

MED *info*

Northwest Hospital & Medical Center





*From Our
Family to Yours*

It's hard to believe it's already September and there are only a few months left in our 50th anniversary year. It has been a pivotal year: a time to rededicate and recommit to our mission of healing; a time to celebrate with one another and be grateful for the people, resources and community that have been a part of our lives for so long; and a time to look toward a promising future.

Every other month, you receive this magazine, full of the voices of our patients, stories of success and hospital-wide improvements, and important health information to benefit you and your family. For this special commemorative issue, we decided to dedicate these pages to voices past, present and future, voices that represent the thousands of physicians, nurses, clinicians, administrative staff, leaders and community members who have built this organization.

Reading their words reminds us that while our hospital has grown over the past 50 years, both in size and in services, the culture that makes us special remains. Ask our staff what they like about working at Northwest Hospital & Medical Center and you'll hear things that reaffirm our values: "We are a family," "There is a sense of a common goal – the patient," and "My work is more than a job."

Those same values will carry us into the future, as we explore the new era of possibilities presented by our affiliation with the University of Washington. Aligning with this outstanding institution gives us unprecedented opportunities to develop new services and new facilities,

but always with the same Northwest Hospital dedication to individualized care and healing.

2010 has been a year to celebrate the past and to look to the future. On behalf of everyone at Northwest Hospital, we offer our sincere thanks to the members of our community, who have given as much back to us as we have given. It's been an honor to serve you for so long and we look forward to serving you and your families for years to come.

To your health,

The Northwest Hospital Senior Leadership Team:

Bill Schneider, President / Chief Executive Officer
Annika Andrews, Sr. VP / Chief Operating Officer
Michael Scheer, VP / Chief Financial Officer
Gregory Schroedl, MD, VP / Chief Quality Officer
Gayle Ward, RN, MBA, VP / Chief Nursing Officer

The Northwest Hospital Board of Trustees:

Peter Evans, Chairman
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James Anderson
Edward Buchwald
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Terry Lengfelder
William Rex
Marian Svinth



Photo by Benjamin Benschneider



Voices That Heal

Dr. Hunter Hodge

When Dr. Hunter Hodge, Northwest Hospital director of emergency services and chief of staff, talks about his fondest memory on the job, one thing comes to mind.

“I was in the emergency department working a shift when this man came up to me. This was months later after I had treated his wife,” he recalls. “He wanted to shake my hand and thank

me for taking care of her when she was very sick. He told me how much he appreciated having a hospital nearby that has such excellent physicians.”

Dr. Hodge thinks about that moment quite a bit, because he says those moments count.

“Medicine isn’t just a job to me,” he says. “I went into medicine because as cliché as it sounds, I really wanted to help people.”

Today, as the hospital’s chief of staff, he is able to do more than just help

his patients in the ER. Though he still works shifts taking care of ER patients, he also acts as a representative for the hospital’s medical staff, sits on committees, and helps shape hospital-wide care improvements and patient safety measures.

“Now I have the opportunity, in a leadership role, to make important changes that help many doctors and clinical staff help many more people,” Dr. Hodge says.

Dr. Hodge trained in the emergency



Left: Hunter Hodge, MD; Right: Terence Quigley, MD

department at Cook County Hospital in Chicago, IL, an ER known for being one of the busiest in the country. But when he returned to the Pacific Northwest, he looked forward to getting back to community medicine and found himself at Northwest Hospital's doorstep.

"It's definitely a different feel here," he says. "The physicians know each other and share a common mission. The medical staff all works together, across a range of specialties. That co-

operative spirit makes working here unique."

Dr. Hodge likes being on his feet, sometimes 10 to 12 hours straight. He enjoys treating patients from all walks of life. And he likes emergency medicine because he is never bored; how could he be when "you never know what could come through the doors?" At the end of a long day, he says he feels proud to be part of a world-class medical staff.

"Over the years, our medical staff has grown in diversity, but since the beginning we've always had a commitment to seeking out excellent doctors with advanced training," Dr. Hodge says. "It feels good to carry out that legacy today. It's exciting to see us continue to recruit such high caliber physicians who actively work to understand our community's healthcare needs."

