

# Currents

Spring · 2013

Health News and Information for Oregon's Coast



the hospital  
of the future  
**is here**

# Celebrating the Hospital of the Future



Anyone who has remodeled a home knows the feelings of great anticipation before the project begins; the concerns about “how long?” and “how challenging?” and the deep sense of accomplishment, the excitement, and the relief when it is completed! Multiply those thoughts and feelings many times over and you have a sense of what we have experienced at Bay Area Hospital. It seems like only yesterday we were meeting with physicians, staff, volunteers, and community members to discuss and plan this project. Now the Expansion is open and busy. While it is easy to get caught up in the beauty of what we have accomplished, we must remember that a hospital is more than just bricks, mortar, and new technology. It is a community of people caring for one another in times of need.

Today Bay Area Hospital is the Oregon Coast’s full-service medical center. We offer a complete array of services, including surgery, cancer care, orthopedics, palliative care, cardiac and pulmonary rehabilitation, pediatrics, a Family Birth Center, inpatient psychiatric care, bariatric surgery, inpatient dialysis, a Sleep Study Center, Home Health, Imaging Services, physical therapy, laboratory, pharmacy, and an Emergency department.

We are thrilled to announce that Bay Area Hospital, North Bend Medical Center, Bay Clinic, and the Oregon Heart & Vascular Institute at PeaceHealth Sacred Heart Medical Center are collaborating in the development and the support of a Coos Bay/North Bend–based interventional cardiology program—Bay Area Cardiology Network—to serve the South Coast. The affiliation with PeaceHealth Sacred Heart Medical Center brings the expertise of one of Oregon’s largest cardiology programs to the development of enhanced cardiology services in our area. With the opening of our interventional cardiac catheterization laboratory in May, our patients have local access for most cardiac care.

This edition of *Currents* celebrates all that we have accomplished. Exploring these pages, you can share in the excitement, the challenge, and the community success. We have included stories of dedicated staff whose passion for high-quality care is intensified by the opening of the Expansion. We also highlight the ongoing community support of the *Building a Healthy Community* capital campaign.

I am very proud of what our community accomplished together. The completion of the Expansion is not an ending but rather a new beginning as we work together to fulfill our mission—to improve the health of our community every day.

A handwritten signature in blue ink that reads "Paul G. Janke". The signature is fluid and cursive, written in a professional style.

Paul G. Janke  
FACHE  
President/CEO

## MISSION

We improve  
the health of  
our community  
every day.

## VISION

Bay Area Hospital  
will be the model for  
regional healthcare  
excellence.

## VALUES

Kindness, Excellence,  
Teamwork, Ownership,  
Innovation

# What's Inside



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The main entrance is conveniently located just steps away from the newly expanded parking area.

The spacious lobby offers a resource center and the Bay Café.





# Same Great Care

**B**ay Area Hospital writes a new chapter in its 39-year history with the recent opening of its 110,000-square-foot Expansion. In 1974 the hospital's administration and Board committed to providing Oregon's South Coast residents with a full range of safe and top-quality healthcare programs and services.

As the region grew, the hospital grew with it, acquiring better treatments and new technologies as they became available. Advanced

imaging and diagnostic equipment was purchased. Community education classes and screenings to detect cancer were offered free of charge. Home Health and Psychiatric Services programs were added to meet the community's special needs.

Over the years Bay Area Hospital has attracted many highly qualified and professional physicians, nurses, and technicians, who have provided patients with compassionate care. A loyal staff of caregivers has always

worked hard to create a culture of safety and healthcare excellence that benefits all.

"This legacy of quality and safety remains at the heart of the care we provide here at Bay Area Hospital," says President and CEO Paul Janke. "We believe that our new building, with its many cutting-edge improvements, will make it easier for our staff to bring an even higher standard of care to our current and future patients."



# All Private Rooms

Patients and their families benefit from the privacy of their own room.

**W**hen Ray Powell was scheduled for spine surgery at Bay Area Hospital last fall, his wife was nervous about leaving him alone in the hospital overnight. Post-traumatic brain injury from a 1967 gunshot wound to the head, plus two strokes in 2008, affected Ray's ability to read. With limited hearing and vision, he depends on his wife much of the time.

"I asked Kayte Burch at the pre-op class if it would be okay if I could stay with him in the hospital room," says Laura Powell, "so she put him on a priority list for a private room. I was so happy it turned out I could stay with him because when he awoke from anesthesia he really didn't know why the nurses and the doctors were there. In fact, he didn't know what was going on most of the time he was in the hospital."

