

WINDOWS TO YOUR HEALTH

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Wentworth-Douglass Hospital

THE SEACOAST'S LEADING MEDICAL CENTER

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SPRING 2010

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It's a Girl!

The room is quiet, aside from a slight rustling as new mom Jaimi Hinckley, of Rochester, packs baby Olivia's supplies for home. New dad Chris Hinckley sits on the bed admiring his slumbering newborn baby, Olivia, born just three days earlier at 6.1 pounds and 19.25 inches. Olivia's delicate hands and doll-like feet were wrapped snugly in a blanket adorned with pink and blue footprints.

"I was totally comfortable here in the Birth Center," said Jaimi. "From delivery to breastfeeding, it was so wonderful."

Olivia continued to sleep as Jaimi took a seat next to her husband. "I loved being pregnant," said Jaimi as she lifted Olivia out of the bassinet in the room.

Jaimi decided to go through her first pregnancy with a midwife. Cindy Beske, CNM, Dover Women's Health, helped Jaimi through the process which Jaimi described as being focused on how she was feeling.

"It was very relaxed because it was



Jaimi and Chris Hinckley with baby Olivia

more about what I was thinking or what I was feeling," said Jaimi. "When I got here (to WDH) I was asked what I wanted to do. Did I want to walk? Did I want to use the birthing ball? Everyone was so nice."

Being a first-time mom, Jaimi naturally had questions when she chose to breastfeed. "The lactation consultants were very good with answering all my questions and were there to help me through. The nursing staff was also very knowledgeable. It made me feel very comfortable. It was just a great experience overall."

WDH RECEIVES OUTSTANDING PARTNER AWARD



Dover Police Department recognized Wentworth-Douglass Hospital (WDH) with their Outstanding Partner Award. Police Chief Anthony Colarusso presented the award to the Hospital, thanking the Hospital for service to the Department and the community. Colarusso said the patrol force nominated WDH for the award and the close relationship is appreciated. He also thanked the Hospital for their \$75,000 donation to the continued operation of the Dover Youth to Youth program. Pictured (left to right) are WDH V.P. of Community Relations Noreen Biehl, WDH President & CEO Gregory Walker, Dover Police Chief Anthony Colarusso, WDH Emergency Department Nurse Director Ann Lak and WDH Emergency Department Medical Director Lukas Kolm, MD.

Women & Children's Center

The Women & Children's Center at Wentworth-Douglass Hospital (WDH) offers exceptional care, multiple birthing options and highly-skilled healthcare professionals, but just as important, a comfortable, safe environment for moms, babies and their whole family.

The Women & Children's Center (WCC) provides a family-centered experience for the miracle of childbirth. WDH's medical staff, including board certified OB/GYNs, certified nurse midwives, pediatricians, anesthesiologists, highly-skilled registered nurses and lactation consultants believe in a philosophy of total care for the mother, baby and family. Providing quality care and comfort are top priorities. Warm, inviting, private rooms offer mom, baby and family all the comforts of home. Babies room-in with mom and family so nurses can educate everyone on how to care for the new baby. Lactation consultants visit each woman who chooses to breastfeed and a post-partum massage is also available.

Janet Perkins, MD, Medical Director of the Women & Children's Center at WDH and OB/GYN at Garrison Women's Health Center, enjoys the atmosphere of the Center. "WDH offers so many wonderful options for going through the birth process," said Dr. Perkins. "Our nurses, midwives

(continued on page 2)

A Message from Greg Walker

As we focus on births and new beginnings in this first magazine of 2010, we begin the year at Wentworth-Douglass Hospital filled with gratitude for a truly dedicated staff and great expectations for another year of achievement.

Our efforts at quality improvement earned recognition for our stroke initiative in the form of a Bronze Award from the American Stroke Association (see page 5) and our Joint Replacement Center achieved Blue Distinction Center (see page 6) designation for meeting rigid quality guidelines. Patient satisfaction scores soared to the



Gregory Walker, FACHE
WDH President & CEO

99th percentile in a comparative data base of over 1,000 hospitals nationwide for inpatient services thanks to the skill and dedication of our doctors, nurses and over 2,000 people caring everyday at Wentworth-Douglass Hospital.

Our collaboration with Massachusetts General Hospital (MGH)'s GYN Oncology program continues to offer women the expertise of a highly specialized surgeon, Dr. John Schorge, at Wentworth-Douglass Hospital, saving the inconvenience of traveling to a large metropolitan center for complex gynecological cancer treatment. The hospital is also working with MGH on other quality service initiatives to expand the medical expertise currently available to even higher levels.

Pathologists from the Spectrum Medical Group recently joined the medical staff at Wentworth-Douglass Hospital providing pathology services and oversight of the hospital laboratory. The Group offers a wide range of diagnostic expertise and subspecialty services using evidence-based medical guidelines and the careful evalua-

tion and adoption of new technologies (see page 3). We are pleased to welcome Medical Director David Gray, MD, Jeannie Ritchie, MD and the team of pathologists from Spectrum Medical Group.

In this issue we recognize National Doctors' Day as a small way to give a very big thank you to the men and women who work long hours to care for their patients in the office, in the hospital and in the middle of the night when an emergency requires the skill of a specialist or surgical team to save a life. We owe them our deepest gratitude.

Wentworth-Douglass Hospital and Health System is ready to take on the challenges of healthcare delivery with a strong focus on excellence. This spring we will begin the road moving project to make way for the construction of a four-story addition to the hospital (beginning in 2012) to accommodate future growth. Our stroke initiative will continue to expand and we will introduce a new partnership program, the Northern New England Spine Center, for the care of patients with neck and back pain. Our affiliation with Children's Hospital at Dartmouth (CHaD) will also continue to bring pediatric specialty medicine services to the Seacoast region. The recent expansion of pediatric endocrinology through CHaD at WDH offers services for children with diabetes close to home and family.

Wentworth-Douglass Hospital was recently honored to receive the Dover Police Department's 2009 Partner of the Year Award (see page 1). Police Chief Anthony Colarusso thanked the hospital for its support of our prevention programs and the cooperation of Emergency Room staff. He said, "The hospital administration and staff have long been supporters of our prevention programs and a great resource for information and direction. Your medical personnel are second to none when it comes to the level of cooperation with officers needing to interact with crime victims or suspects within the environs of the Emergency Room or other areas of the hospital."

