

# TAHOE FOREST HEALTH SYSTEM MAGAZINE

VOLUME 2, NUMBER 1 / 2015

## Professional Training, Personalized Care

Page 9

## Care Close to Home

Follow Lisa Peltier's Journey  
with Cancer

Page 23

## Wellness News

Page 29

# AHEAD OF THE CURVE



Wellness Neighborhood  
Launched to Address  
Community Health Needs

Page 4

# WHAT'S INSIDE...

## FEATURES

- 4 Ahead of the Curve**  
Wellness Neighborhood Launched to Address Community Health Needs
- 9 Professional Training, Personalized Care**  
Meet a Few of Our Local Physicians
- 15 Health System News Briefs**
- 27 Measure C Project News**
  - TFHS Celebrates Two Special Newborns
  - Newly Remodeled Tahoe Forest Hospital Emergency Room Opens to the Public
- 29 Wellness News**
  - Innovative Patient Safety Program at TFHS
  - Are We Too Sweet? A Look at America's Consumption of Sugary Beverages

## DEPARTMENTS

- 2 Contact Us/Resources**
- 3 What People Are Saying**
- 19 Cancer Center News**
  - Doctor Profile: Ahrin Koppel, MD  
Board Certified in Hematology and Medical Oncology
  - Cancer Center Receives Community Center of Excellence Designation
  - Lisa Peltier, Care Close to Home
- 31 Low-Cost Health Screenings, Clinics, and Flu Shots**
- 33 Incline Village Community Hospital News**  
Free Dental Clinic Offered at IVCH



# ON THE COVER

In 2011, Tahoe Forest Health System undertook a collaborative effort to understand the overall health of the Truckee-North Tahoe region.

Read **Ahead of the Curve** (page 4) and learn about The Wellness Neighborhood, a community health improvement plan formed to address community health issues.

**ALSO FEATURED:** The Wellness Neighborhood teams up with local agencies to bring fresh, organic produce to hospital staff and families (page 7).



## OUR HOSPITALS

**TAHOE FOREST HOSPITAL**  
10121 Pine Avenue  
PO Box 759  
Truckee, CA 96160  
Main phone line (530) 587-6011

**INCLINE VILLAGE  
COMMUNITY HOSPITAL**  
880 Alder Avenue  
Incline Village, NV 89451  
Main phone line (775) 833-4100

## ONLINE RESOURCES

**NEWS, EVENTS, BOARD MEETINGS & SERVICES  
OF THE TAHOE FOREST HEALTH SYSTEM**  
[www.tfhd.com](http://www.tfhd.com)

**TAHOE FOREST HEALTH SYSTEM**  
[www.tfhd.com](http://www.tfhd.com)

**GENE UPSHAW MEMORIAL GOLF CLASSIC**  
[www.GU63.org](http://www.GU63.org)

**GENE UPSHAW MEMORIAL TAHOE FOREST  
CANCER CENTER**  
[www.tahoecancercenter.com](http://www.tahoecancercenter.com)

**CANCER CARE ENDOWMENT**  
[www.endowment4cancercare.com](http://www.endowment4cancercare.com)

**CITIZENS OVERSIGHT COMMITTEE**  
[www.hospitalcoc.org](http://www.hospitalcoc.org)

**BEST OF TAHOE CHEFS**  
[www.bestoftahoechefs.org](http://www.bestoftahoechefs.org)

**MEASURE C**  
[www.measurecprojects.com](http://www.measurecprojects.com)

Get social with us!



## PUBLISHING INFO

*Tahoe Forest Health System Magazine* is published three times a year by the Tahoe Forest Health System Marketing and Communications Department. If you receive multiple copies of this publication, please share them.

To add your name to our mailing list, change your address, or for questions on any topic, please call (530) 582-6290, or email us at [information@tfhd.com](mailto:information@tfhd.com).

# WHAT PEOPLE ARE SAYING

## Incline Village Community Hospital & Tahoe Forest Hospital

“We received absolutely superb service from the doctors, nurses, technicians and administrative staff at both Tahoe Forest and Incline Village. The service at both hospitals was a breath of fresh air—people listened, were caring, and were responsive.”

### Tahoe Forest Hospital

“You have an incredible, INCREDIBLE team of nurses within the hospital and everyone should be incredibly proud of the support, respect and care that patients are receiving when there. We will always remember, and be forever grateful, for the amazing care that we received during this challenging time.”

“Thank you for making a difficult experience manageable by treating us with kindness and providing comprehensive care!”

### Tahoe Forest Hospital Staff

“The entire staff was wonderful. My praise for your staff runs from the custodians to the doctors to everyone in between. Everyone exhibited compassion, concern, helpfulness and friendliness.”

---

## OUR PRIORITY is Top Quality Care

At Tahoe Forest Health System, our focus is to provide you and your family with the very best health care experience possible.

If you have any comments or feedback during your hospital visit, we encourage you to talk to any staff member from the department you are visiting, or call our Service Excellence Hotline. **(530) 582-6544.**

**Striving for the Perfect Care Experience for Every Patient.**



wellnessneighborhood

A Wellness Neighborhood Feature Story

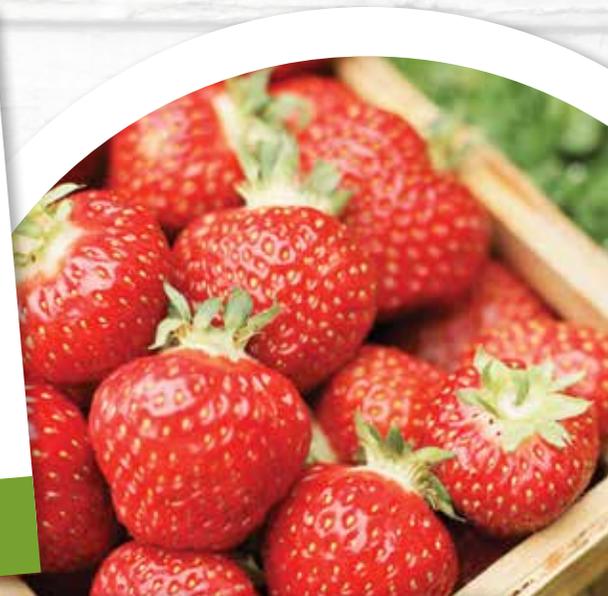
# AHEAD OF THE CURVE



ORGANIC - \$4.00/BASKET

Wellness Neighborhood  
Launched to Address  
Community Health Needs

wellnessneighborhood Rethink Healthy!



**In 2011**, Tahoe Forest Health System undertook a collaborative effort to understand the overall health of the Truckee-North Tahoe region.

The hospital launched a Community Health Needs Assessment—aggregating data from a community questionnaire that went out to hundreds of participants, as well as interviews and data compiled by community health organizations, schools and safety net organizations. The idea was to find out the state of the community's overall health and, more importantly, to identify which areas

needed improvement.

The Wellness Neighborhood is an initiative launched by the District Board of Directors to address community deficiencies indicated by the Needs Assessment in 2011. The Wellness Neighborhood is a partnership with the community formed to look at health problems and work on them collaboratively.

'Ahead of the curve' is a doubly accurate statement now that community needs assessments are required for most hospitals under the Affordable Care Act.

Continued on next page



At the behest of the board, hospital staff partnered with numerous community, governmental, nonprofit and private entities following the assessment work to look into strategies to address the priority need areas.

The 2011 Community Health Improvement Plan, in concert with assessment findings, identified five priorities the Wellness Neighborhood needed to address: access to primary care, improved chronic disease management, substance abuse reduction, increased access to dental care, a need for more mental and behavioral health services and, finally, addressing health disparities among the Latino community and low-income residents throughout the Truckee-North Tahoe region.

Partnering with the Community Collaborative of Tahoe Truckee, which is comprised of 45 health and human services agencies throughout the region, the data was put to good use as its findings were used to implement programming, says Alison Schwedner, director of the Community Collaborative.

“We’ve been able to use that data to drive the work the Collaborative is doing,” Schwedner says. She points to a coalition formed to reduce substance abuse rates in the community—the Tahoe Truckee Future Without Drug Dependence, as well as another coalition to help increase immunization rates among children. She lauds the Promotora program enacted through the North Tahoe Family Resource Center in Kings Beach and the Family Resource Center of Truckee for its work.

Promotoras are lay community liaisons who help underserved people in the community navigate the medical care process through the hospital and various needed social services. They

serve as everything from interpreters to advocates and can offer education on diet and nutrition, in addition to finding the right sort of medical care.

“The Wellness Neighborhood provided an opportunity to focus on broader health issues in the community,” Schwedner says. “I don’t know if, as a community, we talk about some of these issues around health outcomes otherwise.”

