

HealthNotes

YOUR HEALTHCARE PARTNER



EYE CARE AT OMC: A CLEAR ADVANTAGE

Whether you wear glasses or contacts, need treatment for a vision problem, or just want a thorough eye checkup, look to Olmsted Medical Center (OMC).

“Coming to OMC for eye care has many advantages,” says OMC ophthalmologist Robert Grill, MD. “As part of OMC, we have access to medical histories. We can more easily consider all conditions that affect the eyes to help ensure our patients maintain the best vision possible.”

A FULL RANGE OF SERVICES

At OMC patients benefit from the ability of healthcare providers to comanage conditions that affect eye health, such as diabetes. Other

advanced services include:

- removal of tumors and lesions
- lens implants/cataract removal
- treatment of eye injury and disease
- health maintenance after laser eye surgery.

OMC also provides the services you see in a retail-based eye clinic, including routine eye exams and wellness checks for children and adults. Also on site is a walk-in optical shop offering lenses, eyeglass frames, and other vision aids.

CREATING PATIENT OPPORTUNITY

As it continues to expand its services, OMC is adding a new ophthalmologist, Joel M. Solano, MD. In July, he joins Dr. Grill and OMC’s optometrist, Wayne Woolley, OD.

“This expansion represents OMC’s commitment to excellence as we work to ensure all patients have access to the services they need,” says David Westgard, MD, OMC’s chief medical officer.

Dr. Grill notes that Dr. Solano brings significant skills to an already talented team of eye care specialists. “And, we’ll have more opportunities to examine patients with more appointment slots available,” he says.

Adds Dr. Solano, “I’m excited to help extend OMC’s capabilities with some of the latest technology and surgical techniques available. I hope to continue shortening recovery times after surgical procedures, making them even easier on patients.” ■

Experience the clear advantage of OMC’s eye care services. Schedule a consultation with OMC’s Ophthalmology Department today by calling 507.287.2711.

What’s in a Name? Safety!

You may have noticed that we’re taking more steps to verify your identity as an Olmsted Medical Center patient. For your safety, we will regularly ask you to state and/or spell your name and date of birth before encounters with a healthcare provider. We also may ask you to describe the procedure you’re having done.

And, we may ask you to do these things several times during your visit, whether you’re having surgery or merely picking up a prescription. We encourage you to help us keep you safe by:

- speaking up when you’re concerned or confused
- paying attention to the care you’re receiving
- educating yourself
- asking questions
- knowing why you’re visiting OMC
- understanding that together we can minimize mistakes
- participating in decisions regarding your care.

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FEEDBACK HELPS ASSURE A HEALTHY FUTURE FOR OMC AND YOU



Olmsted Medical Center (OMC) has been helping create healthy futures for patients in the communities it serves since 1949. As we approach our 60th year of service to southeastern Minnesota, we ask for your opinion of our efforts to deliver high-quality care and excellent service to each and every one of our patients.

A systemwide patient survey now under way is your opportunity to provide feedback. We have also set up a dedicated phone line for feedback (see below right).

“We take patient feedback very seriously, and we use it to guide improvement projects going on throughout the organization,” says David Westgard, MD, OMC’s chief medical officer.

Barbara Graham, RN, OMC’s manager of quality services, agrees. “We look at every comment we receive, and work to be responsive to the people who come through our doors,” she says.

SURVEY EFFORTS EXPAND

Recently, OMC has expanded its patient surveys to include all departments and services in the hospital and clinics.

Department-specific information is compared on a monthly basis, and trends are used to make service improvements. “We see what’s working—and what isn’t—to make changes,” Graham says. “For example, if something is working really well at our Plainview Clinic, we can consider whether or not the Northwest Rochester Clinic should do it.”

While overall patient satisfaction scores have hovered around 90%, Graham says there is always room to improve—and that’s what OMC strives constantly to do.

HOW YOU CAN HELP

After a visit to OMC, your name is sent to Quality Data Management, the organization conducting the surveys. Your name may be chosen at random to participate in the survey. If you are chosen, a Quality Data Management representative will call you. Your responses are confidential. Surveys take 15 to 20 minutes, and you choose whether or not you participate.

