

Maintaining a healthy diet around the holidays can seem impossible with all of the surrounding temptations. SH dietitian and certified diabetes educator, Joan Bahr, has some easy ideas to help you keep your calories down while enjoying your favorite foods. Try these simple switches:

- 1 Flour (all purpose white) - substitute 1/2 the amount of your all-purpose flour with whole wheat or almond flour.
- 2 Shortening - Substitute with the equivalent amount of regular butter or coconut oil.

- 3 Sugar - Substitute unsweetened apple sauce in a 1:1 ratio, but for every cup of applesauce you use, reduce the amount of liquid in the recipe by 1/4 cup.

- 4 Mayonnaise (in salads or dressings) - Substitute an equal amount of non-fat Greek yogurt.

Joan Bahr, MS, RD, CDE



Joshua Lindsey, MD works his magic just in time to save *Christmas*

Why do people love Santa? There is, of course, his big bag of gifts to be happy about. But, we think the real reason is deeper than the presents. You see, Santa and Mrs. Claus are happy old souls who give of themselves year round to make others happy, sharing their joy with people around the world.

That's why when we met the Mest family of Potosi — who also share their obvious joy of life with those around them — we knew the story was bigger than John's new shoulder and Denise's new custom knee.

"I wouldn't give up playing Santa for all the money in the world," says John.

Denise agrees. In fact, she began playing Santa years before meeting her husband. John got his start playing Ol' Saint Nick for the General Motors Company. The happy couple were married in 2009 and have been playing Mr. and Mrs. Claus together ever since.

Then last year, Denise's debilitating knee pain forced her to consider her options. She wasn't ready to give up her day job at Non Metallic Components, Inc. in Cuba City. On top of it, John was fighting severe shoulder pain that limited his movements and made his everyday life difficult, including his work at Swiss Colony in Dickeyville.

"I couldn't raise my arm anymore, and when I did move it at all, it made terrible crunching noises," says John. But, thanks to the

remarkable skills of orthopedic surgeon Dr. Joshua Lindsey and the Orthopedic Institute at Southwest Health, John and Denise are looking forward to a pain free stint of Santa and Mrs. Claus appearances once again this holiday season. For them, it really did save Christmas.

"My doctor in Dubuque was going to send me all the way to Iowa City for a total shoulder replacement, so I'm really glad to have Dr. Lindsey close to home. I was back at work just five weeks after surgery, and my shoulder is feeling strong and pain free."

"With shoulder arthritis, the joint is destroyed by years of wear and tear, inflammation, or injury," says Dr. Lindsey. The goal of shoulder replacement surgery, he says, "is to restore the best possible function by removing arthritis, balancing the muscles, and replacing the destroyed joint surfaces with artificial ones."

In Denise's case, she would have had to travel even farther yet to get the same care she did at Southwest Health. That's because only our own Harvard trained Dr. Lindsey offers the ConforMIS knee, a completely custom knee replacement that meticulously matches each patient's unique anatomy. Other so-called "custom" knee replacements require the surgeon to shape the leg bone to make off-the-shelf parts fit. But, this computer-designed, 3D printed knee is perfectly tailored to fit just one person. The result is a better fitting knee that feels better and works more naturally.

You would have to travel to Minneapolis or Chicago to get knee surgery this advanced.

"My knee feels great. Better every day. And we couldn't be happier with our care," says Denise.

"You can tell Dr. Lindsey is really good at what he does, and I liked that he was so personable. Finding Dr. Lindsey turned out to be great for both of us."



John and Denise Mest of Potosi are back to enjoying life in their beautiful river town thanks to the work of orthopedic surgeon Dr. Joshua Lindsey.

"The more I got to know him, the better I liked him," says John. "It's like he's a brother. He's so comfortable to be around."

As for Santa and Mrs. Claus, the jolly couple is delighted to be suited up once again and getting ready for the holidays.

In addition to their passion for putting on the holiday magic, the Mests are living life to its fullest. When not

at his day job, John is hard at work doing carpentry and restoring his 1949 Chrysler Windsor, which he likes to call "Santa's other sleigh."

Denise's clear passion is her two rescue dogs, Daphne and Tina, who sometimes tolerate wearing reindeer antlers. Together, they're a pair of canine pals who would appear to be two of the most well-loved dogs this side of the North Pole. Δ



Find out more:
www.orthopedic-institute.org

COW-a-bunga!

First Responders Save a Life at Dairy Days



From left: EMTs Logan Enke, Riley Schmidt, Brian Allen and Police Officers Ryan Knoernschild, Matt Froiseth, Pat Cieslewicz, and Coree Lee with Heart attack survivor, Duane De Young.

"Honestly, I don't remember anything," says Duane De Young of Platteville. For the people around him that sunny Friday, however, it was a very memorable kickoff to the Dairy Days weekend.

And when it was all over, they had to tell Duane the details of the day.

Duane was setting up the stand for the Kiwanis Club. "Dairy Days is a big fund raiser for us," he says.