In 2014, the hospital and its partners completed a second health needs assessment. It found many of the same gaps in service to the community persisted, but did note an uptick in people having health coverage, in part thanks to the Affordable Care Act. Additionally, people in general categorized their health as very good to excellent, an improvement over the results of the 2011 survey.

“It’s so exciting to see the hospital playing a proactive role in community health,” says Phebe Bell, Program Manager for Health and Human Services for Placer and Nevada counties, and a Wellness Neighborhood partner. “The only way we’re going to make a change is to get together as a community and focus on these health issues.”

Bell praised the data gathering for its impact on programming for childhood and adolescent health issues, particularly in regard to substance abuse.

“It’s incredibly exciting to be involved in this work with other community agencies and the hospital. We often talk about ways to work together and make the most of our limited resources to create as comprehensive a safety net as possible for our community.”

Wellness Neighborhood initiatives extend to the schools, where programs are aimed at increasing awareness about youth suicide and drug and alcohol use, in addition to providing on-campus counseling for students in need.



“It’s so exciting to see the hospital playing a proactive role in community health. The only way we’re going to make a change is to get together as a community and focus on these health issues.”

**Phebe Bell, Program Manager for Health and Human Services for Placer and Nevada Counties**

**wellnessneighborhood** Rethink Healthy!

## COMMUNITY PARTNERS

- Behavioral Health Practitioners
- Boys & Girls Club of North Tahoe
- Colon Cancer Alliance
- Community Collaborative of Tahoe/Truckee
- Community Recovery Resources
- Crisis Intervention Task Force
- Diamond Peak Ski Resort
- Family Resource Center of Truckee
- Gardens 2 Hospitals
- Hyatt Incline Village
- Incline Village Community Businesses
- Incline Village Elementary School
- Incline Village General Improvement District
- Narcanon
- Nevada County Courts
- Nevada County Crisis Workers
- Nevada County Health and Human Services
- Nevada County Immunization Coalition
- Nevada HOPES
- North Tahoe Family Resource Center
- North Tahoe Fire Protection District
- Northstar California
- Nutrition Coalition
- Parasol Tahoe Community Foundation
- Placer County Crisis Workers
- Placer County Health and Human Services
- Placer County State Preschools
- Project MANA
- Sierra College
- Sierra Nevada College
- Tahoe Food Hub
- Tahoe Donner
- Tahoe Rim Trail Association
- Tahoe Safe Alliance
- Tahoe Truckee Community Foundation
- Tahoe Truckee Future Without Drug Dependence
- Tahoe Truckee Unified School District Teachers, Administrators, Nurses and Parents
- Tahoe Truckee Unified School District Wellness Centers
- Tahoe Truckee Youth Suicide Prevention Task Force
- Town of Truckee
- Town of Truckee Police Department
- Truckee Donner Parks and Recreation District
- Truckee Donner Public Utility District
- Truckee Fire Protection District
- Truckee Home and Building Show
- Truckee Meadows Community College
- University of California, Davis
- Washoe County District Court
- Washoe County Health District
- Washoe County School District
- Washoe County Sheriff Department

# RETHINK HEALTHY

Another Wellness Neighborhood initiative is Rethink Healthy, a TFHD program aimed at increasing community education on vital health topics. The program includes lectures and community education, among other ways of getting important health news out to the community. It often mirrors national health initiatives such as Heart Health Month in February, and Colon Health Month in March, in addition to participatory activities such as the 30-day walking challenges in the months of May and October.

The program is continuing to grow and develop as more agencies find ways to use the data provided by the needs assessments to their advantage and more specifically-targeted programming comes online. The Wellness Neighborhood will soon launch its website that will provide access to the 2014 Community Health Needs Assessment results, a monthly calendar of events and links to a variety of consumer health information.

# FRESH FROM THE FIELD

**The Wellness Neighborhood teams up with local agencies to bring fresh, organic produce to hospital staff and families.**

Red, ripe strawberries, organic arugula and vine-ripened heirloom tomatoes are just a few of the locally grown organic fruits and vegetables available at the Wellness Neighborhood produce stand.

Tahoe Food Hub, a Tahoe area nonprofit that is working to build community access to locally sourced healthy food, supplies the fresh produce from eight area farms.



**ABOVE:** The Wellness Neighborhood produce stand at Tahoe Forest Hospital.



"The produce stand at Tahoe Forest Hospital not only benefits the employees, but the farmers as well," says Susie Sutphin, Tahoe Food Hub Director. "The bounty of 20 plus farmers can be featured, allowing farmers to grow their business in other ways."

**“**By hosting a produce stand sourced from local, small farms, Tahoe Forest is helping to build a regional food system for North Lake Tahoe, while at the same time promoting the role that nutrition plays in preventive health.”

## **Susie Sutphin**

The Wellness Neighborhood's produce stand at Tahoe Forest Hospital is well received by staff and visitors. They have a good selection of produce that is offered along with healthy recipes based on the items at the stand.

The produce stand is available midday Wednesdays in summer, and all proceeds from sales benefit the Tahoe Food Hub. Extra produce is donated to Project MANA for distribution in Kings Beach.

# Come See What's New at the Gift Tree!

- New items for spring are arriving daily! Stop by and find something special today.
- Plan a fun Girls Night Out! You bring 8-10 friends, and we supply the wine, appetizers and retail therapy! Any Monday-Friday, 5 PM – 7 PM.
- All revenue generated from The Gift Tree supports Tahoe Forest Health System.



Tahoe Forest Hospital • 10121 Pine Avenue • Truckee, CA • (530) 582-3570 • [thegifttree@tfhd.com](mailto:thegifttree@tfhd.com)



## YOUR *Local* PHARMACY

**Tahoe Forest Pharmacy** has been serving our community for more than 20 years. Come see what a difference a local pharmacy can make!

- No long lines
- Fast, friendly service
- Competitive prices
- Most insurance accepted, including Medicare Part D
- Compounding services
- Specialty items, including medical devices, braces, compression stockings, wound care

*Stop by and see what your local neighborhood pharmacy has to offer!*

**Tahoe Forest Pharmacy**  
10956 Donner Pass Road  
inside the Medical Office Building  
10 am - 6 pm, M-F  
10 am - 4 pm, Sat  
(530) 587-7607



# PROFESSIONAL TRAINING,

# Personalized Care

Skilled Doctors,  
Self-Reliant and  
Passionate About  
Personalized Health Care



“We provide a more personalized service here and use the most advanced tools for diagnosing and treating complex and routine eye issues. No one else in the region does this.”

**Jeffrey Camp, MD**

## Jeffrey Camp, MD Board Certified in Ophthalmology

Dr. Jeffrey Camp is an ophthalmologist with a strong science background and a passion for adding state-of-the-art technology to his practice.

The son of a scientist in Midland, Michigan, Camp attended the University of Michigan as an undergrad and, although he always had an overall plan to enter medicine, earned a degree in chemical engineering.

“I like science but I also like helping people,” Camp says. “Being able to help people is what drew me into medicine.”

After completing a medical degree at the prestigious University of Michigan Medical School, Camp went into an internal medicine internship at Nashville’s Baptist Hospital before undertaking a residency and fellowship in ophthalmology at Vanderbilt University’s Medical Center.

“Only about one to two percent of doctors are accepted into ophthalmology,” Camp says. “It’s very competitive to get into.”

The idea of operating on one of the most delicate organs—possibly only second to the brain—drew Camp into the field, he says.

“I like delicate surgery, and during a research project in medical school I found I was really good at things that require fine motor control.”

After practicing in both Boulder, Colorado, and Bellingham, Washington, Camp landed on Truckee as his home in 2005, where he serves as director and comprehensive ophthalmologist at Tahoe Sierra Eye & Optical.

“I really enjoy cross-country skiing, and while you get a bit of that in Michigan, you get a lot more of that out here,” he says of his decision to move out West. In addition, Camp is a cyclist and has a passion for outdoor activities year-round. He and his wife, Melisa, have a young daughter, and Melisa helps manage their Truckee clinic.

In his practice, Camp treats a host of eye-related issues, from infections to glaucoma and cataracts to routine eye exams. Camp is highly trained in the medical issues and treatments of eye disorders, different from an optometrist who is only trained to do vision testing and is not an MD.

“If you have eyes, I can help you,” Camp says with a laugh.

His office stocks the largest selection of glasses frames in the Reno-Tahoe region and invests heavily in new technology for detecting all manner of eye ailments.

“We provide a personalized service here and use the most advanced tools for diagnosing and treating complex and routine eye issues. No one else in the region does this,” Camp says. He describes his practice as boutique and offers patients a wide array of services in his one-stop-shop, including surgery.