Wentworth-Douglass Hospital is proud to be part of a community of so many caring service groups, schools, agencies and local governments concerned about the welfare of their residents.

Preparing for Childbirth: Education and Support

Wentworth-Douglass Hospital offers support and education for expecting moms, new moms and family members. For detailed information and dates on classes listed below, call the Wentworth-Douglass Hospital Education/Organizational Development Department at 740-2858 or visit the Education section of our website at www.wdhospital.com.

The following classes are held at Wentworth-Douglass Hospital in Dover:

Prepared Childbirth Series

This class reviews traditional childbirth education. Topics include an overview of labor, birth, medications, potential complications, postpartum and infant care.

Celebrating Pregnancy and Birth

A six-week series is also available for moms and couples who are interested in a deeper exploration of childbirth preparation. The class focuses on natural ways to cope with pain and fear.

Weekend Prepared Childbirth Class

This two-day class has been designed as an alternative to the six-week series. The same information is covered that would be received in six weeks.

Refresher Childbirth Class

This two-day class is offered to those who have attended childbirth classes in a previous pregnancy. It is intended as an update on childbirth options.

Hypnobirthing Class

In this five-week series, learn a relaxation technique using self-hypnosis to help maintain an atmosphere of calm and relaxation during birth.

Prenatal Yoga

This six-week class is offered at any stage of pregnancy and at any level of practice. Many women discover yoga for the first time during their pregnancy. Yoga will help a mother prepare for the birthing process in an active and intuitive way, stretch and tone the body for an easier delivery and faster recovery.



Jaimi Hinckley speaks with Jean Loiselle, RN, Lactation Consultant

Breastfeeding Class

This class is intended for women who are planning on breastfeeding, or are considering breastfeeding. Lactation consultants discuss the advantages of breastfeeding, how to get started and stay breastfeeding, how to continue breastfeeding once returning to work, and much more!

Women & Children's Center Tour

A tour of the Women & Children's Center is given for those not attending childbirth classes or those who would like to see the Women & Children's Center.

Waterbirth Class

This class is required for moms who want waterbirth as an option for delivery. Discussion includes the benefits of underwater birth, what to expect during labor and birth, and when the waterbirth tub is appropriate.

Great Beginnings: Newborn Care and Development

In this class, topics include aspects of newborn care such as diapering, bathing, and umbilical cord care. Parents will also learn about newborn development and what newborns are typically capable of within the first few months of life.

Cesarean Delivery Class

This class is intended for those who are expecting to have a Cesarean birth (C-section). We will discuss what to expect when you arrive at the Women & Children's Center and the process of preparing you for your birth.

Sibling Class

Brothers and sisters-to-be will learn about how their new baby will be born and talk about what it will be like to be a big brother or sister.

Grandparents Class

This class is designed to help grandparents understand the changes in childbirth today and ways to support the new parents.

Siblings at Birth

This class is for big brothers and sisters who will be present during the birth of their new baby! Children will learn about the hospital equipment they will see, the stages of labor and how they can help, and what the new baby will look like during the delivery.

Class for after baby is born:

New Parent Support Group

Come and meet other new parents and discuss topics of concern. Facilitated by lactation consultants and child life specialists.

The following classes are held at The Works Family Health & Fitness Center:

Prenatal Aquatics & Postpartum Exercise Class

This is a six-week series for women who are pregnant or in the postpartum period and is held at The Works Family Health & Fitness Center.

Womens and Children's Center

(continued from front page)

and doctors trust the birth process, recognizing it is a natural process. We like to preserve a woman's dignity and help her do what comes naturally during labor. But, we are always there to intervene if a patient requests an epidural or for any emergency situation. In many cases, we are also there to comfort, to coach and to encourage.

"There is excellent collaboration between obstetricians, pediatricians, midwives and nurses, allowing us to function more as a team than a hierarchy," said Dr. Perkins.

Women are encouraged to develop their own birthing plan. Because women's perceptions of labor vary, so do their choices about pain management and comfort. The staff's philosophy is to partner with a woman to enable her to have the labor she envisions, under the safest of conditions. The Center offers many options for non-medicated and medicated labor. Water birth, hypnobirth, spa tub, wireless fetal monitoring, birthing balls, pain medications, and epidurals are just some of the options for labor and delivery. Each woman chooses who will be present during her labor process.

The WCC also offers a designated level II nursery to provide infants with an added level of care should the need arise. The staff is highly trained in the care of premature infants and infants who are having difficulty transitioning to life outside the womb. The Center is directly affiliated with Dartmouth-Hitchcock Medical Center and consults with their specialized neonatal staff when necessary.

The WCC offers every mom a home visit with a skilled maternal-newborn nurse. A nurse will call to schedule the visit within a few days of discharge. During the visit, she will do a complete physical exam of both mother and baby and answer any questions from the family. Each visit is individualized to meet the woman's specific needs.

For more information about the Women & Children's Center, please call 603-740-2261.

Midwives: Empowering through Support

“What I like best about my job is empowering women by supporting them through the birthing process and helping them learn how to stay healthy,” said Pat Martin, CNM, MPH. “And most of all, I enjoy the thrill of having my hands on a newly emerging human life!”

Pat has been a certified nurse midwife for 13 years after graduating from Boston University School of Public Health in 1996 and after being a labor and delivery nurse for what she calls “forever...or so.” Pat now works with Dover Women’s Health in Dover and cares for patients at WDH.

“I love working at the WDH Birth Center because we have such a great staff who are so supportive of midwives,” said Pat. “We work so well together.”

Pat says there are so many wonderful things she sees in the Birth Center. She has seen anxious, uncomfortable moms in labor, who, after a short time of coaching and support in the Water Birthing tub, go on to have a lovely, unmedicated birth. She has also witnessed a dad so happy to help his partner with pushing and helping with delivery.

The Road Now Traveled: New Laboratory Medical Director comes home to New Hampshire



Wentworth-Douglass Hospital’s new Laboratory Medical Director, pathologist David Gray, MD, left the everyday sunshine of Santa Barbara, California to head home to NH, the state he grew up in, and to a new position with some former colleagues.