Dr. Terence Quigley

Northwest Hospital's chief of surgery has an office that could be described as orderly rubble. Packing boxes are stacked high because Dr. Terence Quigley is in the midst of moving from one office to another. An old denim-blue edition of *Grant's Atlas of Anatomy* sits on the bottom bookshelf. Dr. Quigley grabs another book sitting beside it; this one details the evolution of medicine from ancient to modern times. He likes to think of himself as an amateur medical and surgical historian. He points out a chapter describing the first use of ether anesthesia in 1846, and another section which chronicles military medicine during the Napoleonic Wars.

The bulletin board above his desk is lined with photos. One of him posing in scrubs, ready for surgery. Another of him with his daughter on her college graduation day. Still another captures him on the golf course. Surgeon. Father. Golfer. He is proud of all three roles.

Dr. Quigley's professional journey began at a very young age. On his mother's kitchen floor.

"I was 10 and dissected a frog," he says. "I just wanted to see what the inside looked like."

He has come a long way since then. One of the aspects of his job he looks forward to most is visiting his patients in the hospital. He does this seven days a week, even on Saturdays and Sundays. In fact, the only days you won't find him at the hospital are when he is out of state. This is part of his "leadership by example" style, the key tenets of which are to have a positive attitude and to see your patients every day.

"If you are going to be a leader, it doesn't matter if it is surgery, law or politics, you have to do it by example," he explains. "You have to do whatever it is yourself before you can expect anyone else to follow."

When Dr. Quigley was appointed chief of surgery in 2006, he shouldered an important task – making Northwest Hospital surgeon-friendly.

"A surgeon-friendly environment is, by definition, a patient- and staff-friendly one, as well. Happy surgeons. Happy patients. Happy staff," he says, counting them off one by one on his fingers. "I'm proud of that here. Surgeons and staff like the work environment and patients like the care."

Dr. Quigley became integrally involved in the hospital's most recent expansion, a 2-year, \$28 million upgrade to the hospital's surgical facilities. He represented the surgical staff in communicating what they needed and wanted in the new facility – from more space to operate and conveniently located monitors for viewing diagnostic images to an iPod docking station "to soothe the operating room environment." Every new feature was designed with patient care in mind.

Because when it comes to the work of a surgeon, Dr. Quigley says it's all about patient care.

"The best thing about caring for my patients is feeling that in some way, however small, I am able to contribute to their better understanding of what's ailing them," Dr. Quigley says. "Understanding your health challenges can be even more powerful than a procedure or cure." ■

To find out more about the hospital's medical staff and emergency and surgical services, visit us online at www.nwhospital.org.

Our History

- 1949** "Community Memorial" Hospital Association purchases 33 acres in North Seattle for \$33,000
- 1959** Construction begins
- 1960** September 22: New hospital officially opens for business
- 1961** Physical therapy opens
- 1965** Radioisotope magna scanner added
Childbirth classes start for prospective parents
- 1966** 10,000th baby born
- 1967** Comprehensive rehabilitation program begins
Inhalation therapy department opens
- 1968** Speech and language clinic begins program for hearing disorders
- 1969** Stroke center begins operation
- 1970** First Seattle hospital to offer single birth suite for labor, delivery, recovery and postpartum care
- 1971** Nuclear medicine opens
- 1973** Emergency department expands by 2,000 sq ft
- 1977** Northwest Hospital Foundation established
- 1983** New hospital tower building opens
- 1985** Hospital physicians pioneer prostate cancer treatment with ultrasound-guided radioactive seed implants
- 1988** Easy Street Environments for rehabilitation opens
- 1993** Hospital becomes first in region to offer non-surgical treatment of brain tumors with Gamma Knife radiosurgery





Voted "Best Place to have Baby" by readers of Seattle's Child

1998

Expanded emergency department opens

2001

Hospital unveils advanced surgical suites for minimally invasive surgical procedures