Camp’s practice has extended beyond eye care, however.

“I do a lot of blepharoplasties—which is eyelid surgery that removes excess skin from the eyelid to expand and improve vision or to improve the appearance of the drooping eyelid,” Camp says. “In 2014, I discovered that with a laser you could actually thicken and tighten that skin around the eye instead of having to cut it with a scalpel, which requires much less downtime for the patient.”

Camp refers to the treatment as incisionless eyelid surgery with his Smartskin+ laser. The process led to him opening Tahoe Sierra Aesthetic Laser, where he can perform color correction on facial skin, reduce wrinkles, tighten soft tissue, remove tattoos, and perform laser hair removal, eyelid surgery, scar reduction and non-surgical facelifts, all with the help of his industry-leading lasers. The laser-aided facelift calls for three micro-incisions on the face, one on either side and one below the chin. The laser then melts the fat in the area and stimulates collagen and elastin production to tighten a person’s facial skin and neck. The in-office procedure requires just three days of recovery as opposed to the up to six weeks a traditional surgical facelift can command, Camp adds.

“It’s a natural extension of the technology I have available to help patients,” Camp says. “I use this technology to dial back the clock on someone’s appearance and help them regain confidence by helping them obtain a natural and youthful look. We can reverse the damaging effects of sun and aging on the skin.”

Camp’s practice has been so successful that Cynosure, the company that produces the Smartskin+ laser, has asked his practice to be one of eight Centers of Excellence in the country. He will be training doctors from all over the West Coast on aesthetic laser procedures.

Ever the scientist, Camp keeps pushing his practice to new heights.

To learn more about Dr. Camp and the ophthalmology and aesthetic services he offers, visit [www.tahoeyemd.com](http://www.tahoeyemd.com) or [www.tahoelaser.com](http://www.tahoelaser.com).

### FOR APPOINTMENTS OR MORE INFORMATION:

**Jeffrey Camp, MD**  
Board Certified Ophthalmologist

Tahoe Sierra Eye & Optical  
**(530) 582-3667**

Tahoe Sierra Aesthetic Laser  
**(530) 582-3665**

10956 Donner Pass Road, Suite 120  
Truckee, CA 96161

## Jeffrey Dodd, MD Board Certified in Orthopedics

Efficiency has been a hallmark of Dr. Jeffrey Dodd's performance for a long time.

The North Tahoe Orthopedics physician is a former ski racer who specialized in the downhill and super-G disciplines, speed events where fractions of a second can mean the difference between a podium finish or watching the awards ceremony. Efficiency in turns is key when that sort of time is on the line.

Similarly, Dodd is passionate about efficiency in his work as an orthopedic surgeon here in Truckee-Tahoe. He received special training to perform anterior hip replacements about five years ago—a procedure that greatly decreases recovery time for patients and has them up and walking (and discharged from the hospital) within 24 hours in many cases.

"We get them back to their activities much more quickly," Dodd says.

Dodd has seen firsthand the benefits of good orthopedic care with an emphasis on quick recovery times. It's part of what drew him into the profession.

As a young ski racer growing up in McCall, Idaho, orthopedists were "the only doctors I ever saw. Orthopedics was the only thing I wanted to do in medicine."

Dodd's career as a ski racer took him to Park City after graduating high school and to the highest rungs of American skiing in the years thereafter, where he ranked in the top 20 of racers nationally.

"Eventually I thought, 'how can I make this financially better for my parents?'" Dodd says. "They had spent a lot of money on my sport."

He did so by earning a full-ride skiing scholarship to Incline Village's Sierra Nevada College.

Dodd's affinity for Tahoe grew during his undergrad years at SNC, where he earned a BA in General Science, so much so that, after earning a medical degree from the University of Cincinnati College of Medicine and completing a residency at University Hospital in Cincinnati, Dodd moved back to Tahoe in 2003 to begin practicing orthopedics.

"I liked the outdoor lifestyle; I like to mountain bike and ski," he says.

His three-person practice at North Tahoe Orthopedics keeps him involved in skiing even though his racing days are over. During winter, injuries from the local resorts, fractures, torn ligaments and other trauma-related ailments, constitute a chunk of the practice's workload. Outside of that, North Tahoe Orthopedics sees the gamut of patients, from seniors recovering from slip-and-falls to young children with bone fractures and everything in between.

"The things I enjoy most are fixing complex fractures or doing reconstructions. If I could do any one thing it would be that. It's the most challenging," he says.

Roughly 20 to 25 percent of his practice includes the aforementioned anterior hip replacements. The surgery is performed by roughly 15 percent of physicians and involves the surgeon entering a person's hip from the anterior (front), sparing trauma to muscles and tendons that would otherwise need to be cut through in a traditional hip replacement. It's similar to the technique used in treating pelvic trauma, Dodd says.

The result is that patients are leaving the hospital in much shorter order as opposed to the traditional replacement technique. Implementing the procedure required Dodd to educate his colleagues on how it works.

"It didn't happen overnight. My biggest thing was to work with the nurses so they knew a patient could be up and walking around that night after the surgery," he says. "It took a lot of buy-in from the staff. They had to believe in what we were trying to do."

Dodd's passion for efficiency extends beyond patient care. He's Chief of Staff of Tahoe Forest Health System.

Dodd also works with the Orthopedic Advisory Committee where he serves as Medical Director of Orthopedic Services Business Development and Rehabilitation Service. The committee's goals are to improve physical therapy outcomes by helping patients better navigate the process from injury to

### FOR APPOINTMENTS OR MORE INFORMATION:

**Jeffrey Dodd, MD**  
Board Certified Orthopedic Surgeon

North Tahoe Orthopedics  
10051 Lake Avenue, Suite 3  
Truckee, CA 96161

**(530) 587-7461**



“The things I enjoy most are fixing complex fractures or doing reconstructions. If I could do any one thing it would be that. It’s the most challenging.”

**Jeffrey Dodd, MD**

recovery and to collect better data on outcomes produced by the network of physicians and therapists.

“It’s a way to prove we have better outcomes,” he says.

When he isn’t at work, you can still find Dodd out on local

mountain biking trails and enjoying Tahoe’s natural beauty.



“ I respect my patients' time; I try to give them every minute that they deserve. I want them to know I'm spending specific time with them to address all of their needs. ”

**Shawni Coll, DO, FACOG**



## Shawni Coll, DO, FACOG Board Certified in Obstetrics and Gynecology

During medical school, Dr. Shawni Coll took every chance to run up to obstetrics.

The upbeat physician's demeanor fit right in with the vibe in the unit more than any other in a hospital setting.

"I think it's the positive nature of the field that drew me in," Coll says. "Everybody is happy to be in the hospital on obstetrics. I like that positive energy."

An additional aptitude for surgery, "I love working with my hands," she says, cinched her choice. After finishing her obstetrics/gynecology residency at the University of Washington in Seattle, Coll moved to Truckee to become a private practice OB/GYN physician at Tahoe Forest Women's Center and join the on-call rotation at Tahoe Forest Hospital. She balances her official duties—a handful of leadership roles, consultations, annual exams and infant deliveries—with a busy after-work life.

Coll is passionate about parenting her three children, twins Trinity and Sawyer, 10, and 7-year-old son Rio. Their names are reminiscent of another passion she shares with her husband, Dan. The couple enjoys whitewater rafting. Rio is river in Spanish, and Dan learned to be a whitewater raft guide on Northern California's Trinity River (and their first backpacking trip together was in the Trinity Alps). Son Sawyer is a standout freeride skier while Trinity has her green belt in karate and has her sights set on an eventual black belt. Coll describes Rio as "a pocket of sunshine" for everyone he meets. He memorizes his skiing teammates' and coach's favorite candies and passes them out from his own lunch bag in the lodge, an anecdote that visibly pleases the proud parent.

The work-parent harmony helps make Coll a better OB/GYN, she says.

"I think it makes me a more knowledgeable doctor, with more balance and experience," she says.

Her career doesn't get short shrift, though. Coll is the Medical Director for Strategic Planning and Innovation at Tahoe Forest Hospital, in addition to her role as a former chief of staff and former chair of OB/Pediatrics. Her various leadership roles have made her an advocate for all of the hospital's physicians and it's a role she relishes.

Coll's patients are also of utmost importance to her.

"I respect my patients' time, I try to give them every minute that they deserve," she says. "I want them to know I'm spending specific time with them to address all of their needs."

She counsels patients to have a plan of action for their visits to her office—to know exactly what they need from her.

"Having an objective as to what you want out of your doctor visit is so important," Coll says. Sometimes patients want to come in for an annual exam, as well as have questions about topics like fertility. With a half-hour window, Coll will try to split these requests into two visits because squeezing them into one can result in a rushed job on both fronts.