“When the position with Spectrum came up, Dr. Heinrich and Dr. Blaszyk, who were both with me in Vermont, called me to consider the opening,” Dr. Gray said. “I have a lot of ties to this area, my mother still has a house in Mason near Milford and I was familiar with Spectrum, so it all made sense. Everyone (at WDH) has been very welcoming, engaged and excited to interact with the pathologists and more importantly, they’re really concerned about their patients.”

As a subspecialist in Hematopathology, Dr. Gray is interested in supporting the oncologists in the Seacoast Cancer Center. “I’m especially interested in diseases of the blood and lymph nodes or leukemia and lymphoma,” he said. Dr. Gray’s expertise extends to bone marrow pathology, a service formerly sent out to more specialized labs that can now be done at Wentworth-Douglass Hospital.

An avid biker, Dr. Gray is looking forward to finding new trails and enjoying the vibrant colors and crisp fall days New Hampshire does best.

SUPPORT IN TIME OF LOSS

The Seacoast Pregnancy and Infant Loss Council (SPILC) is a collaboration of the Seacoast hospitals, represented by Exeter Hospital, Frisbie Memorial Hospital, Portsmouth Regional Hospital, Wentworth-Douglass Hospital, and York Hospital.

The Seacoast area hospitals have a shared mission of providing caring, holistic, compassionate, interdisciplinary, ethical, professional and evidence-based care, to all families who experience a pregnancy or infant loss, by providing education, holding ongoing support groups, and hosting annual walks to remember and memorial services for the community.

Support Group

The SPILC support group is for families who have experienced a loss of a baby through miscarriage, ectopic pregnancy, stillbirth, or newborn death. Meetings are held every other week for a 12 week period. The group is facilitated by persons trained in pregnancy and infant loss.

2010 Schedule:

YORK HOSPITAL:

June 7, 14, 21, 28, July 5 & 12. Group will meet from 6 - 8 p.m. in the Medical Office building. To register, call Katie or Dena at (207) 351-2129.

WENTWORTH-DOUGLASS HOSPITAL:

August 16, 23, 30, September 13, 20, 27. Group will meet from 6:30 - 8:30 p.m. in the Community Conference Room. To register, call Nora Fortin at (603) 740-2865.

PORTSMOUTH REGIONAL HOSPITAL:

November 1, 8, 15, 22, 29, December 6. Group will meet from 6:30 - 8:30 p.m. in the Medical Office Building Conference Room. To register, call Barbara Jean Otterson at (603) 433-6948.

Annual Memorial Service

The SPILC sponsors an annual memorial service to support the members of our community who have experienced a pregnancy or infant loss. This service is held annually on the second Saturday of October from 11 a.m. to 1 p.m. at Wentworth-Douglass Hospital in the Community Conference Room. A prayer service and balloon release ceremony are followed by a reception. Families and children are welcome. To register, call Nora Fortin at Wentworth-Douglass Hospital at (603) 740-2865.



Annual Walk to Remember

The SPILC sponsors an annual walk to remember to celebrate the lives that were taken so suddenly. The walk will take place along our scenic coastal waters on May 29th, 10 a.m. – 12 p.m. Family and children are welcome. To register, call Nora Fortin at Wentworth-Douglass Hospital at (603) 740-2865.

Spectrum Medical Group provides Pathology Services at Wentworth-Douglass Hospital

SPECTRUM MEDICAL GROUP is a large, multispecialty Maine-based group and its Pathology Division now serves eight hospitals in northern New England, including Maine Medical Center. The Group offers a wide range of diagnostic expertise and subspecialty services using evidence-based medical guidelines and the careful evaluation and adoption of new technologies.

Pathologists on staff include:

David M. Gray, MD, will serve as Medical Director of the Laboratory at WDH. Dr. Gray most recently served on the staff of Santa Barbara Cottage Hospital in Santa Barbara, CA. He received



his MD from State University of New York at Buffalo, School of Medicine and Biomedical Sciences. He completed an internship and residency at Fletcher Allen Health Care, Burlington, VT and a Hematopathology fellowship at Oregon Health & Science University, Portland, OR. He is Board Certified in Anatomic Pathology, Clinical Pathology and Pathology-Hematology subspecialty.

Robert R. Cawley, DO, received his DO from the University of New England College of Osteopathic Medicine, Biddeford, ME. He completed an internship at UMDNJ/SOM, Kennedy



Memorial Hospital, Stratford, NJ and a residency at Temple University, Philadelphia, PA. He is Board Certified in Anatomic and Clinical Pathology with professional interest/subspecialty expertise in Dermatopathology, Immunohistochemistry and Cytopathology.

Douglas M. Dressel, MD, received his MD from Dartmouth Medical School, Hanover, NH and completed an internship and residency at the University of Rochester, Rochester, NY.



He also completed a fellowship in Cytopathology and Surgical Pathology at the University of Rochester. He is Board Certified in Anatomic Pathology and Clinical Pathology with additional certification in Cytopathology. His interests are in Renal and Pulmonary Pathology.

Jeannine K. Ritchie, MD, received her MD from the University of Vermont College Of Medicine and completed her internship at Bay-state Medical Center in Springfield, MA. She



completed a residency in Anatomic and Clinical Pathology at the University of Vermont/Fletcher Allen Health Care in Burlington, VT and completed a fellowship in Transfusion Medicine from Beth Israel Deaconess Medical Center in Boston. She is Board Certified in Anatomic and Clinical Pathology.

Michael A. Jones, MD, graduated from the University Of Cincinnati College Of Medicine and completed his Anatomic and Clinical Pathology residency at the Medical Center



Hospital of Vermont in Burlington, VT. He completed a Surgical Pathology/ Cytology fellowship at Yale New Haven Hospital as well as a Gynecologic and Urologic pathology fellowship at Massachusetts General Hospital in Boston. He is Board Certified in Anatomic & Clinical Pathology. Dr. Jones has served as Chief of the Department of Pathology at Maine Medical Center since 1997.

Robert A. Christman, MD, received his MD from Temple University in Philadelphia. He is Board Certified in Anatomic & Clinical Pathology as well as in Hematopathology having completed his Anatomic and Clinical Pathology residency and a fellowship in Hematopathology from Temple University. Dr. Christman is the Director of Molecular Pathology and Flow Cytometry at Nordx and the resource for Molecular Pathology.