All day he had been carrying supplies, and this was the last load. While carrying one last box of cheese slices, Duane could not make the short trip to the table. Instead, he sat on a cooler, and still holding the box of cheese, witnesses say he simply collapsed backwards.

Bob Brodbeck was nearby and started CPR while Bev Johansen called 911. Police arrived quickly and brought the defibrillator unit from their squad car. "I'm grateful they had that equipment in the car," says Duane. "I was on the Community Fund Board when they were raising the money for those units. I guess it all kind of ties together."

Officers also gave Duane compressions before delivering the shock from the defibrillator. That's when the Platteville EMS crew arrived. By that time, Duane had a pulse and a heart rhythm. The crew continued ventilating Duane and were in constant contact with the Emergency Staff at Southwest Health. There, a heart attack was confirmed, and Med Flight was called to get Duane an immediate heart stent, which is a small mesh tube that restores blood flow through narrow or blocked arteries like the one causing Duane's heart attack.

Making a difference in people's lives is something many of us aspire to. But for our area's first responders (Police, EMS, and Fire) it's something they do every day.

"I was very lucky there were good people around me. Today I'm fine. I'm in the Cardiac Rehab program at Southwest Health, and I'm progressing fast."

At Southwest Health, we are proud to have successfully transitioned the Platteville Area EMS services onto our team. And we're excited about bringing in new services, building new facilities, and making important upgrades.

Southwest Health leadership and EMS crew members are currently working on plans for a new EMS facility to be complete by next August. At that time EMS and ambulance services will be moved to the new location on Southwest Health's hospital campus.

Says, Southwest Health Director of EMS Brian Allen, "Our crew has always sought to provide the best possible pre-hospital care, and that will only improve now that we're part of the Southwest Health team. The future will definitely be one in which more lives are saved thanks to the improvements we're making today." Δ

Brian Allen, MS, NRP



Helping kids thrive

Healthy reading and learning habits start at birth. That's why the Platteville Clinic at Southwest Health hands out books to parents of children from six months old to school age. They're aiming to improve early literacy in our children and strengthen the bond between parents and care providers.

"Just this year alone, our Southwest Health Clinics have given parents over 400 free books," says Kim Reuter, Clinic Manager.

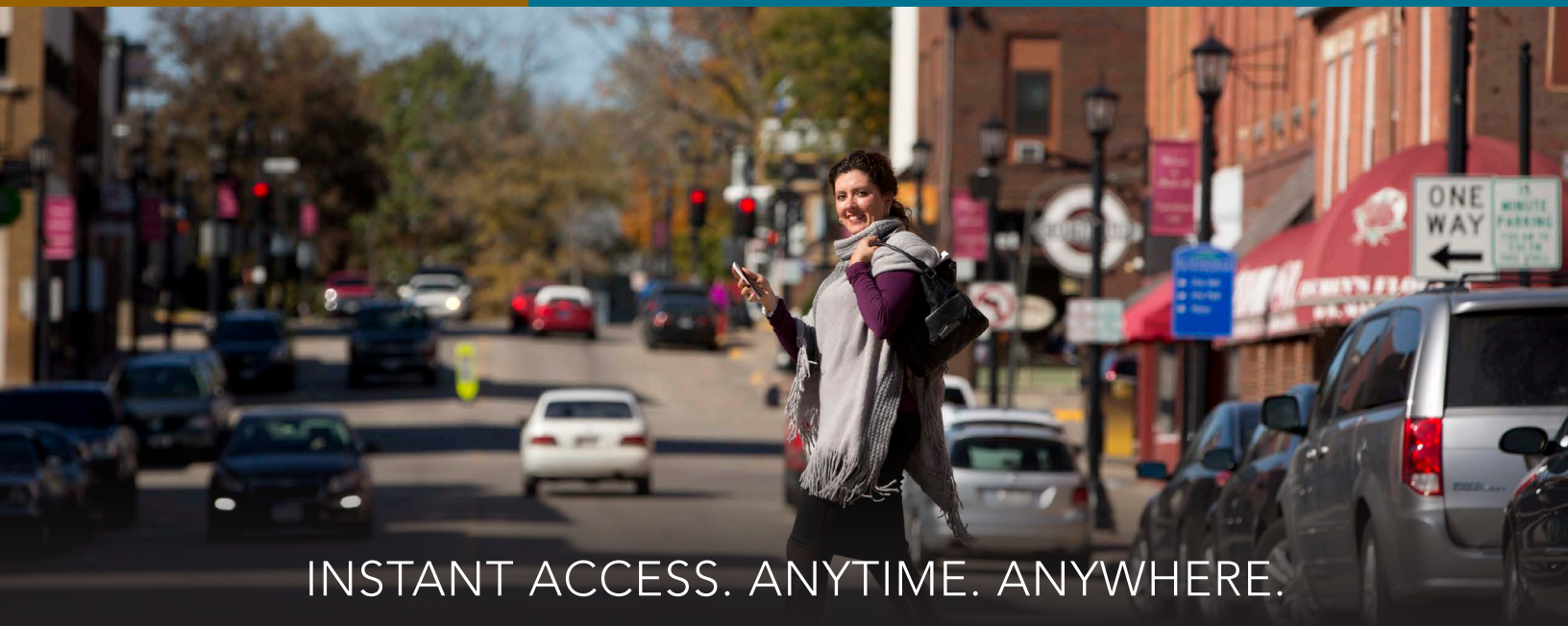
Research shows reading early helps children become better learners. It also offers a fun and imaginative activity that opens doors to new and healthy worlds. This program is made possible through generous donations and grants as well as the efforts of our local Lions Club, Kiwanis Club, and Kiwanis Key Club members.