For someone who tries to get the best out of all of her endeavors, medical and otherwise, it's a wise strategy. Dr. Coll's ability to balance work, parenting, and her leadership responsibilities at Tahoe Forest Hospital is an asset to the hospital, and to the community.

### FOR APPOINTMENTS OR MORE INFORMATION:

**Shawni Coll, DO, FACOG**

Board Certified Obstetrician and Gynecologist

Tahoe Forest Women's Center

10175 Levon Avenue

Truckee, CA 96161

**(530) 587-1041**



## High Patient Satisfaction Rates

### TFH Receives Guardian of Excellence Award

Tahoe Forest Hospital was recently recognized with a Patient Experience recognition for Inpatient Care by Press Ganey and Associates. The Guardian of Excellence Award recognizes top-performing facilities that consistently achieve the 95<sup>th</sup> percentile of performance in patient satisfaction.

“The staff at Tahoe Forest Hospital strives daily to provide excellent patient care,” says Judy Newland, Chief Nursing Officer of Tahoe Forest Health System. “Having our efforts recognized in a formal way lets us know we are achieving our goal to provide quality patient-centered care to the Truckee-Tahoe community.”

According to Newland, the award represents an important recognition from the industry’s leader in measuring, understanding and improving the patient experience.

The Press Ganey Guardian of Excellence Award is a nationally-recognized symbol of achievement in health care. Presented annually, the award honors clients who consistently sustained performance in the top 5% of all Press Ganey clients

**Above:** Group of Tahoe Forest Hospital staff as follows:

**Front row** (L to R) Peggy Barraza, Environmental Services Aide; Anne Goldstone, Staff Nurse Med/Surg

**Middle:** (L to R) Missy Pursel, RN, Women and Family Center Clinical Coordinator; Jadwiga Auckenthaler, Case Manager; Wendy Kirkland, Lab Assistant; Annie Dixon, Physical Therapist

**Back:** (L to R) Alex Hernandez, Transporter; Pete Stokich, Diagnostic Imaging and Patient Access Director; Shawni Coll, MD, Tahoe Forest Women’s Center; Executive Chef Anthony Valdez; Kerry Milligan, Med/Surg Supervisor; Jim Sturtevant, Director of Inpatient Services; David Ventura, Respiratory Therapist

for each reporting period during the course of one year.

“We are proud to partner with Tahoe Forest Hospital,” said Patrick T. Ryan, CEO of Press Ganey. “The award is a testament to the organization’s commitment to deliver more patient-centered care. By achieving and sustaining this level of excellence, Tahoe Forest Hospital is benefiting patients and helping advance the quality of health care.”



## New Board Meeting Location with Live Streamed and Archived Video

In an effort to inform the community about local healthcare issues and Tahoe Forest Health System, regular meetings of the board of directors are now live-streamed on Tahoe Truckee Community Television, [ttctv.org](http://ttctv.org). A link to TTCTV is also available for live and archived meetings through the District’s website, [www.tfhd.com](http://www.tfhd.com). Archived meetings are generally available approximately three days after each regular District Board meeting.

TFHD Board of Directors meetings are held the last Tuesday of each month with open session beginning at 6:00 p.m.

Regular monthly District Board meetings are held in a new location at the Tahoe Truckee Unified School District Administrative Offices at 11603 Donner Pass Road. Meetings are open to the public, and a public comment period is available at each meeting. Agendas for regular meetings are posted 72 hours prior to the meeting on the health system’s website, [tfhd.com](http://tfhd.com).

## Gene Upshaw Memorial Tahoe Forest Cancer Center Launches Nursenav Oncology Software

The Gene Upshaw Memorial Tahoe Forest Cancer Center recently implemented Nursenav Oncology patient navigation software to support its patients.

Nurse Navigators at the Gene Upshaw Memorial Tahoe Forest Cancer Center partner with cancer patients from early detection to treatment and beyond. “Managing a cancer diagnosis and treatment is daunting enough without facing the additional challenges that may be encountered along the treatment pathway alone,” says Nurse Navigator Karen Aaron, RN, BSN, OCN, BNCN.

The Nurse Navigator Program Center is designed to help patients move easily through the process, so they can focus on healing, and all patients receive navigation services at no cost. Nursenav Oncology’s software allows for effective tracking of patients from the moment of diagnosis through survivorship.

Nursenav Oncology is a cloud-based software. It is a HIPAA-compliant application designed specifically for oncology patient navigation programs. Nursenav Oncology provides a streamlined navigation workflow across all disease types, creating meaningful, consistent documentation for improved communication across the continuum of care.

## Fitbit® Program Now Available at IVCH Physical Therapy

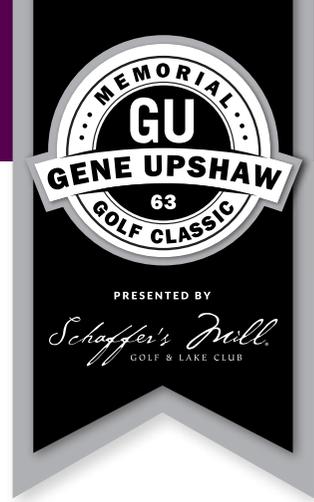
Incline Village Community Hospital Physical Therapy and Medical Fitness now offers a wellness program using the popular Fitbit® device.

The Fitbit® is a simple wristband that keeps track of a multitude of health-related factors such as: steps taken, active minutes in a day, distance traveled, estimated calorie burn and sleep quality—all customized to your needs. You may also set weight-related goals and track your food and beverage intake.

The Fitbit® device syncs information wirelessly throughout the day to your computer and select smartphone devices, so no data downloads are necessary. It also keeps track of your progress, motivating you to reach your personalized goal each day.

This program takes a comprehensive approach to wellness, incorporating both nutritional and exercise-related services. The Fitbit® Program start-up package includes three 30-minute visits with a registered dietitian who will help you set up your device, create personal goals and provide nutritional advice. It also includes a 60-day gym membership to the clinic as well as a 30-minute appointment with a physical therapist to create a personalized gym program. The cost is \$249 and additional follow-up visits are \$45. A Fitbit® device for you to keep is included in the program fee.

IVCH Physical Therapy and Medical Fitness is located at 333 Village Boulevard, Suite 201, on the corner of Village Boulevard and Alder Avenue, call **(775) 831-1964**.



## Gene Upshaw Memorial Golf Classic July 12 and 13, 2015—Register Today!

The 7<sup>th</sup> Annual Gene Upshaw Memorial Golf Classic will be held July 12 and 13, hosted by presenting sponsor, Schaffer's Mill Golf & Lake Club. Gene Upshaw, professional athlete, NFL Players Association leader, and humanitarian, was a member of the Tahoe-Truckee community for 35 years, until his death from pancreatic cancer in 2008.

Because of the outstanding quality of care Upshaw received at Tahoe Forest Hospital, and the extraordinary dedication of the hospital staff to patient care and family services, Gene's family established the Gene Upshaw Memorial Fund at the Tahoe Forest Health System Foundation. The fund supports programs and services for patients and their families, sustainability and advancement of medical technology, and research for traumatic brain injury through the Tahoe Institute for Rural Health Research.

This year's Golf Classic celebrity commitments to date include NFL Hall of Famer Mike Haynes, former Raiders head coach Tom Flores, former NFL players Raymond Chester, Tim Brown, Herm Edwards, Sam McCullum and Clinton Portis, plus Cy Young and American League MVP winner Vida Blue, former San Francisco Giants first baseman JT Snow and pitcher Shawn Estes, among the field of 25 to 30 celebrities. Joining the sports celebrities this year are actor Kevin Sorbo of *Hercules: The Legendary Journals*, and actress Debbe Dunning of *Home Improvement* fame. Registration, sponsorship opportunities, volunteer inquiries and a full list of participating celebrities can be viewed at [www.GU63.org](http://www.GU63.org).

## Functional Dry Needling Therapy Now Available for Relief of Chronic Pain

Incline Village Community Hospital Physical Therapy and Medical Fitness announced the recent addition of Functional Dry Needling to its practice. Functional Dry Needling (FDN) is the latest treatment technique to provide relief from chronic muscular aches and pains, as well as acute extremity injuries and spinal conditions.

The average muscular ache may be the result of a dysfunctional area within a muscle known as a trigger point, or as a "knot," a painful region within a muscle. This can mimic conditions such as hip bursitis or sciatica. FDN can help provide immediate relief. The technique consists of inserting a thin monofilament needle into the muscle and releasing the localized pain and tightness.