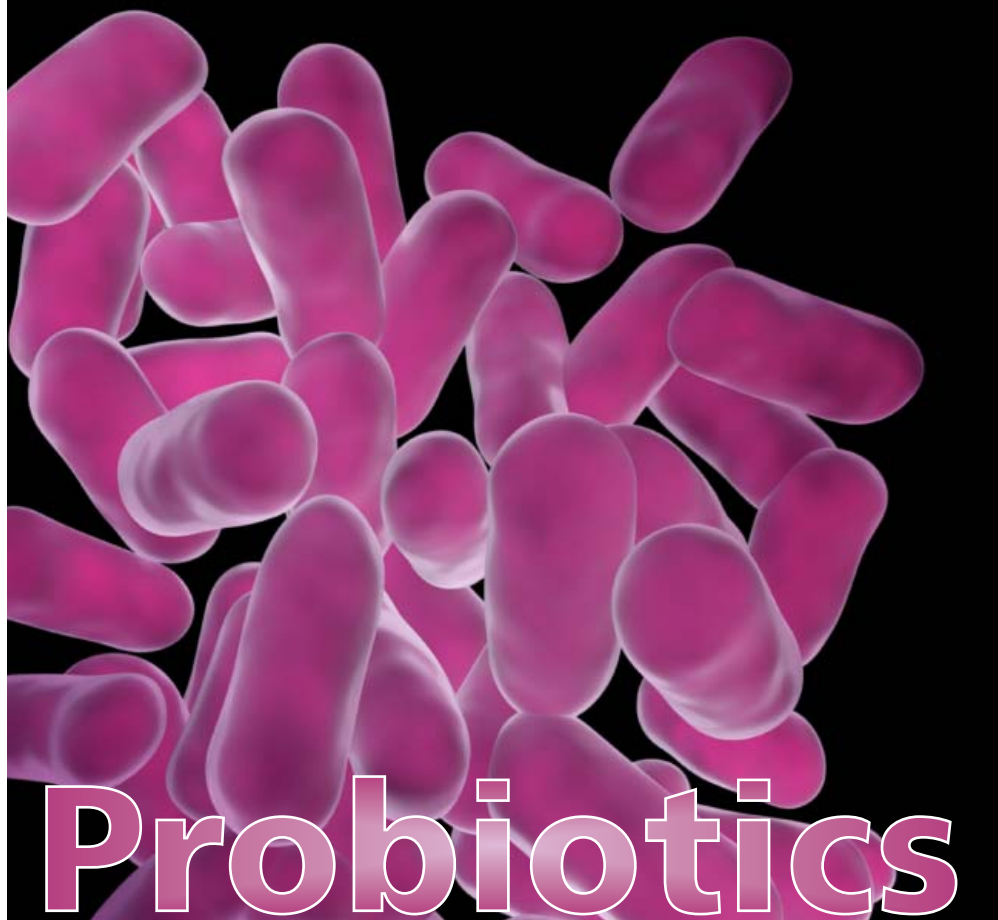
Hagen Blaszyk, MD, received his medical degree from Friedrich Schiller University and Medical School in Jena, Germany. He received a postdoctoral fellowship in Molecular Oncology



from the Mayo Clinic and a clinical fellowship in Hematology and Oncology from Friedrich Schiller University. His Anatomic Pathology and Clinical Pathology residency and subspecialty training in GI/Liver Pathology were completed at the Mayo Clinic. He is Board Certified in Anatomic and Clinical Pathology.

Thomas J. Lefoley, MHS, PA (ASCP), Pathologists’ Assistant. Mr. Lefoley graduated from Quinnipiac College/Yale University Pathologist’s Assistant Training Program and the University of Rhode Island with degrees in Chemistry and Histology. Mr. Lefoley also worked as a research consultant for the E.P.A./National Cancer Institute (carcinogenic agents in marine sediments) and Orthopedic research consultant at Rhode Island Hospital. He joined Wentworth-Douglass Hospital as Staff PA in 1986.





Probiotics

may play a role in preventative health

The following article written by WDH's Integrative Therapy Committee members, Kelley Hails, MD and Ron Stock, RPH, reviews the role probiotic dietary supplements may play in preventative health.

Probiotics

Probiotics are "live microorganisms which when administered in adequate amount confer a health benefit on the host."¹ Probiotic means pro-life. Probiotic organisms are the "good bacteria" that normally reside in the human body. Most often, the bacteria come from two groups, *Lactobacillus* or *Bifidobacterium*. Within each group, there are different species (for example, *Lactobacillus acidophilus* and *Bifidobacterium bifidus*), and within each species, different strains. A few common probiotics, such as *Saccharomyces boulardii*, are yeasts.² There are thousands of studies done of various strains of probiotics. It is important to recognize that different strains, species and genera of bacteria may have different effects; research done on one strain may not apply to another.

Mechanism of Action

The human body plays host to many types and high numbers of microbes on the skin, in the oral and vaginal tracts, and throughout the gastrointestinal tract. In fact, it has been estimated that there are more microbes associated with the human body (about 10¹⁴, or 100,000,000,000,000 bacterial cells) than there are human cells in it (about 10¹³).³ This number is made up of a large diversity of bacterial species: it has been estimated that more than 1000 different species of bacteria make their homes on humans. Friendly bacteria are vital to proper development of the immune system, to protect against microorganisms that could cause disease, and to the digestion and absorption of food and nutrients, including calcium and B vitamins.²

Antibiotic use wipes out many of the body's "good bacteria." Antibiotic exposure is not limited to antibiotics prescribed by medical practitioners. Americans are also exposed to antibiotics such as chlorine in the water supply. 70% of the antibiotics sold in the US are sold to the agriculture industry and used on animal livestock.⁴ The residue of these antibiotics are consumed daily in our food supply. Probiotic supplementation replaces "good" bacterial colonization that has been diminished or lost from widespread antibiosis. Additionally, probiotics may help halt or suppress "unfriendly" microorganisms such as disease-causing bacteria, yeasts, and fungi directly, even in the absence of antibiosis.