2003

Hospital introduces DynaCT angiogram technology to Pacific Northwest

2005

Bariatric surgery program begins

Hospital begins offering robotic surgery

2007

Seattle Breast Center converts to all-digital mammography

Staff begins to use electronic patient medical records and computerized, bedside medication reconciliation

Northwest Hospital and Seattle Cancer Care Alliance sign agreement to build region's first proton beam therapy center for cancer treatment

2008

Northwest Hospital Sleep Center opens

Hospital is named "Favorite Healthcare Company" in Puget Sound area

Hospital launches hyperbaric oxygen therapy

2009

Community Health Education & Simulation Center opens its doors

Hospital surgeons perform nation's first Esophyx procedure for GERD

HealthGrades names Northwest Hospital "Best in Region for Cardiac Surgery"

Northwest Hospital affiliates with UW Medicine

2010

\$28 million expanded surgical facility opens

A Surgical Pioneer

In the 1960s, Dr. Ned Brockenbrough was a member of the staff of almost every hospital in the region. Doctor's Hospital. Seattle General. Waldo. Northgate. Stevens. Ballard. Swedish. He says that of all of them, he preferred working at Northwest Hospital.

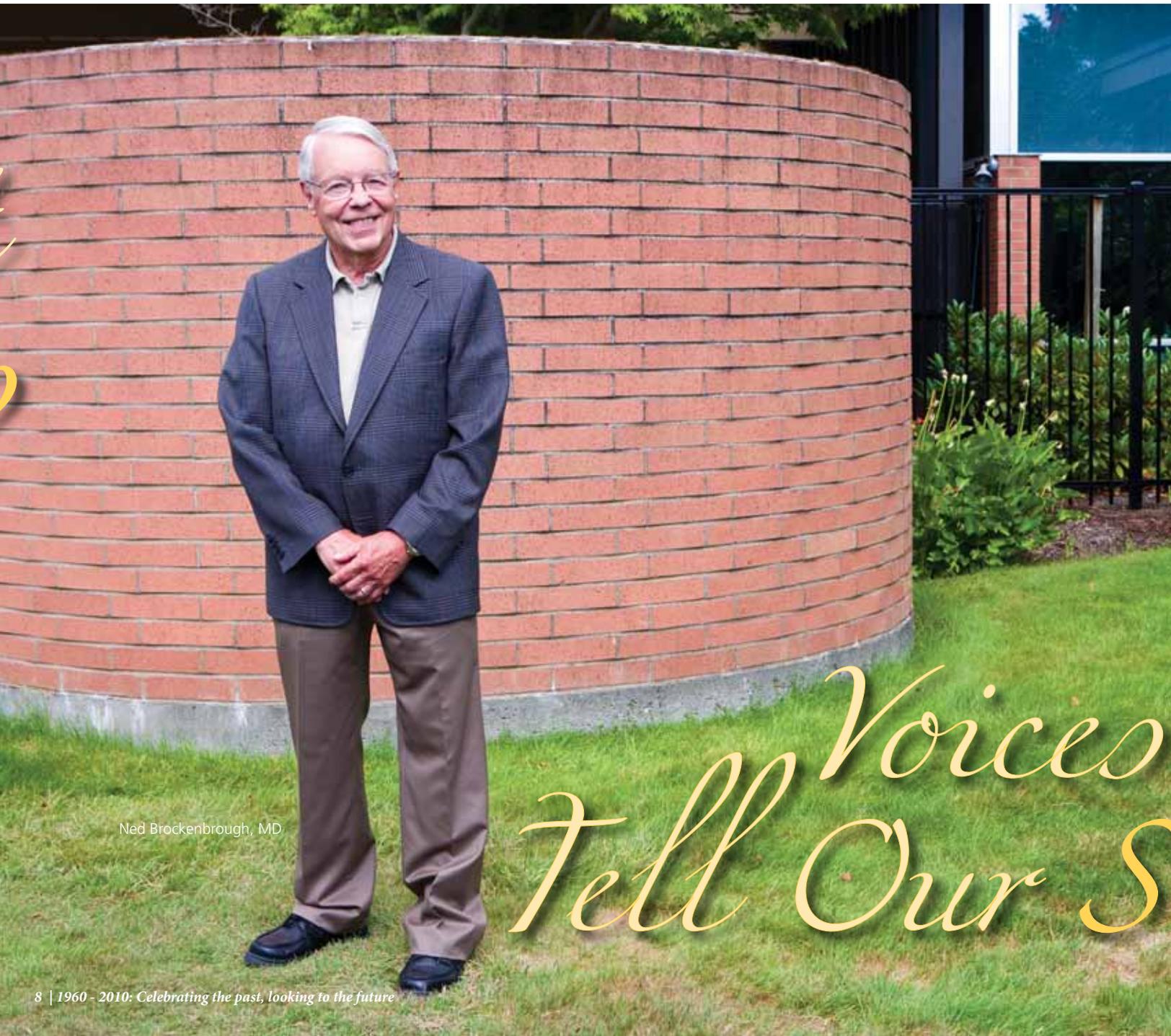
"It was a pleasant place to come home to," Dr. Brockenbrough says. "The campus was beautiful, as it still is today. You weren't surrounded by

