

KNOWING you



COMMUNITY HEALTH NETWORK

HAND IN HAND FOR YOUR HEALTH

24,000 SQUARE-FOOT ADDITION BRINGS STATE-OF-THE-ART SURGICAL FACILITY

Another improvement by Community Health Network is helping to make the healthcare provider an even greater asset to the communities it serves. After a 24,000 square-foot addition to the hospital, CHN's state-of-the-art Surgical Care Center (SCC) gives patients a seamless surgical experience in a pleasant new environment.

The new area includes two operating suites, 20 private patient rooms, improved patient flow and a pleasing environment for patients and staff.

Diana Krause, RN, Co-Director of Surgical Services says the addition is the culmination of more than two years of planning that involved staff from every department that uses the facility. From the beginning, the group's vision was to create a surgical center that revolved around patient requirements.

"We looked at the patient process and designed it so that no matter what the patient needed, it could be accommodated in the new space," says Krause. "Pre-operative education, registration, labs, nurse interviews and surgeries all take place in the new building. It provides a great deal of efficiency."

"In the past, the building was set to meet the staff's requirements," she says. "Now it's designed around patients and their families."

But that doesn't mean staff is disappointed. "Now that we're utilizing the addition, the new workflow allows for improved patient care," says Krause.

The surgeons are especially pleased. "The surgeons are excited about the advances of the new space," says Krause. "Being able to centralize all aspects of the surgical process minimizes wasted time for patient and surgeon. It's much more efficient."

Patients are also giving the new facility rave reviews. "We keep hearing from patients what a beautiful space it is," says Krause. "It's a calming atmosphere for patients and their families."



The SCC has received rave reviews from patients and families who have utilized it.

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IMPROVED COMMUNICATION SYSTEM HELPS NEW FACILITY RUN SMOOTHLY



The new pager system is explained to a patient's family member by Alexandra Rogers (left), a Surgical Care Center employee.

"Patient families don't need to wait here during the entire procedure."

Kathy Roehl, RN
Co-Director of Surgical Services

the staff wants to communicate with the family, and when family are needed to take the patient home. "It's very convenient for patient families," says Kathy Roehl, RN, Co-Director of Surgical Services. "They don't need to wait here during the entire procedure. They can leave if they need to, knowing that we'll be able to get in touch with them."

With the new pager system, a family member can enjoy time away from the waiting room, whether it be in the hospital cafeteria, or leaving the campus altogether.

In addition to patient convenience, the use of pagers creates efficiencies for the nursing staff because there are fewer trips back and forth to the family waiting areas. It also offers privacy for the families because names don't need to be announced across the waiting area.

"Undergoing any type of surgery can be very stressful,"

says Roehl. "By utilizing better lines of communication we'll be able to create a positive surgical experience for everyone involved."



Most of us have used technology to improve the way we live, and especially the way we communicate. It's no different in the world of healthcare where cell phones, pagers and bar code scanners have become commonplace. At CHN's new Surgical Care Center the use of pagers has increased patient convenience.

In fact, upon arrival, patients and their families receive a pager with coverage that extends to Berlin's city limits. The pager is used when it's time for the patient to go back for surgery, whenever

PHYSICIANS APPRECIATE ADVANCE OF NEW SURGICAL FACILITY

*Barry Rogers, MD
General Surgery*

Although General Surgeon Barry Rogers, MD was looking forward to the completion of CHN's Surgical Care Center, he admits the results are even better than he imagined. As a surgeon, the new space allows him to spend more time with families. "The proximity of the OR to the family and patient areas allows me to easily talk with family members and patients between surgeries," he says.

And since his office is located on the second floor of the building, he's easily available to talk with family members when needed. "When the family

has unanswered questions that come up, I'm able to head downstairs and talk with them face-to-face," says Dr. Rogers. "It allows me to better communicate with the families."

He's also heard positive reviews from his patients. "Patients really appreciate that everything is in one area," he says. "After surgery, they come back to the same room and they know where the doctor will be. I think it's really comfortable."

*Darren Nelson, MD
General Surgery*

General Surgeon Darren Nelson, MD, truly appreciates how the convenient design of CHN's new Surgical Care

Center has helped to make his days a little less hectic. But as a Surgeon who serves numerous patients a day, he knows that patients are seeing the biggest benefits of the new facility. "It's a much nicer environment," he says. "It's just a pleasant place to be."

In addition to the beautiful interior, Dr. Nelson feels patients receive better continuity of care with the new efficient design. "Patient's start in one place before surgery, go to surgery and end up back in the same space with the same nurses caring for them after surgery," he says. "The new design has helped us to better communicate with patients and with the staff."

SPECIALTY SERVICES MOVE TO SURGICAL CARE CENTER

In the past, because of space constraints, specialists visiting CHN to treat patients locally were housed in a number of different offices. Now with a 24,000 square-foot addition, some specialty services are located on the 2nd floor of the Surgical Care Center.

According to CHN's Director of Clinic Operations Jayne Plagenz, the addition of specialists to the 2nd floor creates a sense of comfort for patients and their families. "We

hope that this reduces the natural anxiety that comes with having surgery," says Plagenz. "Patients will be in a familiar space to see their physician, for pre-op appointments, surgery and recovery."