Indications

Studies have documented a benefit of probiotic supplementation in the management of allergy; eczema; diarrheal illnesses including rotavirus, irritable bowel syndrome, colitis, and c. difficile enteritis; inflammatory bowel disease; and hypertension. Some preliminary studies also report that certain probiotics can play a role in decreasing *Helicobacter pylori* colonization of the stomach, help patients cope with side effects of antibiotic therapy, manage relapse of some inflammatory bowel conditions, reduce bladder cancer recurrence, and reduce dental-carries-causing microbes.^{2,5-8}

Side Effects and Risks

Probiotics' side effects, if they occur, tend to be mild and digestive such as gas or bloating. In theory, probiotics could cause infections that need to be treated with antibiotics in people with underlying health conditions. They could also theoretically cause unhealthy metabolic activities, too much stimulation of the immune system, or gene transfer (insertion of genetic material into a cell). Therefore, more studies are needed on their safety in young children, the elderly, or the immunocompromised.

Sources and Supplementation

Home made yogurt, kefir, tempeh, miso, and other fermented foods may offer some probiotic benefits. Commercially produced foods such as store bought yogurts contain little or no probiotic by the time they are consumed. This does not mean they have no health value, but rather are a weak source of probiotics.⁷ Many so called probiotic (yogurts) have not been properly documented, manufactured, or proven clinically, yet various companies make claims that lead consumers and caregivers to believe they are reliable products.⁹

Choices for probiotic supplementation can be made based on a specific strain for a specific condition, or generally based on the overall benefits of consuming probiotics. *Lactobacillus Acidophilus* is probably the most common bacteria that is recommended. *Lactobacillus* is often used as a generic term to refer to probiotics. There are however many different species of bacteria that colonize our digestive tracts and replenishing just one probiotic may not be enough. There are many different supplement products available that are either a single entity probiotic, or combination of two to twenty beneficial bacteria.

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Emergency Department expands

The Emergency Department at Wentworth-Douglass Hospital (WDH) recently expanded with a 2,000 sq. ft. addition. The addition includes seven new patient care rooms, a nurse's station and storage space.

"The new space allows for more patient privacy," said Ann Lak, RN, MSN, Nurse Director of the Emergency Department and Walk-In Urgent Care in Lee. "The addition is the solution to the growth in patient volume the Emergency Department has experienced over the past few years."

"The recently added fully-monitored treatment rooms offer welcomed multifunctional new space to the Emergency Department," said Lukas Kolm, MD, MPH, Medical Director, Department of Emergency Medicine at WDH. "We are most appreciative that WDH provided this new area for the ED to expand its physical capabilities as our clinical demands continue to grow."

The WDH emergency department, open 24 hours a day, 7 days a week, is fully staffed by specialty trained,



Kendall Magee, RN, CEN, Emergency Department Clinical Coordinator, tends to a patient in the new addition of the Emergency Department.

board-certified emergency medicine physicians, physician assistants, nurse practitioners, trauma certified nurses, Sexual Assault Nurse Examiners, registered paramedics, case managers and social workers. The Emergency Department is the fourth busiest in New Hampshire and serves approximately 45,000 patients per year from New Hampshire and Maine as well as visitors touring the NH Seacoast.

Their team of experts extends to other hospital departments and pre-hospital providers who partner with them to provide evidence-based emergency care and treatment protocols for our patients and their families.

Wentworth-Douglass Hospital receives American Stroke Association's Get With The Guidelines Bronze Performance Achievement Award



Pictured (l to r) Nurses Cindy Spencer and Nicole Connors, Stroke Program co-coordinators; Dover Fire Chief Perry Plumber, Emergency Department nurse Lynn Chabot, Dover Assistant Fire Chief Richard Driscoll, Emergency Department Medical Director Lukas Kolm, MD, Susan and her husband Phil von Hemert, a past stroke patient at WDH and Chief Medical Officer Paul Cass, DO.

Wentworth-Douglass Hospital (WDH) has received the American Stroke Association's Get With The GuidelinesSM–Stroke Bronze Performance Achievement Award. The award, presented in October 2009, recognized WDH's commitment and success in implementing a higher standard of stroke care by ensuring that stroke patients receive treatment according to nationally accepted standards and recommendations.

"With a stroke, time lost is brain lost, and the Get With The Guidelines–Stroke Bronze Performance Achievement Award addresses the important element of time," said WDH President & CEO Gregory Walker, FACHE. WDH has developed a comprehensive system for rapid diagnosis and treatment of stroke patients admitted to the emergency department. This includes always being equipped to provide brain imaging scans, having neurologists available to conduct patient evaluations and using clot-busting medications when appropriate.

To receive the Get With The Guidelines–Stroke Bronze Performance Achievement Award, WDH consistently followed the treatment guidelines in the Get With The Guidelines–Stroke program for 90 days. These include aggressive use of medications like tPA, antithrombotics, anticoagulation therapy, DVT prophylaxis, cholesterol reducing drugs, and smoking cessation. The 90-day evaluation period is the first in an ongoing self-evaluation by the hospital to continually reach the 85th percent

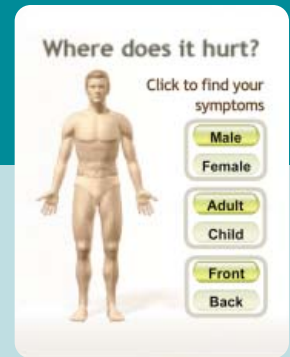
compliance level needed to sustain this award.

"The American Stroke Association commends WDH for its success in implementing standards of care and protocols," said Lee H. Schwamm, M.D., Vice-Chair of the national Get With the Guidelines Steering Committee and Vice-Chair of the Neurology department and director of acute stroke services at Massachusetts General Hospital in Boston. "The full implementation of acute care and secondary prevention recommendations and guidelines is a critical step in saving the lives and improving outcomes of stroke patients."

Get With The Guidelines–Stroke uses the "teachable moment," the time soon after a patient has had a stroke, when they are most likely to listen to and follow their healthcare professionals' guidance. Studies demonstrate that patients who are taught how to manage their risk factors while still in the hospital reduce their risk of a second stroke. Through Get With The Guidelines–Stroke, customized patient education materials are made available at the point of discharge, based on patients' individual risk profiles.