concrete buildings, but warm and friendly people."

During his medical career, Dr. Brockenbrough says he "went to school several times," but not in a classroom. As therapeutic advancements took hold, he began to learn more and more. Medications evolved. New technology and equipment came into play. During the 1980s, Dr. Brockenbrough, who specialized in vascular and thoracic surgery, was instrumental in bringing laparoscopy, the newest mini-

mally-invasive surgical technique, to Northwest Hospital. At that time, no one was performing laparoscopies in the Pacific Northwest, which meant Dr. Brockenbrough had to teach himself to do them. He and another surgeon stayed late nights in the operating room and honed their technique using a laparoscope and cautery equipment on chicken breasts.

On a Saturday morning in 1989, Dr. Brockenbrough performed the first laparoscopic gall bladder removal in the Pacific Northwest. His



Ned Brockenbrough, MD

*Voices
Tell Our Story*

patient, who was from Vancouver, WA, left the hospital the same day and drove all the way home.

“That’s the way you had to do things back then,” he explains, “With bravado. No one had done them before, so you had to start somewhere. Today of course, almost every procedure is done laparoscopically which has drastically improved our ability to care for patients.” ■



A Mallard Duck and an Emergency Room

Northwest Hospital did not bring Dr. Nola Moore to Seattle. A test drive did. In 1949, to make extra money, Dr. Moore used to work on General Motor’s factory “drive outs”, when cars had to be driven 3,500 miles to break them in before they were delivered to consumers.

“I drove from Flint, MI to the Pacific Northwest. I saw Seattle that way and thought ‘yep, I am going to live there one day,’” she says.

In the 50s, Dr. Moore became a member of only a handful of women studying medicine. At the time, most medical schools, if they accepted women at all, only admitted five percent into the class.

“Some professors told me I would never get a top grade in their class because I was a woman,” she remembers. “So I got Bs.”

A few years after her specialty training in Pittsburgh, PA, Dr. Moore moved to Seattle with her husband, who finished his specialty training at UW Medicine. Afterwards, they began their “mom and pop” family practice together at Northwest Hospital.

“We were in business together for so long, that when he retired in 1993, I told him it was tough practicing on my own because I couldn’t get good help anymore,” she jokes.

For 17 years, before the Northwest Hospital emergency department had a dedicated team of specially-trained emergency room physicians, Dr. Moore covered emergency room calls.

“I loved the ER, the pace of it all, the activity, the energy,” she explains.

Dr. Moore says she watched the hospital grow up and refers to many of her experiences here as “warm fuzzies.” She remembers one in particular.

“Two mallard ducks, the drake and the hen, lived at the original entrance of the hospital by the totem pole,” she remembers. “Some cruel person had tied a wire around the drake’s bill so we captured him and admitted him into the ER. We untied him and removed the wire, fed him some oatmeal that we got from the cafeteria and then formally discharged him.”

Women in medicine have come a long way since Dr. Moore, who was one of the first female physicians on staff. Today, 55 of the hospital’s 208 surgeons are women and 179 of the hospital’s 579 physicians are also women. ■



What do you remember about practicing medicine at Northwest Hospital?