So at your next well-child visit, look for the book!

Learn more at southwesthealth.org/ROAR



PLATTEVILLE CLINIC
at Southwest Health



INSTANT ACCESS. ANYTIME. ANYWHERE.

Angie is a busy mother of four with a full time career, so life can get demanding. The last thing she wants to hassle with is scheduling things like doctor visits and getting prescription refills. But thanks to MyChart, Angie uses her smart phone, her tablet, and her laptop to get these tasks done on HER time.

"I knew I had strep throat, so I went to the clinic for a test. The next morning I had a message on MyChart saying the results were positive" says Angie. "I was able to start my antibiotics right away instead of waiting for a call from the nurse."

MyChart not only provides lab results as soon as they're in but also gives her an email link to her doctor for medication refills, medical questions, scheduling appointments, access to health records, and lots more.

"I use MyChart because I can always take it with me.... Anywhere."


So while she's sitting at a ball game or attending a Cub Scouts meeting, all Angie needs is her cell phone to keep in touch with all of her medical needs.

What can you do with MyChart?

- Get secure and confidential web-based access to your electronic health record.
- Communicate privately with your doctor.
- See lab results.
- View past and future appointments as well as request new appointments.
- Access your information from any computer on the internet, securely, at your convenience, at any time.
- Research medical topics, see health reminders and screenings, request prescription renewals, and much more.

How to sign up for MyChart:

To get started with MyChart, you need a one-time activation code. To get one, visit the MyChart website at southwesthealth.org/mychart, and click "Sign up for MyChart Now."

Your activation code will then be mailed to you (we do this as an extra security measure). After receiving your code, return to the MyChart website to activate your account. It's that simple. 



Nicole Klein, OD

Imagine seeing life more clearly

It's way too easy to take your eyesight for granted when it seems to be doing just fine.

Comprehensive eye exams at The Eye Center include more than simply renewing your glasses or contact lens prescription. During the exam, we are also checking how your eyes work together as a team. We look for warning signs of eye diseases such as glaucoma or macular degeneration. And we evaluate your eyes in relation to your body's overall health.

After age 60 yearly exams are recommended as the risk for eye disease goes up significantly.

What are we looking for?

- Refractive error such as nearsightedness (myopia), farsightedness (hyperopia), astigmatism, or the loss of near focus with age (presbyopia).
- Lazy eye (amblyopia or strabismus), where the eyes do not work together and the brain turns off vision.
- Eye diseases such as glaucoma and macular degeneration. Glaucoma has been called the "silent blinder" because it presents no symptoms until its end stage, when treatment options are limited.
- Common treatable eye conditions such as cataracts and dry eye syndrome.
- Markers of the overall body's health. With a dilated eye exam, we can have a clear view of the eye's blood vessels where we can detect, sometimes for the first time, signs of conditions like high blood pressure and diabetes.

Who? And how often?


The American Optometric Association recommends a baseline eye exam for babies by six months of age, especially if there are additional concerns, such as family history of eye diseases like as retinoblastoma (cancer of the eye) or strabismus (lazy eye).

Every child should have his or her eyes examined before starting school around age three or four. Then every one to two years thereafter. One in four children has an undiagnosed vision problem simply because they don't understand there's a problem.

Adults 18-60 years old should have exams every one to two years. People with diabetes, hypertension, or a family history of eye disease, and those who have had eye surgery or wear contacts, should have yearly exams.

What happens after the exam?

We'll discuss treatment options and follow up plans after your exam. We value helping you understand your eye conditions fully and deciding together on the best approach to seeing clearly.

If advanced treatment options are needed, such as prescriptions, imaging of the eye, or surgical care, we have the technology right here to serve you well. 

PUTTING OUR WEB TO WORK FOR YOU

With us, you are always priority #1. So we are especially proud to introduce our brand new, more user-friendly websites. Check them out at:

southwesthealth.org
orthopedic-institute.org
womens-health-center.org

Schedule Your Eye Exam at 608.342.2020
southwesthealth.org/eyecenter



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UFOs. Bigfoot. You're Not Covered Here.

be careful what you believe

Health insurance is complicated. But the reality is we take nearly all insurances at Southwest Health. Because getting care locally is important to your health, we're here to help. If you have doubts whether your insurance covers our care, call us at 342-4717.



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becarefulwhatyoubelieve.com