Incline Village Community Hospital Physical Therapy and Medical Fitness is located at 333 Village Boulevard, Suite 201, Incline Village, on the corner of Village Boulevard and Alder Avenue. Other services offered are physical, occupational and speech therapy, pre-and post-surgery care, acute and chronic pain management, manual and spinal

rehabilitation and wound care, sports medicine rehabilitation, injury recovery and prevention, certified hand therapists, aquatic therapy, vestibular balance, visceral mobilization and lymphedema treatment, custom orthotics and Medical Fitness Center memberships.

To schedule an appointment, please call (775) 831-1964.

## Incline Village Community Hospital Recognized for Providing Excellence in Care to Local Community

Incline Village Community Hospital was named a 2014 Guardian of Excellence Award winner and a 2014 Beacon of Excellence Award winner by Press Ganey Associates, Inc. The Guardian of Excellence Award recognizes top-performing facilities that consistently achieve the 95<sup>th</sup> percentile of performance in patient satisfaction.

"Everyone at Incline Village Community Hospital strives daily to provide the best possible care to our patients," says Judy Newland, Chief Administrative Officer of Incline Village Community Hospital. "This formal recognition lets



us know we are achieving our goal to meet the needs and expectations of the Incline Village community.”

This is the second year in a row that the Emergency Department at Incline Village Community received the Guardian of Excellence Award for Patient Experience.

The Beacon of Excellence Award recognizes organizations that consistently maintain these high levels of patient satisfaction and is awarded annually to 45 organizations, representing the three top-performing organizations by category.

According to Newland, these awards represent an important recognition from the industry’s leader in measuring, understanding and improving the patient experience.

“We are proud to partner with Incline Village Community Hospital,” says Patrick T. Ryan, CEO of Press Ganey. “This award is a testament to their unwavering commitment to deliver more patient-centered care. Achieving these levels of excellence reflects the organization’s commitment to delivering outstanding service and quality. Incline Village Community Hospital’s exemplary performance is truly setting the industry standard, benefiting patients and advancing the quality of care in the Incline Village community.”

Group of Incline Village Community Hospital staff

**Seated** (L to R) Jane Warner, RN, Emergency Department, and Diane Higgins, MD, Emergency Department Physician

**Standing** (L to R) Lydia Griffin, Patient Registration; Joe Woodman, RN, Emergency Department; Jan Iida, Director of Patient Services; IVCH, Dennis Horner, Radiology Technician; and Ana Jimenez, Patient Registration

**ABOUT INCLINE VILLAGE COMMUNITY HOSPITAL**

Incline Village Community Hospital, serving the population of the North Lake Tahoe area including Kings Beach, Crystal Bay and Incline Village, is located at 880 Alder Avenue in Incline Village, NV, 89451, **(775) 833-4100**. Incline Village Community Hospital offers 24-hour emergency care, in- and outpatient surgery, complete diagnostic capabilities with state-of-the-art CT scanner, full-service laboratory, sleep disorder center, physical therapy and multispecialty clinics. Incline Village Community Hospital is a service of Tahoe Forest Health System, a not-for-profit rural healthcare system and one of the top 100 critical access hospitals in the United States and is committed to excellence in patient care.

For more information about Tahoe Forest Health System, visit [www.tfhd.com](http://www.tfhd.com).

**AHRIN KOPPEL, MD**  
 BOARD CERTIFIED IN HEMATOLOGY  
 AND MEDICAL ONCOLOGY

For Truckee-Tahoe, it was a fortuitous mountain biking accident.

In 2009, Dr. Ahrin Koppel, then based in Los Angeles, was taking her first-ever downhill mountain biking ride with her then-boyfriend at Northstar California. One thing led to another, Dr. Koppel spilled out, and soon the novice biker/ oncologist-hematologist was chatting up a Tahoe Forest Hospital ER physician while having her injuries tended to.

“I was making small talk and happened to ask if there were any oncologists in the area,” Dr. Koppel says. The ER physician produced Dr. Laurence Heifetz’s business card and suggested she contact him. Dr. Koppel was still in training at the time, about to complete her fellowship in Hematology-Oncology at UCLA Medical Center in Southern California. She mentioned the ordeal to a nurse at UCLA who coincidentally had known and worked with Dr. Heifetz during his tenure in Los Angeles. This was just the serendipity she needed to send him an email and investigate the opportunity further.

The rest, as they say, is history.

Dr. Koppel met Dr. Laurence Heifetz, Medical Director, for lunch at an L.A. deli and within a year began working full-time at the Gene Upshaw Memorial Tahoe Forest Cancer Center. She moved to Truckee with her husband and has reveled in the space the mountains provide as opposed to city life.

“Wherever you go in the city, there’s always someone five feet away from you. Even in the car, someone is right next to you. The same goes for your apartment—someone is just on the other side of the wall,” she says.

Another big draw was the Cancer Center’s mission to provide state-of-the-art cancer care while keeping patients close to home—when the burden of travel shouldn’t be added to the mental and physical burden of treatment.

A UCLA undergrad with a degree in neuroscience and an MD from Israel’s Tel Aviv University, Sackler School of Medicine, Dr. Koppel completed her internship and residency in internal medicine at Cedars-Sinai Medical Center in Los Angeles before moving on to complete her fellowship at UCLA.



**CLOCKWISE FROM TOP:** Dr. Ahrin Koppel with her daughters Raya Lightning, Thea Laila, Mika Nuri, and Zuki Meira

“The relationship that you develop with a cancer patient is very intimate. For some, cancer is turned into a chronic condition. For most, cancer is the biggest challenge they have ever faced,” says Dr. Koppel of her reasoning for going into oncology. “Additionally, the conditions themselves are fascinating and there is still so much we don’t understand.”

As Medical Director of Clinical Research at the Gene Upshaw Memorial Tahoe Forest Hospital Cancer Center, Dr. Koppel is involved in community based cancer research that is made possible through the Cancer Center’s collaboration with UC Davis, giving local patients

*Continued on page 21*



“ The relationship that you develop with a cancer patient is very intimate. For some, cancer is turned into a chronic condition. For most, cancer is the biggest challenge they have ever faced.

**Ahrin Koppel, MD**

”



*Continued from page 19*

access to clinical trials that would otherwise only be available at large institutions.

At Tahoe Forest, Dr. Koppel's full slate of skills are put to use—as a general Hematologist-Oncologist, she treats a wide range of cancer conditions as well as benign blood disorders. The hospital's collegial feel amongst the medical staff appeals to her, she says. "Patient care is truly a team effort. The cooperative relationships that exist between doctors in our community are very special, and I think they lead to better patient outcomes," Dr. Koppel says. "In an urban environment this is rare."

If Dr. Koppel's 9 to 5 sounds jam-packed with patient care responsibilities, her 5 to 9 may be even more demanding. She

and her husband welcomed their first daughter, Raya Lightning, in August 2012. In August 2013, she found out she was pregnant with spontaneous triplets. Complications forced her into bed rest in Reno for three months and onto the other side of the doctor-patient divide.

The experience was enlightening, she says.

"When you're a patient you have to trust your healthcare providers, but at the same time, you have to advocate for yourself as much as possible," she says.

The results were positive for all involved. On March 5, 2014, after 36 weeks of pregnancy, she delivered three healthy daughters, Mika Nuri and Zuki Meira (identical twins), and Thea Laila. By late June 2014, she returned to work and a frenzied schedule.

"Managing both a family and a professional career is very challenging," says Dr. Koppel. "But raising four little girls has proven to be an incredible experience so far and we're just getting started."

From novice mountain biker fresh off a fellowship to mother learning more about the intricacies of the doctor-patient relationship, Dr. Koppel's growth at Tahoe Forest has been a boon to patients and the hospital alike.

## CONTACT

**Ahrin Koppel, MD**  
 Board Certified Hematologist and  
 Medical Oncologist  
 Gene Upshaw Memorial Tahoe  
 Forest Cancer Center  
 10121 Pine Avenue, Truckee, CA 96161  
 (530) 582-6450



## Gene Upshaw Memorial Tahoe Forest Cancer Center Receives Community Hospital Center of Excellence Designation

The Bonnie J. Addario Lung Cancer Foundation (ALCF) awarded Gene Upshaw Memorial Tahoe Forest Cancer Center the official designation as a Community Hospital Center of Excellence. The ALCF Centers of Excellence Award recognizes community hospitals for their individualized care and treatment of lung cancer patients.

“It’s critical to raise the bar on the standard of care for lung cancer patients,” says Bonnie J. Addario, a stage 3B survivor and founder of the ALCF. “Right now, 80 percent of all cancer patients are treated at a community hospital, which is why we have implemented our multidisciplinary, patient-centric Centers of Excellence Program to increase patient survival rates.”