The Patient Relations Department is always gathering feedback to guide OMC’s future development, notes Graham. “When patients provide us with feedback, whether through the survey or in a more informal way, they help make sure OMC is poised to continue providing quality care.” ■

EMPLOYEES PURSUE EXCELLENCE AT OMC

Five core values guide OMC patient care. “These are living values, posted throughout the hospital and clinics,” says Barbara Graham, RN, OMC’s manager of quality services.

Our core values:

- Our patients come first.
- Every employee is a caregiver.
- Our employees are the key to our success.

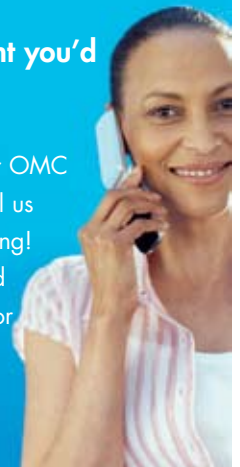
- OMC is an active, contributing partner in the communities it serves.
- We have a duty to position and prepare OMC for the future.

“We encourage employees to speak up when they see areas for improvement or when a patient shares a concern with them as we pursue our mission of exceptional caring, quality, safety, and service,” Graham says.

Have a comment you’d like to share?

Talk with any staff member about your OMC experience. Or, call us today. We’re listening! We’ve even created a special line just for your feedback:

507.292.7204.





SHORT ON SLEEP? IT COULD SPELL TROUBLE

People who don't get enough shut-eye have more than twice the risk of dying of heart disease compared with those who get the required amount.

That's the conclusion of a study in the journal *Sleep*. Scientists looked at sleep patterns and death rates in more than 10,000 middle-aged people during a 17-year period. They found those who cut back on sleep from seven hours a night to five or fewer were much more likely to die of heart disease than those who consistently got seven hours.

Lack of sleep can raise blood pressure, possibly resulting in stroke and heart attack. Short sleep also may lead to gaining weight and developing diabetes, perhaps because it disrupts hormones that affect metabolism and appetite.

GET JUST ENOUGH

Health experts recommend seven to eight hours of sleep a night.

Unfortunately, sleep difficulties plague more than a third of both men and

women. Another study in *Sleep* blames our busy lifestyle. The more hours you work and the longer your commute is, the less likely you are to get enough sleep, say researchers.

SLOW DOWN

If a hectic pace is wreaking havoc on your sleep, try these tips:

- Set limits with yourself and others. Figure out what you can do realistically—say no to anything else.
- Plan your time. Make a to-do list of what's most important.
- Before bedtime, write in a journal, listen to relaxing music, meditate, or read fiction.

See your primary healthcare provider if you regularly have trouble falling asleep, wake up a lot, or if poor sleep disrupts your daily life. ■

Sleep Soundly Tonight

OMC has several resources to help with sleep-related health problems, including a sleep lab and sleep medicine specialist.

The Gift of Life

This spring, Olmsted Medical Center (OMC) partnered with the Minnesota Lions Eye Bank and LifeSource to celebrate National Eye Donor and Donate Life Month, during which 56 OMC employees placed their names on the Minnesota Donor Registry.

Did you know that through organ, tissue, and eye donation, one person can improve the lives of up to 60 others? Poor vision, cancer, age, and other medical conditions may not prevent you from becoming a donor. Donation does not delay memorial services or prevent the deceased from being viewed by family and friends.

There are more than 2,500 people in the upper Midwest awaiting a lifesaving organ transplant. Every 13 minutes another name is added to the national waiting list, and each day 17 people die while they wait for their transplant.



Ready to become a donor?

Talk over your wishes with your primary healthcare provider, family, and friends. Add the "donor" indicator the next time you renew your driver's license. Or, register online at www.DonateLifeMN.org.

You also can list your wishes in a healthcare advance directive (see related article, page 4) or living will. Become an organ, tissue, and eye donor today!

HEALTH E-LIVING: FREE QUARTERLY HEALTH INFORMATION E-MAILED DIRECTLY TO YOU

Olmsted Medical Center now offers a free, quarterly e-mail newsletter as a supplement to *HealthNotes*. *Health e-Living* covers topics important to your health and features take-charge tips on maintaining a healthy lifestyle. You'll also learn how you and your family can benefit from OMC's specialties, services, and technology. *Health e-Living's* convenient format lets you quickly click on and read about the topics important to you.