Specialists now located in the Surgical Care Center include:

General Surgery, Suite 2000
Barry Rogers, MD
Darren Nelson, MD

Pulmonology, Suite 2010
Peter Jerome, MD

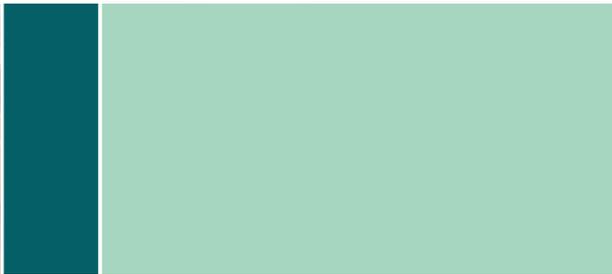
Urology, Suite 2010
Omar Atassi, MD
Matt Anderson, MD
Daniel Lemmens, CUPA

Ob/Gyn, Suite 2030
Patrick Bruno, MD
Karen Fredrick, WHNP

Other specialty services, including Dermatology, ENT, Nephrology and Cardiology are located at the front entrance of the hospital.

THE HEARTBEAT OF THE NEW SURGICAL CARE CENTER -

FAMILIES, SUPERIOR CARE, ABOVE AND BEYOND CUSTOMER SERVICE



CHN SURGICAL CARE CENTER BRIGHTENS PATIENT EXPERIENCE



"It's the people that make the difference here," says Carl Arrigoni, as he chats with Jennifer Tessaro at the surgical services front desk.

The new Surgical Care Center has made quite an impression on patients receiving treatment there. Many people say they like how open, cheerful and bright the new space is compared to the previous facilities. Carl Arrigoni of Berlin—who has undergone procedures in both

facilities—agrees. "The new surgical center is just beautiful," he says. "The added comfort features make procedures and recovery easy."

Arrigoni especially likes the close proximity of all the necessary rooms. When he had a colonoscopy in the old

facility, he had to be moved from his admitting room downstairs for the procedure and then back up to a recovery room. In the new space, Arrigoni appreciates that everything is in one area. "It's great that as a patient, I don't need to be moved around as much."

Also in the new surgical center are several family waiting rooms so people who accompany patients for same day procedures have a comfortable place to wait.

Even with all of these positive changes that have improved the facilities for patients, Arrigoni admits that his favorite part of the new surgical center is something they brought from the old space – the people. Everyone is so nice and helpful," he says "They really treat all the patients as friends."

SCREENING ROOM ADDITION MAKES COLORECTAL CANCER SCREENING MORE EFFICIENT

With nearly 150,000 estimated new cases of colon and rectal cancer in 2005, colorectal cancer stands as the third most common cancer found in Americans. And it is second only to lung cancer as a leading cause of cancer deaths, killing about 56,000 per year. But thanks to regular colorectal cancer screenings that help identify the cancer in its early stages—or even before it forms—the death rate for colorectal cancer has been decreasing for the past 15 years.

In order to be part of the positive trend and reduce your risk for colorectal cancer, regular screenings are required. According to CHN Medical Center – EastRidge Family Physician Craig Batley, DO, the average adult should begin screening at age 50. If there's a family history of colorectal cancer, screening should begin 10 years before diagnosis in the youngest person in the family.

According to Dr. Batley, the addition of a screening room at CHN's new Surgical Care Center designed just for procedures such as colorectal



The new procedure room for colorectal cancer screenings makes this important procedure easy on the patient, as it all takes place in the same area. One simple screening could be life-saving, as early detection is the key. Robin Tollard, Surgery Tech, assists the physician with this procedure.

cancer screenings makes the screening process very efficient. "The colonoscopy procedure takes just 30 to 45 minutes and now with the new facility, everything takes place right in the same area," he says. "It's a very simple procedure that can provide life-saving information." These screening tests can

identify colorectal polyps—growths on the lining of the colon and rectum—that can become cancerous. When discovered early, these polyps can be removed, preventing colorectal cancer from ever occurring. "With the screening tools we have, no one should die of colorectal cancer," says Dr. Batley.

Keeping the Community Informed

Cancer Support Group

This American Cancer Society endorsed program promotes camaraderie and sharing among cancer patients and their loved ones. No fee.

Second Tuesday, 7 p.m.
Berlin Memorial Hospital,
225 Memorial Drive

Diabetes Support Group

Meets quarterly
Berlin Memorial Hospital,
225 Memorial Drive

Call for next date and time:
920-361-5480 or
1-800-236-1283 ext. 5480

Stroke Support Group

Open to all area stroke survivors
and their loved ones. No fee.

First Thursday, 1:30 p.m.
Meets April through November
Juliette Manor,
169 E. Huron Street, Berlin



HOMETOWN TOUCH CREATES STATE-OF-THE-ART FACILITY

As Project Manager for construction of CHN's Surgical Care Center, Trent Jezwinski felt the usual pressure in leading a major healthcare build process for Boldt Construction. As a Berlin native, Jezwinski put additional pressure on himself to create a healthcare facility in which his hometown would be proud.

Jezwinski says he's pleased with the end-product, and believes the community should feel the same way. "People in the area should be proud of the investment CHN made," he says. "It's really an investment in the future of healthcare."

In the end, both CHN and Boldt Construction believe the building brings a state-of-the-art facility to the communities it serves. "This building project is on par with healthcare facilities we're creating across the country," says Jezwinski.

According to Jezwinski, the communication between CHN staff and Boldt Construction is what helped to create a successful build. "In a large-scale project like

this, it's so important to stay in constant communication with the customer," he says. "We worked very well together."

Today, patients benefit from that solid planning and good communication through a unique building with a warm, comfortable interior. "When you walk in this building, you don't immediately feel like you're in a healthcare environment," says Jezwinski. "It feels a lot like a hotel."

KNOWING YOU

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Knowing You is published four times annually. The information is intended to supplement the advice of your physician.

Community Relations Director:
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Graphic Designer:
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Copywriter:
Boomerang Marketing/Communications

Printer:
Steinert Printing Company, Inc.

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225 Memorial Drive
Berlin, WI 54923

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