“We are thrilled to be recognized by the ALCF for our lung cancer program and the work we do to improve our standard of care for the Tahoe and Truckee communities.”

**Laurence Heifetz, MD, Medical Director at the Gene Upshaw Memorial Tahoe Forest Cancer Center**

As a Community Hospital Center of Excellence, Gene Upshaw Memorial Tahoe Forest Cancer Center is implementing the standard of care required in the ALCF’s Centers of Excellence Program. The program’s hallmark standard ensures all patients receive genomic testing to monitor for specific disease states and determine potential targeted therapy options. Additional standards include an individualized approach to care, patient access to new diagnostic tools and therapeutic techniques, and an emphasis on early detection and patient follow-up.

“We are thrilled to be recognized by the ALCF for our lung cancer program and the work we do to improve our standard of care for the Tahoe and Truckee communities,” says Dr. Laurence Heifetz, Medical Director at the Gene Upshaw Memorial Tahoe Forest Cancer Center. “Our goal is to improve lung patient outcomes and increase overall survival rates by focusing on early detection and treatment options.”

Gene Upshaw Memorial Tahoe Forest Cancer Center follows the ALCF’s successful pilot program at El Camino Hospital in Mountain View, California. Preliminary metrics from the 2013 pilot program have shown patient outcomes improved dramatically during the first year of the pilot stage.

- 100 percent of patients in the pilot program received molecular testing
- Diagnosis to treatment time improved 77 percent, from an average of 45 days down to 10 days
- 62 percent of patients in the program underwent tumor board review
- 100 percent patient satisfaction
- 26 percent of patients treated were diagnosed at stage 2B or lower

“The Foundation is powering progress through ground-up initiatives, educating patients to identify solutions and create meaningful change in lung cancer treatment options,” Addario says. “The ALCF is empowering patients to take a seat at the table wherever discussions are being made about their care. We are committed to improving the standard of care and believe genomic testing and targeted therapy is the future of lung cancer treatment and the pathway to increasing the survival rate.”

# Care close to home

## Network benefits ease patient's journey

Lisa Peltier is all smiles as she breezes into the cancer center at Tahoe Forest Hospital. Everyone she passes says hello; some stop for hugs. Her doctor kisses her cheek. From the receptionist to the infusion nurse to the oncologists, these are neighbors, friends. They are, on many levels, family.

The petite, wide-eyed patient would not have it any other way. Fortunately, because the Gene Upshaw Memorial Tahoe Forest Cancer Center in Truckee is part of the UC Davis Cancer Care Network, she doesn't have to.

Diagnosed with lung cancer, the Incline Village resident has been able to get most of her cancer care in her own community with oversight from a "virtual tumor board" of experts 100 miles southwest at a National Cancer Institute-designated comprehensive cancer center.

"Early on, I thought about going elsewhere for care," she says. "Some even advised me — 'You have to go somewhere else.' They said, 'You can't

get good care locally.' But another friend, a nurse, said, 'There's a lot to be said about getting your care locally. Part of the healing process is being at home. Your family is there.'"

At the time, Peltier was unaware that Tahoe Forest was affiliated with the UC Davis Comprehensive Cancer Center, an arrangement that would bring a multidisciplinary army of experts and resources to bear against her individual tumor.

The unique partnership, which utilizes telemedicine to link community oncologists with UC Davis cancer specialists, brings more than prestige to the community hospitals in the network.



In a study on the network's virtual tumor boards published late last year in the journal *Community Oncology*, researchers reported that providers share rapidly evolving cancer treatment information with their colleagues in more remote areas. That collaboration enables clinicians to make more informed treatment decisions for their patients, resulting in higher-quality care.

"Since most Americans receive their cancer care from community-based hospitals, it is the mission of NCI-designated comprehensive cancer centers to be the regional resource for dissemination of new knowledge and therapy to community partners," says Richard Bold, UC Davis chief of

**"Early on, I thought about going elsewhere for care. ... There's a lot to be said about getting your care locally. Part of the healing process is being at home. Your family is there."**

~ Lisa Peltier

surgical oncology and lead author of the study. "Telemedicine tumor boards allow for open discussion of patients prior to treatment initiation, ensuring that our community oncologists have the most up-to-date information for treatment decision-making."

A non-smoker, physically fit with a very active lifestyle, Peltier had no reason to suspect anything when she noticed pain in her shoulder in early 2013. But a follow-up X-ray revealed a lesion in her lung, and a biopsy a few weeks later confirmed it was cancer.

Laurence Heifetz, the Tahoe Forest cancer center's medical director and Peltier's oncologist, brought her case to the weekly virtual tumor board, which includes UC Davis specialists in pathology, hematology-oncology, radiation oncology and thoracic surgery linked by teleconferencing technology with Tahoe Forest and physicians at three other hospital-based community cancer centers.

"I presented Lisa's case within the first week of meeting her because I anticipated the need for surgery," Heifetz says.

"It is very challenging for a physician in a remote area to be able to honestly feel secure that he or she is up-to-date at all times," says Heifetz, who trained at MD Anderson Cancer Center in Houston. "An advantage to me and my partners is the real-time interaction, face-to-face, using technology with the UC Davis Comprehensive Cancer Center. It allows me to double-check myself to make sure I am doing the right thing."

That sense of security, he says, is



Lisa (bottom row, fourth from right) with Lisa's Army

communicated to patients like Peltier in subtle ways. "Patients realize there is a doctor who is not frightened to ask for help, who is transparent, who recognizes that while we may be in a remote area, we feel most comfortable sending patients for additional help to thought leaders."

UC Davis thoracic surgeon Elizabeth David was at the tumor board meeting where Peltier's case was discussed.

"Our intention was to do tri-modality therapy — she would receive chemotherapy and radiation up front in an

effort to control the disease," she explains. "After that, if her disease hadn't progressed, we would go on to surgery for local control of the tumor."

Peltier, 60, spent most of the summer undergoing chemotherapy and radiation treatments in Truckee. Throughout, she continued regular exercise, walking or hiking every morning with her yellow lab, Charlie, near and around Lake Tahoe — the rugged Flume Trail, bucolic Sheep Flats meadow and serene Incline Lake. She put in between 55 and 60 miles per month.

In early August, toward the end of her treatments and just weeks before her planned surgery, she was a special guest in the Squaw Mountain Run/Walk, a 2,000-foot climb over a 3.6-mile course to benefit the Tahoe Forest Cancer Center. And while Peltier had to take a cable car to the top this time, she was there to cheer on "Lisa's Army," a group who ascended the mountain in her honor.

Unfortunately, what she and her doctors had hoped was a tumor confined to her lung had, in fact, progressed; a scan later detected a spot on her femur. The tumor had metastasized, so surgery would no longer be an option. Instead, her doctor ordered more chemotherapy and radiation treatments.



"It's just so **calming for me to be here.** Even coming down the road, when I see the lake, it gives me an **immediate sense of peace.**"

~ Lisa Peltier



Lisa Peltier and Laurence Heifetz, MD

Peltier would receive those treatments in Truckee, close to home, her job and family.

“A key goal for the UC Davis Cancer Care Network is to provide state-of-the-art care in an environment that is the most familiar and supportive for patients, surrounded by people they trust and care for,” says Scott Christensen, a UC Davis oncologist and network medical director. “Our relationships with our community-based partners allow for this to happen.”

Peltier was able to participate in two clinical trials through UC Davis. For the first, she takes a bone-strengthening drug for patients with metastatic disease. The drug is designed to preserve bone and diminish the progression of the disease. She is also on a trial of Tarceva, a drug that targets a certain genetic mutation for which her tumor tested positive.

Without the Cancer Care Network affiliation, says Heifetz, his patients would not have access to these or most other trials.

“An **advantage** to me and my partners is the **real-time interaction**, face-to-face, using technology with the UC Davis Comprehensive Cancer Center. It **allows me to double-check myself** to make sure I am doing the right thing.”

~ Laurence Heifetz, MD

“Access to clinical trials is another measure of being at a quality institution,” he says. “But we don’t have enough patients to offer our own clinical trials; we have to participate on a cooperative basis.”

Peltier, for her part, says she is doing well. She is back to work full time as the vice president of a successful health-care consulting firm in Incline Village, where she lives

with her husband. She spends a lot of time with her daughter, who also works at her firm, and her son, who lives in town and works as a helicopter pilot. She continues to indulge her passion for long walks, and feels grateful for her ability to take them in her own community.

“It’s just so calming for me to be here,” she says. “Even coming down the road, when I see the lake, it gives me an immediate sense of peace.”