With a private room, Laura was able to spend each day and night with her husband and make sure Ray didn't get out of bed when caregivers left the room—

A healing  
environment for a  
better night's rest

something he tried several times. She also was able to share meals with him in the room.

“Because we had a private area, he would tell me things he was having anxiety about,” she adds. “I think

“I didn’t even realize where I was until I was leaving,” he says, “but I knew Laura was at my side all the time. That made the difference. I was comfortable, and she was comfortable. All in all, if I had it to do over again, I would go right

Bay Area Hospital’s 30 new patient rooms on the third floor of the Expansion are designed for single-patient occupancy. They include places for visitors to sit and a couch for a loved one to spend the night. Rooming-in accommodations for loved ones are in keeping with evidence that having family members present can help patients heal better and faster.

Private rooms provide patients with greater confidentiality, better sleep, a decreased risk of infection, and overall improved satisfaction with the hospital experience.

if there had been other people we didn’t know in the room, he would have been distracted, and he wouldn’t have improved so quickly.”

For his part Ray is pleased with his rapid recovery from the October 30 surgery. He walks 15 minutes every day, surpassing his physician’s expectations. Ray’s memory of his hospital experience following surgery is still foggy, however.

back there again. They respected our needs, and we were both happy with the services we got at the hospital.”

Private rooms provide patients with greater confidentiality, better sleep, a decreased risk of infection from other patients, and overall improved satisfaction with the hospital experience, according to healthcare industry best practices.

Engineered building materials soften sound, and everything works together to create calm. It is an environment designed for hope and healing. These private patient rooms also are softened by natural light, soothing colors, and artwork. Large windows let in plenty of natural light and feature views of the evergreen trees that surround the hospital, plus two green roofs planted with a variety of sedums.

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A couch becomes a comfortable bed for a loved one to “room in.”





*continued from page 7*

They also are designed to be more efficient for the hospital's nursing staff. A supply cabinet for linens and often-used medical supplies can be loaded from the hallway outside each room and accessed from inside the room. Bedside computers allow caregivers to spend more time with patients as they add information and check providers' instructions.

Decentralized nurses' stations with a desk and a computer line corridors outside patient rooms. One nurses' station is assigned to two private rooms. These stations allow nurses to work near their patients and handle recordkeeping duties on a computer without bothering sleeping patients, explains Jennifer Green, RN, BSN, clinical nurse manager.

Stations allow nurses to work near their patients and handle recordkeeping duties on a computer without bothering sleeping patients.

*Jennifer Green  
Clinical Nurse Manager*

Construction is planned for the hospital's original building to convert existing double-occupancy patient rooms into private rooms. The hospital will have a total of 123 private rooms, says Ben Pfau, Bay Area Hospital's chief information officer. "That's about the same number of rooms we had before the Expansion," he explains, "but we are turning them into single-occupancy rooms to benefit all of our patients."



# Meals: When and How You Want Them



Many patients discover that they just aren't hungry when a hospital's regular mealtime rolls around—or they aren't interested in the food the kitchen staff has prepared. So to better serve patients and eliminate food waste, Bay Area Hospital introduced At Your Request room service dining in the spring of 2011.

“Before, we had meal trays arriving at predictable times when it was convenient for nurses,” says Director of Food Services Adolfo Ramirez. “Now patients can order what they want when they want, between 6:30 a.m. and 7 p.m. every day.”

Bay Area Hospital's attractive menu offers healthy and delicious breakfast, lunch, and dinner entrees, as well as sides and beverages. Meals can be as hearty or minimal as patients prefer. Hungry patients might order scrambled eggs with sausage and a biscuit with gravy, or perhaps they prefer pancakes, bacon, and fresh fruit.

Lunches and dinners include such tasty entrées as grilled chicken breast, meat or veggie stir-fry, the “catch of the day” seafood, or something from the grill, such as a hamburger or a grilled cheese sandwich. Fresh salads, pizza, soups, deli sandwiches, snacks, and desserts also are available.

Of course, some menu items may not be appropriate for a patient's diet, depending on food allergies, conditions such as diabetes, or whether the patient has just undergone surgery. A room service operator is available to assist with a patient's selection if necessary.