According to the American Stroke Association, each year approximately 795,000 people suffer a stroke — 610,000 are first attacks and 185,000 are recurrent. Every 40 seconds, someone in the United States is suffering from a stroke. This deadly condition accounts for 1 out of every 18 deaths in the United States.

Health Information



WDHospital.com now offers an extensive library of health information from A.D.A.M. Inc. A.D.A.M. offers one of the world's largest online health reference libraries with over 3,900 unique articles and 3,000 medical illustrations and images. By clicking on Health Information on the WDHospital.com homepage, you can search through health and wellness articles written by experts in their fields.

Also available on the homepage of WDHospital.com is an interactive symptom checker. A virtual patient allows you to click over a certain part of the body to arrive at a list of common ailments. You can also change the virtual patient from male to female, adult to child and turn the patient from front to back. Once the correct ailment is found, a wealth of information is provided, including links to similar ailments, images and definitions. Visit the Hospital's website to find the health information you need at WDHospital.com.

Pediatric Programs Receive \$40,000



D.F. RICHARD ENERGY pledged \$10,000 and an anonymous donor donated \$30,000 to support pediatric programming being offered through Wentworth-Douglass Hospital. These programs address the needs of children with various disabilities. They include therapeutic horseback riding, therapeutic dance class, speech programs, art programs, parenting programs, sibling groups, water exercise and a childhood weight control program. These activities are provided in cooperation with local health and human service agencies focused on improving the quality of life for all children.

Therapeutic Horseback Riding is a very special opportunity for children challenged by physical or medical disabilities. A therapy horse's approach to children encourages growth and trust. Children with Goldenhar Syndrome, Cerebral Palsy, Spina Bifida and Downs Syndrome participated in this program at the Equest Therapeutic Riding Center in Lyman, Maine. Therapeutic Horseback Riding is an important complementary activity to help improve functional skills and quality of life for these children. Parents attribute increased confidence, improved balance, better ability to focus in school and emotional growth to this program. As one parent has said, "The pure joy on my child's face was the best part."

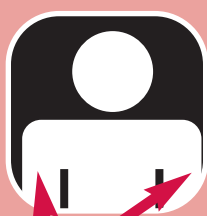
Stroke is an Emergency—Every Minute Counts.

Act F.A.S.T.



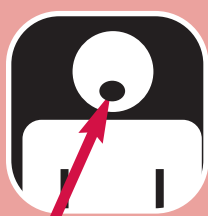
FACE

Does one side of the face droop?
Ask the person to smile.



ARMS

Is one arm weak or numb?
Ask the person to raise both arms. Does one arm drift downward?



SPEECH

Is speech slurred?
Ask the person to repeat a simple sentence.
Is the sentence repeated correctly?



TIME

If the person shows any of these symptoms, call 911 or get to the hospital immediately

WDH Nursing Excellence – National Recognition

Congratulations to the following Wentworth-Douglass Hospital nurses for contributions to advancing nursing knowledge:



Kim Chapman, MS, RN, CNL, discusses care at the bedside with cardiologist William Danford, MD and their patient.

Staff Nurse Kim Chapman Published in National Journal

The *American Journal of Nursing*, Nov. 2009, Vol. 109, Issue 11, published an article by WDH staff nurse Kim Chapman, MS, RN, CNL on “Improving Communications Among Nurses, Patients and Physicians.” The article reviews a series of changes that led to cultural change as a participant in the Transforming Care at the Bedside initiative. Areas covered included change of shift report, safety huddles and Nurse-Physician Intentional Rounding. Ms. Chapman noted, “Multiple tests of change have produced a sustained culture of reliable, patient-centered care in which all caregivers continually strive for optimal communication.”

Emergency Nurse Stacey Savage receives NH Nurse of the Year Award

In her role as clinical coordinator of the Emergency Department at WDH, Stacey Savage, RN, BSN, TNCC, ENPC, PALS-I, ACLS-I, has been building her clinical and managerial armamentarium in the ED over the past two years and previous to that as a clinical nursing supervisor at WDH on the night shift. She is a staff advocate and champion who brings forward innovative ideas, energy and staff recognition to advance WDH nursing practice. Stacey worked with staff on the ED changes in the model of care with practice and staffing changes per IHI standards, on Press Ganey patient satisfaction, ESI triage categorization compliance, on decrease in falls risks with Radiology and on hemolysis, short tube draws and overall turnaround times with the Lab.



Stacey, right, receives her award from Gail Wasiewski, RN, WDH EMS Coordinator.



Elaine Parker, RN, BA, BSN, left, and Cindy Tiemann, BA, BSN, RN, CGRN

WDH Endoscopy nurse to present at national conference in 2010

Endoscopy nurse Elaine Parker, RN, BSN, BA and former endoscopy nurse Cindy Tiemann, RN, BSN, BA, CGRN will present their research on the “Relationship between Patient Perception of Pain during Colonoscopy and the Time Interval between Pre-Procedure Medication Administration and Procedure Start Time” at the SGNA conference this Spring.

The purpose of this study was to determine if there was a relationship between the patient perception of procedural pain during colonoscopy and the time interval from start of pre-procedure medication administration to the procedure. They concluded: When the time interval between the start of pre-procedure sedation and the start of the procedure was at least four minutes, subjects reported less pain, required less supplemental IV narcotic administration and had procedures of shorter duration.



Haitian Relief: A Timely Response

Lynne Bailey, RN, provides needed medical care to Haitian earthquake victims

She could only find one way to describe it. “Nothing there is normal.”

For Lynne, time almost ceased. “One minute is like a day, a day is like a week,” she said.

“It got to the point that nothing surprised us.”

Lynne Bailey, RN, in Medical Oncology at Wentworth-Douglass Hospital’s Seacoast Cancer Center, recently returned home from a mis-

sion to Haiti to support earthquake victims. “No amount of watching TV or reading about this type of disaster could ever prepare you for what we saw,” said Lynne. “And nothing works how you plan it to once you get there.”