Sign up today at www.olmstedmedicalcenter.org.

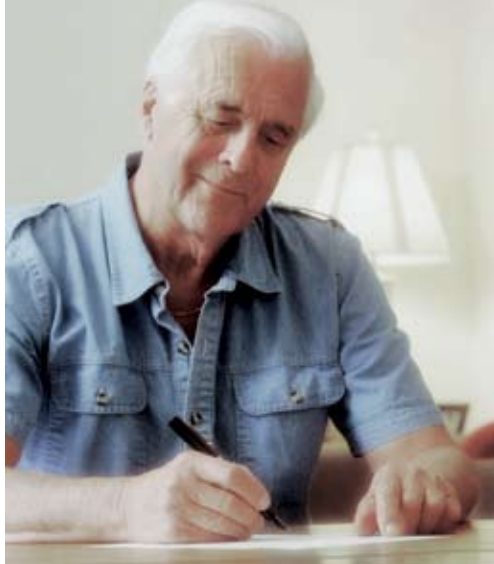
ADVANCE DIRECTIVES: IT'S NEVER TOO EARLY TO MAKE YOUR WISHES KNOWN

Only about one in five Americans has an advance directive. This is a document that explains the kind of medical care you want—or don't want—should you be unable to speak for yourself or communicate your end-of-life wishes. Without an advance directive, you will still receive medical treatment—but family members and clinicians will use their best judgment if you can no longer make your own decisions. Advance directives are simply treatment guidelines, and you can revise them at any time.

EXAMPLES OF ADVANCE DIRECTIVES

One type of advance directive, a healthcare directive, provides detailed instructions about your preferences if you are incapacitated and require medical care to stay alive. By specifying the treatments you do and don't want, this document can ensure that your wishes are honored.

In another form of advance directive, a power of attorney for healthcare, you name a trusted relative or friend as your agent to make treatment decisions for you if necessary. In Minnesota, this document is



different from a general power of attorney. A power of attorney for healthcare may simply name your substitute decision maker, but it also could include your detailed preferences for end-of-life care.

IF YOU'RE READY TO SET UP AN ADVANCE DIRECTIVE

It is better to prepare an advance directive when you're healthy, rather than during an emergency. Start by talking with your family and your healthcare provider.

Be sure to give a copy of your advance directive to your healthcare provider. You also should supply copies to your attorney, agent, friends, and/or family members. Carry a copy with you when traveling, and keep the original in a safe place. ■

OMC has healthcare directive forms at all registration desks. Or call OMC's Social Services Department at 507.529.6806.

Recipe: SCALLOP KABOBS

These colorful kabobs use scallops, which are naturally low in saturated fat.

- 3 medium green peppers, cut into 1 1/2-inch squares
- 1 1/2 lb. fresh bay scallops
- 1 pt. cherry tomatoes
- 1/4 c. dry white wine
- 1/4 c. canola or olive oil
- 3 tbsp. lemon juice
- 4 skewers
- to taste: black pepper dash garlic powder

1. Parboil green peppers for two minutes.
2. Alternately thread first three ingredients on skewers.
3. Combine next five ingredients.
4. Brush kabobs with wine/oil/lemon mixture, then place on grill (or under broiler).
5. Grill for 15 minutes, turning and basting frequently.

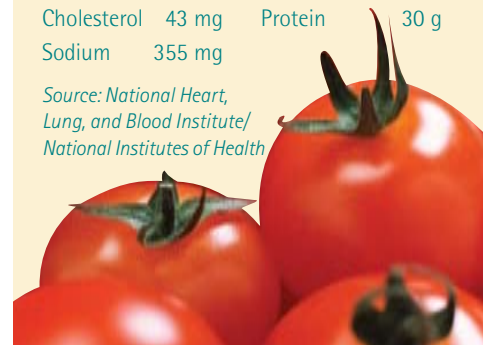
Yield: 4 servings

Serving size: 1 kabob (6 oz.)

Each serving provides:

Calories	224	Total fiber	3 g
Total fat	6 g	Carbohydrates	13 g
Saturated fat	1 g	Potassium	993 mg
Cholesterol	43 mg	Protein	30 g
Sodium	355 mg		

Source: National Heart, Lung, and Blood Institute/
National Institutes of Health



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