For \$5 a family member staying in the room can also order from the menu and have the meal delivered at the same time as the patient's meal.

According to Ramirez, a graduate of a Washington state culinary institute with degrees in both baking and cooking, “I've had people say it's the best food they've ever had—or at least the best hospital food they've ever had,” he adds.



The Bay Café has moved to the new lobby inside the main entrance, so it is more convenient for visitors and those accessing outpatient services.

# A Healing Space



I have worked in this facility for 16 years... it's stellar how much knowledge our ICU staff has.

*Chris Borgens  
ICU Charge Nurse*

## More room for care in the expanded ICU

**B**ay Area Hospital's new ICU (Intensive Care Unit) in the recently opened Expansion is a dream come true for Chris Borgens, one of three ICU charge nurses, and her co-workers.

Each of the unit's 12 spacious private patient rooms is almost three times the size of the 10 rooms in the former ICU. The new rooms include overhead booms to accommodate high-tech equipment hookups, freeing up precious floor space for care providers. There's also plenty of room for family and friends to visit, plus a pull-out couch for someone to spend the night.

"Before, we had to keep asking family members to step out when we had to do procedures. There just wasn't enough room," Borgens says. "I hated having people think they were in the way when it's their loved one who is in critical condition. Now, to help our patients heal faster, we're trying to involve everyone they love in their care."

Like other patient rooms in the Expansion, ICU rooms have bedside computers and storage cabinets that can be stocked from the hallway and accessed from inside the room. Each room has also been designed with patients' comfort and healing in mind, with large windows to look out of and large bathrooms to accommodate a helper.

Small, decentralized nurses' stations outside every two rooms allow nurses to work closer to patients. The ICU's highly trained and experienced nursing staff provides 24-hour care, and most nurses work 12-hour shifts.

"I have worked in this facility for 16 years, and other nurses have 10 to 20 years' experience," Borgens adds. "At least half of our nurses have bachelor's degrees. It's stellar how much knowledge our ICU staff has."

# For Your Heart...

“By adding a cardiology program at Bay Area Hospital, we are significantly increasing the level of care available locally.”

*Bill Moriarty, MD  
Community Leader and  
Former Bay Area Hospital  
Chief Medical Officer*



The new heart program features the latest cardiac catheterization technology.

## New Cardiac Services for Oregon’s South Coast

Bay Area Hospital’s decision to add interventional cardiology to its many healthcare offerings helps address the South Coast’s leading cause of death: cardiovascular disease. In fact, Oregon’s South Coast has the highest cardiovascular death rate in the state, at 320 deaths per 100,000 people—more than twice the state average.

Last year the hospital began a collaboration with OHVI—the Oregon Heart & Vascular Institute at PeaceHealth Sacred Heart Medical Center in Springfield—as well as with North Bend Medical Center and Bay Clinic to develop and support a Coos Bay/North Bend–based interventional cardiology program: Bay Area Cardiology Network.

“South Coast residents are the winners in this significant commitment to expand cardiology services,” says Paul Janke, president and CEO of Bay Area Hospital.

“Our longstanding relationship with PeaceHealth Sacred Heart made this affiliation a natural next step in our continuing efforts to provide our community with high-quality heart care that lets them heal close to home.” This collaboration enables streamlined access to higher-level services and resources when patients need them.

Bay Area Hospital’s new and enlarged Intensive Care Unit, plus a new interventional cardiac catheterization laboratory opening in May, is part of a multifaceted strategy to reduce those heart-related deaths. OHVI has assisted the hospital with setting up its lab and has helped recruit an interventional cardiologist.

# Easy Patient Access

## Registration

The new patient registration area is located just off the main entrance lobby.



The attractive glass and natural wood doors provide a high level of confidentiality and privacy.



## Infusion Services

Near the registration area, Bay Area Hospital provides outpatient infusion services for administering chemotherapy and antibiotics, blood and platelet transfusions, and bone-marrow stimulation.



# Nursing Is Their Passion

Craig and Tracy Palen spend a lot more time together than most married couples. Both are orthopedic nurses, and for the past five years they've worked the same shift at Bay Area Hospital.

Although most co-workers know they're married, few patients do because their name badges don't include last names and they are too professional to share more than a smile of recognition when they pass in the hallways.

Tracy, who is one of the orthopedic charge nurses, has been a registered nurse for nearly 10 years. Among her duties is making assignments each morning.