Three weeks after the earthquake hit, Lynne arrived in Port Au Prince, Haiti and saw no sign of digging for people or repair of infrastructure. “They were still in survival mode,” she said. Lynne and her crew, the Director of Vision International Missions and a Haitian friend who helped with translating, would pass dead bodies in the road laid out in front of all the devastation, with people still trapped inside the rubble. Lynne and her group saw an average of 250 to 300 people every day. They provided as much medical care

as they could while out in the villages and tent cities, dressing wounds, treating infections and getting the critical cases to the nearest hospital. During a visit to the hospital, the chaos became clear. Tents were set up outside the hospital and physicians were running from tent to tent yelling out what supplies they needed. Lynne said the medical staff was glad to have someone on the outside to report what was happening because none of them were able to leave the hospital with all the patients in need.

Lynne was overwhelmed by the support from the community, hospitals, friends and complete strangers in the Seacoast. The trip was planned quickly. An e-mail was sent out asking for supplies or donations and, within four days, she had nine duffle bags full of supplies.

WDH Receives Blue Distinction Award for Hip & Knee Program

The Joint Replacement Program at Wentworth-Douglass Hospital recently received notification from BlueCross BlueShield of its Blue Distinction Center Designation for excellence in the care of patients with hip and knee replacements. BlueCross BlueShield’s Blue Distinction recognizes that the facility’s overall experience and aggregate data met objective criteria established in collaboration with expert clinicians’ and leading professional organizations’ recommendations.

According to orthopedic surgeon, Moby Parsons, MD, Seacoast Orthopedics and Sports Medicine, the Joint Replacement Center at Wentworth-Douglass Hospital has been a collaborative effort to maximize patient satisfaction and outcomes after hip and knee replacement. “We are extremely fortunate that Wentworth-Douglass Hospital is committed to developing a Center for Excellence in joint replacement,” Dr. Parsons said, “and privileged to have an outstanding team of physicians, nurses, care managers, surgical technicians and therapists who are dedicated to the goals of the program.”

The Joint Replacement Center at Wentworth-Douglass Hospital offers a comprehensive planned course of treatment with a highly personal pre- and post-operative patient involvement program demonstrated to decrease pain and shorten recovery times. Patients in the program receive comprehensive educational services before surgery, state-of-the-art pain management during and after surgery, and a rehab program focused on rapid recovery. In 2008, the Joint Replacement Center cared for 232 patients with hip or knee replacement and 47 patients with shoulder replacement surgery.

The Joint Replacement Center also offers educational programs throughout the year on hip and knee pain. In order to qualify as a Blue Distinction Center, the program must have a minimum of 100 total joint replacement surgeries within a 12 month period and the facility must be accredited by a national accrediting organization. The hospital must also complete a request for information survey covering clinical pathways, pain management, quality improvement, data management, patient education, rehab services and other criteria.

Working Hand in Hand

Dover Housing Authority in Collaboration with Wentworth-Douglass Hospital Receives National Award for Program Innovation

Dover Housing Authority was named a 2009 recipient of the National Association of Housing and Redevelopment Officials (NAHRO) Merit Award for its work developing a collaborative medical transportation system with Wentworth-Douglass Hospital.

The award recognizes outstanding achievement in housing and community development programs throughout the nation and was presented to Jack Buckley, Executive Director of the Dover Housing Authority.

In accepting the award, Buckley said: "We are honored to receive this recognition for a program that helps so many of our residents access medical care."

The partnership between the Dover Housing Authority and Wentworth-Douglass Hospital produced the award winning "Hand in Hand Medical Transportation Program". This program is designed to meet a critical need for affordable, accessible transportation to medical

appointments for the 298 elderly and disabled residents of Dover Housing Authority's low income public housing.

"The Hand in Hand project is an example of a successful good-neighbor effort combining the expertise of each entity to create a strong community program," said Gregory Walker, FACHE, President and CEO of Wentworth-Douglass Hospital.



Pictured from left: Supportive Services Coordinator for Dover Housing Authority Cathryn Conway-Dorr, Wentworth-Douglass Hospital (WDH) President & CEO Gregory Walker, Dover Housing Authority Commissioner John Pike, Commissioner Spencer Moeller, Dover Housing Authority Commissioner Mark Moeller, Executive Director for Dover Housing Authority Jack Buckley, V.P. of Community Relations for WDH Noreen Biehl, Deputy Director for Dover Housing Authority May Glovinski, WDH Transportation Harry Irwin.



WDH offers Smoking Cessation 1-on-1

Smoking Cessation Counseling is now available through the Pulmonary Medicine Department at Wentworth-Douglass Hospital (WDH). Individual counseling sessions are provided by Respiratory Care Practitioners with specialized training in motivational interviewing and wellness coaching.

Medicare and most insurance companies provide payment for up to eight visits per year. Support group sessions are also available.

To register for Smoking Cessation Counseling, talk to your physician. Centralized Scheduling at WDH will be able to schedule patients with a physician's order.

For more information, please call Pulmonary Rehabilitation at WDH at (603) 742-5252, ext. 2752.

Kris Ferullo wins WDH President's Award

Wentworth-Douglass Hospital's President's Award acknowledges the contributions of one special individual within the Wentworth-Douglass family who has been nominated by their peers and honors that person's commitment to the Hospital and the greater community. This year's winner is Kris Ferullo, RN, BSN, Certified Diabetes Educator.

During her 20 years of service, Kris has created innovative programs that have helped families deal with a diagnosis of diabetes, a diagnosis that will have a major

impact not only on the patient but on the family as a whole. Kris provides clinical education, self-management education and guidance to patients, families and other practitioners. She helps coordinate and run many different programs for children and families such as Camp Hot Shot, the Diabetes Expo and Camp Lance-a-lot.



2009 President's Award winner Kris Ferullo, RN, BSN, Certified Diabetes Educator, stands with WDH President & CEO Greg Walker after accepting her award.

"She has given many families encouragement and strength to care for a child with a lifelong disease," said Greg Walker, WDH President & CEO. "Every year at the final day of one of the week long camps, the tears in the parents' eyes makes one realize how important Kris is to the families and lets one see the dedication she has to the community."

In addition to all her contributions at WDH, Kris also finds time to help out in the community. She created the Mary Driscoll Fund for Diabetes, is a member of the hockey boosters and is past president of the NH Association of Diabetes Educators. Congratulations Kris!



2009 President's Award winner Kris Ferullo, RN, BSN, Certified Diabetes Educator, stands with her family after accepting her award.