# TFHS Celebrates Two Special Newborns

## Tahoe Forest Hospital's Women and Family Center Serving Local Families During Construction of New Facility

Tahoe Forest Health System is proud to announce that Willow Kai Renn was the last baby born in the old Women and Family Center, and Bailey King was the first baby born in the new Tahoe Forest Hospital interim Women and Family Center, in Truckee.

The Women and Family Center (OB Department) has been around since 1952, and though much loved by staff and local families, the Center was housed in the oldest portion of Tahoe Forest Hospital and did not meet current California seismic codes for hospitals. It was necessary to relocate the department to a compliant structure.

“Our move went smoothly and we are excited to be in our new location,” says Jim Sturtevant, Director of Inpatient Services. The new Women and Family Center is a Measure C project and will be completed in 2016.

The plan involves removing portions of the south end of the hospital structure, which were originally constructed in 1952 and 1966, and building a replacement facility that will continue to provide the highest quality of care in a state-of-the-art facility.

The new “South Building” will be attached to the existing hospital facility near the Western Addition, which houses the inpatient units. In addition to the Women and Family Center, the new South Building will also accommodate the relocation of critical departments and the hospital kitchen to compliant spaces.

Tahoe Forest Hospital's Women and Family Center provides comprehensive obstetrical and gynecological care with a family-centered focus and individualized support services. Tahoe Forest Hospital's Women and Family Center also earned national Baby Friendly certification in 2010. This certification recognizes hospitals that have made a dedicated commitment to help mothers with breastfeeding. The Women and Family Center provides the tools and support for moms to be successful with breastfeeding by providing extensive training and educational programs for both staff and parents. It also offers a nurturing environment that supports mother and infant bonding immediately after delivery.

For local history buffs: we will be retaining the “big rock” at the southwestern portion of the TFH campus.



The Renn family from Glenshire – L to R, father Dylan, sister Naia Bird, baby Willow Kai and mom Amy



The King family from Susanville – father Nathaniel, mother Amy, and baby Bailey



## The New Emergency Department is Now Open!

The expansion and modernization of the Tahoe Forest Hospital Emergency Department, a Measure C project, is now complete, open to the public, and ready to serve our community.



**ABOVE:** Centrally-located nurses' station

**LEFT:** Four-bed bay

**BELOW:** Registration desks

# Innovative Patient Safety Program at Tahoe Forest Health System

Preventing germ transmission is always on the TFHS Environmental Services and Infection Control Department's radar. What began as an "in-house" patient safety initiative led to a collaborative effort among 14 small rural hospitals in California.

Environmental pathogens are a major source of healthcare-associated infections in hospitals. Although Tahoe Forest's rate of hospital-acquired **infection is at or near zero**, studies indicate that visual inspection, as the only means to assess hospital cleanliness, is inadequate. A group, spearheaded at Tahoe Forest Hospital by TFHS' Laurel Holmer, Infection Control Practitioner, partnered with Ecolab to monitor cleaning processes in Tahoe Forest's busy emergency department patient rooms and operating rooms in a proactive effort to keep infection rates at their current extremely low levels. High touch objects (HTOs) and surfaces defined and targeted for monitoring included light switches, telephones, call buttons, IV poles and supply carts.

Cleaning of HTOs was monitored using the Ecolab Encompass® environmental hygiene monitoring program. Identified objects were marked with an invisible florescent marking gel and then read with a UV light pen after the area was cleaned upon patient transfer or discharge. A baseline survey was completed and data entered into an Ecolab-supported database.

Initial results showed there was "improvement needed," with some HTOs being cleaned only 62 to 71 percent of the time for all small hospitals in the program. As the project progressed over 18 months, however, results continuously improved, achieving and sustaining an average of 88 to 95 (and sometimes 100) percent compliance for cleaning of HTOs each time a specific area was monitored.

Additionally, a grant from the Fred Gellert Foundation allowed the monitoring of high touch objects to expand to the outpatient setting, specifically the MultiSpecialty Clinics Pediatrics office. The next focus will be TFHS' Tahoe Center for Health & Sports Performance.

Margaret Holmes, former Project Director of TFHS Environmental Services, and Martha Carrillo, Environmental Services Supervisor, ensured the success of the program.



Martha Carrillo, Environmental Services Supervisor, checks a clean patient room in the ICU with a UV light pen.

"This would not have been successful without environmental services leadership and staff," said Laurel Holmer.

"Standardizing cleaning processes and products system-wide is an important part of a comprehensive infection prevention and control program."

"We also found that the environmental services staff became strongly invested in the program once they understood the importance of their role in patient outcomes," said Holmer. "Employees really are dedicated to patient safety."

The collaborative is indebted to Ecolab for educational and material support, to the California Department of Public Health, and to all participating hospitals and their staff.

# Are We *Too Sweet?*

## DID YOU KNOW?

Children and teenagers who regularly drink soft drinks and other sweetened drinks are up to **60% more likely to be overweight.**

Strong evidence indicates that sugar-sweetened soft drinks contribute to the development of diabetes. People who consume sugary drinks regularly—one to two cans a day or more—have a **26% greater risk of developing type 2 diabetes** than people who rarely have such drinks.

The Nurses' Health Study, which tracked the health of nearly 90,000 women over two decades, found that women who drank more than two servings of a sugary beverage each day had a **40% higher risk of heart attacks** or death from heart disease than women who rarely drank sugary beverages.

Doctors and public health advocates alike are alarmed by the amount of sugar Americans consume. The World Health Organization recently promoted new guidelines that recommend consuming less than 5% of our total daily calories from added sugars. For adults at a normal body mass index, 5% would be around 25 grams, or 6 teaspoons, of sugar.

While food does account for a large portion of the added sugar in our diet, many experts recommend cutting back on sugary beverages to easily reduce daily intake.

**To see how quickly liquid sugars add up, here are some shocking sugar facts:**

A 20-ounce bottle of soda pop contains **65 grams of sugar** on average, which is equivalent to the amount of sugar in five Little Debbie rolls.

15.2 ounces of fruit juice contains **49 grams of sugar**, which is about the same amount of sugar found in 10 Oreos.

16 ounces of commercially sweetened ice tea contains **46 grams of sugar**, which is about the amount of sugar in 16 Hershey Kisses.

It's important to pay attention to the amount of *added sugars* in foods and beverages. Naturally occurring sugars found in whole fruits have less of an effect on blood sugar, and whole fruit contains fiber, which helps to slow its absorption.

Choosing water instead of sugar-sweetened beverages can save you as many as 247 calories daily, if you are consuming an average of 20 ounces a day. It is also important to help children develop a taste for water. Children naturally enjoy sweetened beverages, but drinking too many may lead them to expect that every drink should be sugary.



## Affordable Community Health Screenings

TFHS offers a variety of affordable lab tests and screenings each month at two convenient locations, the Tahoe Forest Laboratory Draw Station in Truckee, California, and Incline Village Community Hospital in Incline Village, Nevada.

No appointment is necessary. Regular physical exams by your healthcare provider and screening tests are an important part of preventive health care.

### TRUCKEE

#### Tahoe Forest Laboratory Draw Station

10956 Donner Pass Road, Suite 230, Truckee  
(Inside the Medical Office Building)

Services available the second Wednesday of the month, 7 a.m. to 9 a.m. For more information, please call **(530) 582-3277**.