Craig, her husband of 12 years, is a floor nurse who is on the receiving end of his wife's assignments. He became a registered nurse five years ago after spending two years as a certified nurse assistant. Both are working toward certification as orthopedic nurses.

*I enjoy watching patients come back from surgery. I like to see their progress and then see them be discharged.*

*Craig Palen  
Postsurgery Nurse*

With the Orthopedic Unit's recent move to the third floor of the new Expansion, the couple's nursing duties have grown to include postsurgery and bariatric patients. The nurses in this new unit of 30 large private rooms have become cross-trained so that they can better care for all patients.

For Craig, being an orthopedic nurse is rewarding: "I enjoy watching patients come back from surgery. I like to see their progress and then see them be discharged. It's nice when you have a former patient stop by and thank you."

Tracy agrees: "That's what keeps me on the Orthopedic Unit. For the most part, patients get better. They get to go home and continue on with a more active lifestyle."



Original oil painting by Romona Youngquist

## A Warm Welcome

One of the first things that catches the eye of visitors and patients as they enter Bay Area Hospital's new main entrance is a large original oil painting over the reception desk.

The framed canvas by Newberg landscape artist Romona Youngquist captures the beauty and the serenity of Oregon's coastal countryside. The painting features a red barn and other buildings along the Coos River, which meanders through farmland east of Coos Bay.

"It's a scene that really exists," explains David Oelke, MD, a local physician who has practiced internal medicine at Bay Area Hospital and North Bend Medical Center for the past 38 years. Oelke and his wife, Carol, a watercolor artist, funded the painting's commission.

The Oelkes are art collectors who have been collecting paintings for nearly 20 years. Dr. Oelke, who is also a board member of the Coos Art Museum, says he and his wife were pleased to donate money so that Youngquist's painting could hang in the hospital's new main entrance.

"The hospital has been very good to me, and it's been very rewarding for me to practice here," Dr. Oelke says.

Carol Oelke was among the dozen members of the hospital's Art Committee who selected Youngquist to paint the picture that now hangs in the new entrance lobby. Other committee members include hospital staff and board members, providers in the medical community, and local artists.

"We have a number of excellent artists in Oregon," Dr. Oelke adds, "and wanted to reflect the local area."

Youngquist, who lives with her family on a small farm in the midst of the Yamhill Valley wine country, specializes in Oregon rural landscapes. Her works can be found as far away as Germany, London, and Manhattan. They are available in several West Coast galleries and on her website at [www.romonayoungquist.com](http://www.romonayoungquist.com).

Barbara Bauder, Bay Area Hospital's chief development officer, notes, "The hospital plans to feature complementary wall art—as well as sculpture and hanging art—that is inspired by nature and is serene, tranquil, and uplifting and which enhances the patient, staff, and visitor experience."

Anyone interested in becoming a donor of additional art from Oregon artists may contact Bauder at (541) 269-8543 or [barbara.bauder@bayareahospital.org](mailto:barbara.bauder@bayareahospital.org).

Meanwhile a number of hospital employees and local photographers have been selected to have their photographs of the Southern Oregon coastal region framed to hang in the 30 new patient rooms in the Expansion.



## A Culture of Giving

As a community-owned district hospital, Bay Area Hospital is committed to caring for every individual who comes to us in need. Unlike most public medical facilities, however, Bay Area Hospital is not funded by a local tax levy from the population we serve. Despite no taxpayer funding, we've always offered leading-edge services and high-quality care through careful fiscal oversight and smart management of our existing resources.

Today, Bay Area Hospital is in the unique financial position to be able to fund almost half of the Expansion with hospital reserves.

We hope you'll join our physicians, nurses, staff, community donors, and volunteers in a culture of philanthropy by donating to Bay Area Hospital Foundation's *Building a Healthy Community* campaign. Your contribution will leave a legacy to your community and give the gift of health to yourself and your loved ones, now and for generations to come.

For more information about how to donate, contact Barbara Bauder, Bay Area Hospital's chief development officer, at (541) 269-8543 or [barbara.bauder@bayareahospital.org](mailto:barbara.bauder@bayareahospital.org).



The Medical Center for Oregon's Coast



Bay Area Hospital is accredited by the Joint Commission and has earned a Gold Seal of Approval for healthcare quality and safety.

The two green roofs planted with 12 varieties of sedum help clean the air by absorbing pollutants while acting as insulation for the roof.