Thank you

*In celebration of
National Doctors' Day,
Wentworth-Douglass Hospital
would like to thank
all the physicians for the dedication
and care they bring to all our patients
and to the communities
of the Seacoast area.*

Healthy Recipe

Eggplant Lasagna



Ingredients:

2 large eggplants (sliced lengthwise into 1/4 inch slices)
Freshly ground pepper
1 tsp oregano
3 cups part-skim ricotta cheese
1 egg

Filling:

1 1/2 cups reduced fat mozzarella cheese
1 cup chopped fresh basil
4 cups low sodium tomato sauce
1/2 cup reduced fat mozzarella cheese
2 tbsp parmesan cheese

Directions:

Preheat oven to 250 degrees. Spray eggplant with cooking spray on both sides and season with black pepper and oregano. Bake for 15 minutes. Remove and turn up oven to 375 degrees. While eggplant is baking, combine ricotta cheese, egg, mozzarella cheese and basil in a medium sized bowl. Spread tomato sauce on bottom of baking dish. Layer eggplant, cheese mixture and 1 cup of tomato sauce. Continue until complete. Spread remaining mozzarella and parmesan on top. Bake for 40 minutes. Set aside for 10-15 minutes before cutting. Preparing the lasagna a day ahead will ensure easy cutting.

Nutrition facts:

Calories 199;
Fat 9g;
Saturated Fat 4g;
Cholesterol 50mg;
Sodium 427 mg;
Carbohydrates 15g;
Fiber 5g;
Protein 15g.

Meet Our New Healthcare Providers



Bruce Altman, PsyD
Associates for Cognitive Therapy
500 Market St., Suite 1-G
Portsmouth, NH 03801
(603) 427-1428
Degree: PsyD, Antioch NE Graduate School
Internship: Seacoast Mental Health Center



Elaine Bryn, APRN
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Dover, NH 03820
(603) 742-5556



Peter Gould, DO
WDH Walk-In Urgent Care Center
65 Calef Highway
Lee, NH 03861
(603) 868-3304
Degree: DO, University of New England College of Osteopathic Medicine
Residency: St. Elizabeth Hospital, New York
Board Certification: Family Medicine



Khandurao Khot, MD
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Degree: MD, Seth G.S. Medical College
Internship: Kem Hospital, Mumbai, India
Residency: University of North Dakota Medical Education Center
Other Languages: Marathi, Hindi



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Board Certification: Internal Medicine



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Degree: MD, Boston University School of Medicine
Internship/Residency: Dewitt Army Community Hospital, Family Practice
Board Certification: Family Medicine



Matthew McPhee, PA-C
Thoracic and Vascular Associates
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Somersworth, NH 03878
(603) 842-6060



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Residency: Yale University School of Medicine, Emergency Medicine
Board Certification: Emergency Medicine
Other Languages: Spanish

For more information visit
www.wdhospital.com



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Residency: Harvard School of Dental Medicine, General Practice
Residency: Case Western Reserve University, Periodontics
Board Certification: Periodontology



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Degree: MD, University of Pennsylvania School of Medicine
Residency: University of Rochester Medical Center, Surgery and Orthopaedics
Fellowship: New York University Medical Center, Sports Medicine
Board Certification: Orthopaedic Surgery Sports Medicine



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Internship: St. Elizabeth's Medical Center-Boston, Internal Medicine
Board Certification: Internal Medicine and Emergency Medicine



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Internship: Newton Wellesley Hospital, Internal Medicine
Residency: Hospital of St. Raphael, Internal Medicine
Board Certification: Internal Medicine

Community Events

Shake Hands with a Robot
Operate the robotic surgical system, daVinciSM after a community education talk by Sandy Chin, MD

Monday, April 12 beginning at 5:30 p.m.
Wentworth-Douglass Hospital, Auditoriums 2 & 3
Open to the community

Join the Prostate Cancer Group for a talk with Dr. Sandy Chin of Manchester Urology of Dover. Dr. Chin will discuss Robotic-Assisted Laparoscopic Radical Prostatectomy. The robotic surgical system, daVinciSM will be available for anyone to view. There will also be an opportunity to use the system to experience the difference between the robotic movement and the human hand movements. Please call (603) 740-2818 or register online in the Education section of our website at www.wdhospital.com.

Murder Mystery Dinner
"Flashback to Murder"

Saturday, April 24 beginning at 6 p.m.
The Governor's Inn, 78 Wakefield Street, Rochester

Proceeds will help support the new Cardiovascular Interventional Lab at Wentworth-Douglass Hospital during a Murder Mystery Dinner at The Governor's Inn in Rochester. Tickets are \$50 per person. Call the Foundation Office at 603-740-2581 for tickets (credit cards accepted).

Advanced Directives Community Program

Tuesday, April 27 at 6 p.m.
at Wentworth-Douglass Hospital

Learn more about Maine and NH advance care planning and/or complete your documentation at the program. Call (603) 740-2826 to register.

Varicose Vein Screening (free)

Thursday, April 29 from 6 – 8 p.m.
The Works Family Health & Fitness Center

Make an appointment today for a free varicose vein screening at The Works Family Health & Fitness Center on Route 108 in Somersworth between 6 and 8 p.m. Physicians from Thoracic and Vascular Associates will meet with you to look at your veins and make suggestions for each individual. Sign up at the Service Desk at The Works Family Health & Fitness Center or call (603) 742-2163 or call WDH to sign up at (603) 740-2818.

Skin Cancer Screenings (free)

Tuesday, May 4 and Thursday, May 6,
from 5:30 – 7:30 p.m.
at Wentworth-Douglass Hospital
with James Campbell, MD, of Dermatology and Skin Health.
Call (603) 740-2817 to register.

Cancer Survivors' Day

Wednesday, June 9 from 5 - 7 p.m.
Wentworth-Douglass Hospital's
Seacoast Cancer Center

Join the Seacoast Cancer Center staff and other survivors for a celebration of life. Live music and refreshments will be available. Please call (603) 740-3350 to RSVP by June 2.



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Fellowship: Yale-New Haven Medical Center, Critical Care
Board Certification: Internal Medicine, Critical Care, Pulmonary Medicine and Sleep Medicine