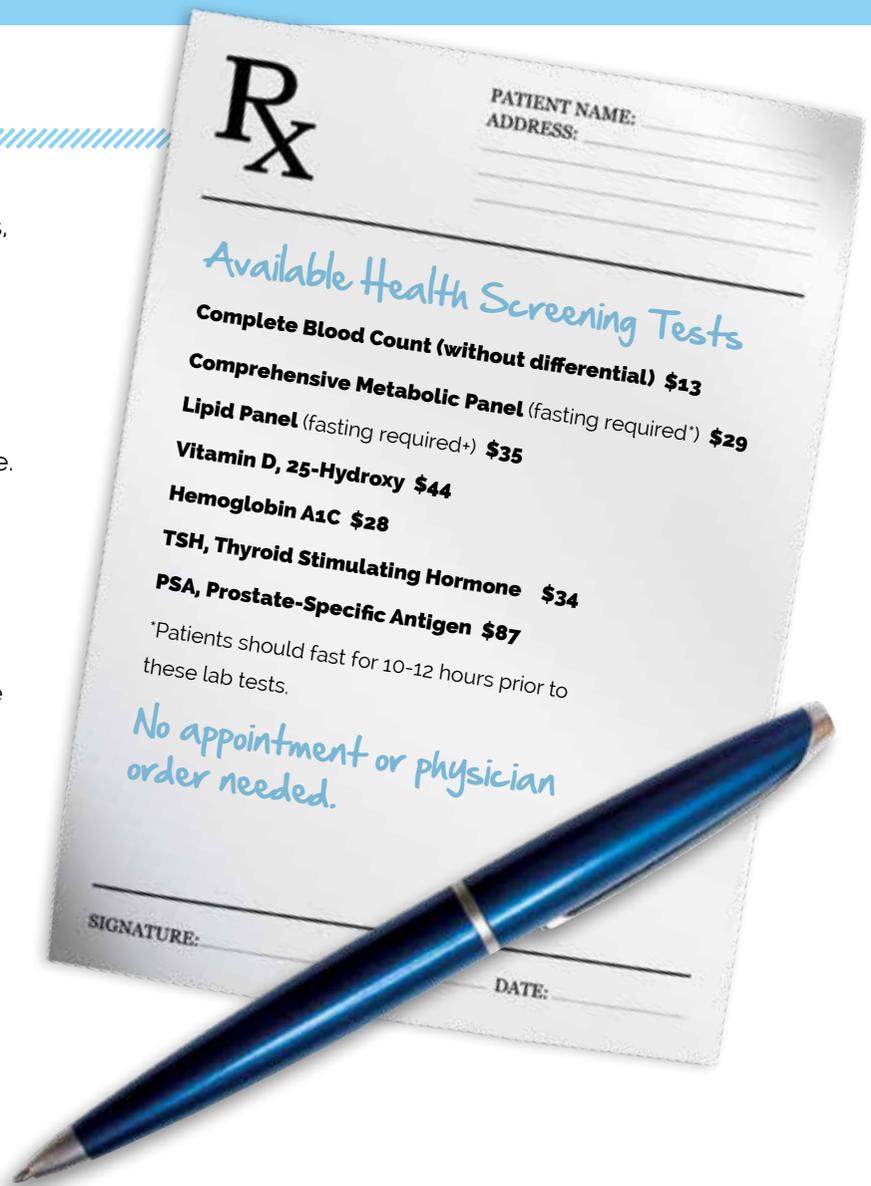
### INCLINE VILLAGE

#### Incline Village Community Hospital

880 Alder Avenue, Incline Village

Services available the second Friday of the month, 8 a.m. to 9 a.m. For more information, please call **(775) 833-4100**.

This service is a low-cost laboratory screening that is not necessarily reimbursable by your insurance company. **Photo ID is required.** Cash, checks and credit cards are accepted. Tests are available to individuals 18 years or older.



## Low-Cost Screening Mammogram

### Affordable Screening Mammogram Program

If you're a woman over 40, you know an annual screening mammogram is the best way to detect breast cancer in its early stages as recommended by the American Cancer Society and American College of Radiology. But not every woman has insurance to cover this vital test. That's why we are offering special cash-only mammograms. No referral is needed from your physician. This cost is \$225.

This screening offer is available for individuals without insurance or with health plans that do not provide a mammogram screening benefit. No other discounts

apply. Screening mammograms are recommended for women over age 40, or under age 40 with a strong family history of breast cancer. The price is inclusive of radiologist supervision, interpretation and mammogram fee.

To make an appointment, or for more information, please call **(530) 582-6510**.

Funding is also available for a limited number of screenings through a special grant made available by the Safeway Foundation. Call **(530) 582-3277** for eligibility details.

## Health Clinics

### TRUCKEE

#### Tahoe Forest Health Clinic

10956 Donner Pass Road, Suite 230, Truckee  
(Inside the Medical Office Building)

**(530) 582-3277**

Monday, Tuesday, Wednesday, Thursday and Friday,  
8 a.m. to 5 p.m. Closed Thursday 11:30 a.m. to 1 p.m.

The Tahoe Forest Health Clinic accepts all insurance including MediCal, as well as self-pay, and has financial assistance available based on Health System policies for individuals without insurance. Appointments available and walk-ins accepted.

**Every Woman Counts** – Cervical and breast cancer screening program for California residents only. Every Woman Counts covers a pap smear every two years and an annual clinical breast exam and mammogram. Call the Tahoe Forest Health Clinic for an appointment. **(530) 582-3277.**

**Family Pact** – STD screening, pap smear and birth control visits covered for California residents only. Call the Tahoe Forest Health Clinic for an appointment. **(530) 582-3277.**

### INCLINE VILLAGE

#### Incline Village Health Clinic

880 Alder Avenue  
2nd Floor, Incline Village Community Hospital

**(775) 831-6200**

Monday, Wednesday, Friday, 9 a.m. to 5 p.m.

Staffed by a Nurse Practitioner/Physician Assistant, the Incline Village Health Clinic provides primary care services and preventive health programs to the community. Appointments available and walk-ins accepted.

## Free Patient and Family Programs at Cancer Center

Gene Upshaw Memorial Tahoe Forest Cancer Center offers a variety of supportive care programs. Cancer-specific support programs have been shown to play an important role in a patient's overall treatment program.

We offer an integrated approach to psychosocial needs before, during and after treatment. This whole-person approach to cancer care addresses the social, psychological, emotional and functional aspects of the journey to improve the quality of life for the patient,

family and caregiver. Each of these programs is offered at no cost to patients through generous philanthropic support. One hundred percent of donations to Tahoe Forest Health System is given where the donor has intended.

#### Gene Upshaw Memorial Tahoe Forest Cancer Center

10121 Pine Avenue, Truckee, CA 96161

For more information, please call **(530) 582-6450.**

## Flu Shots

#### Incline Community Hospital Emergency Room

880 Alder Avenue, Incline Village

No appointment necessary. Monday - Friday  
9 a.m.-5 p.m. **\$25 per shot**

Shots available for ages 3 years and older. For more information, please call **(775) 833-4100.**

#### Incline Village Health Clinic

2nd Floor - Incline Village Community Hospital  
880 Alder Avenue, Incline Village

Monday, Wednesday, Friday, 9 a.m. - 5 p.m.

Available only to children who are uninsured or enrolled in Medicaid or Nevada Check-Up. Shots available for ages 6 months to age 18.

For more information, please call **(775) 831-6200.**

# FREE Children's Dental Clinic Offered at Incline Village Community Hospital

The Incline Village Community Hospital Health Clinic offers twice-yearly free dental screenings for children ages 1 to 14. The screenings include a comprehensive dental examination by designated provider Dr. Matthew Gustafson of Tahoe Forest Health System, topical fluoride applications administered by dental hygiene students from Truckee Meadows Community College, and referrals to participating dental offices in the area.

Screenings are held at the Incline Village Health Clinic, 2<sup>nd</sup> floor of Incline Village Community Hospital, 880 Alder Avenue, Incline Village, NV, and are offered to children ages 1 to 14 who must be accompanied by a parent or legal guardian.

Some children may receive referrals for further treatment. This follow-up care is provided by three area dentists and the Community Health Alliance in Reno. Referral dentists agree to offer discounted care, based on a sliding scale, up to and including pro bono services.

For information on clinic times and dates, contact Sheila Leijon, Incline Village Community Hospital Community Outreach Coordinator, (775) 888-4262.



Dental hygiene students from Truckee Meadows Community College



All smiles and ready for an examination



Learning proper brushing technique





★ ★ ★ ★ ★  
**REGION'S BEST**

*Thanks to You!*

**The ONLY Reno-Tahoe Hospital Rated 5 Stars**

— *for* —

**PATIENT SATISFACTION**



Tahoe Forest Hospital was just rated one of the **top hospitals in the nation** for patient satisfaction by CMS, the Centers for Medicare and Medicaid Services.

Only a fraction of the 3,500 Medicare certified hospitals earned the prestigious acknowledgement, and only 8 in the state of California.

Results were based on communication of doctors and nurses to patients, responsiveness of staff to patient needs, cleanliness, quiet environment, and how well patients were prepared before going home.

**No other hospital in the Reno-Lake Tahoe area was rated 5 stars.**

Thanks to you, Tahoe Forest Hospital continues to be a recognized leader in healthcare.

For details on our continuing efforts, go to [tfhd.com](http://tfhd.com)



Tahoe Forest Hospital  
PO Box 759  
Truckee, CA 96160

PRSR STD  
U.S. POSTAGE  
**PAID**  
RENO, NV  
PERMIT # 931

**We know you have a heart.**

*We checked.*

The caregivers at Tahoe Forest Health System put their hearts into making a difference.

If a nurse, physician or other caregiver made a difference to you, let them know. They'll receive special Guardian Angel recognition from us, and your tax-deductible gift will help ensure the future of outstanding health care in our community.

To honor a special caregiver, please visit:

[tfhd.com/guardianangel.asp](http://tfhd.com/guardianangel.asp)