The hospital was small and everyone knew everyone else. It was a delightful place to practice medicine. As a family doc in particular, it was ideal because you knew this guy was a great shoulder guy and this one was great with lower extremity problems. You knew who you were sending people to and you could call them up and plead your case. You could persuade people to work extra time to help you with your patients. In many ways, Northwest Hospital is still that way today.

Voices of Our Patients

Our commitment to quality care is certainly found in the services we offer, but more importantly, it is evident in the relationships we create. The voices on this page come from our patients. Every day, we receive their letters. They write to express their gratitude, to say thank you to the nurses and other members of their care team, or to recount a hospital stay that changed their lives.

I was born at your hospital on 11-10-1970 at 11:55 AM, room 5. I still have the nursery card. I have a lot of history there in 40 years. I had kidney stones treated, busted bones, etc. While not great experiences, you made them less scary.

John Przybieglec

My two sisters and I were born at Northwest Hospital. Subsequently, I also had my four children delivered there also. I love the complete care and small town feel that this hospital provides along with its outstanding doctors.

Jennifer Zwink

While I was being born at Northwest Hospital, my future husband was also born on the same day at Northwest. Our mothers (strangers at the time) shared a room and became friends! Twenty-four years later we were married and are having fun sharing our birthday together and our story!

Joel and Brenda McLane

Northwest Hospital was "my" hospital from birth until I moved to Edmonds a few years ago. The nostalgia of having been born there myself and the hospital's excellent quality of care made me feel particularly comfortable using your facilities to bring my own first child into the world. My daughter, Emma, born in 2003, became the second generation of my family born at Northwest Hospital.

Heather Fitzpatrick

My daughter was born at Northwest Hospital 47 years ago. I remember it was a very pleasant experience. We were both given excellent care, especially my daughter who was born with the cord tied around her neck and she had turned blue. They thought she would have to spend more time in the hospital while I went home. The doctors and nurses gave me a progress report on a daily basis.

I still belong to Northwest Hospital and have a wonderful doctor who is now taking great care of me in my retirement years. Thank you Northwest Hospital and all its doctors, nurses, and staff for continuing to serve your patients with diligence, the latest in equipment, dignity and consideration for our wellness. Happy Anniversary.

Helene Harrison

I was a patient at Northwest Hospital from June 23-25, 2009 in room 437 W where I was recovering from a gall bladder and hernia operation. I just want to say a big thank you to all the nursing staff that took care of me. I couldn't have asked for kinder, more considerate and gentle people to take care of me. Everyone was so good. They were all angels of mercy and I will never forget them.

Jean Waiblinger

I was just released from your hospital today. My stay was overnight for a surgical procedure. I just want to say that my stay could have not been more pleasurable, given the circumstances. From the nice lady who works at admitting, to the pre-op nurse, to the operating room nurse and in recovery, and my room personnel. Thank you to everyone who made my visit very comfortable, and if I have a choice of hospitals to have procedures done, Northwest Hospital will be my first choice.

Randy

You told me you would take good care of me and you did. Your team is top notch and I am forever grateful to you all.

P.S. All your hard work getting your medical training was worth it. You save lives. That is ~~miraculous~~ (miraculous)! Not off pain meds yet.

With Kind Regards, Michele E.

WE WOULD JUST LIKE TO EXPRESS OUR GRATITUDE FOR THE CARE AND COMPASSION YOUR GROUP HAS SHOWN OVER THE PAST MANY MONTHS. FROM OUR VERY FIRST MEETING WITH YOU, OUR FAMILY WAS PUT AT EASE. WE HAD FOUND THE RIGHT DOCTOR. POSITIVE, DIRECT, CAUTIOUS, FUNNY, ALWAYS CHEERFUL AND PARTICIPATORY. WE COULDN'T HAVE HAD A BETTER TEAM.

PAUL HAWLEY

I would like to thank you all for the wonderful care I have received during the past year. During every visit I was treated with kindness and respect and I really appreciated it. Thank you all for being such kind and caring people.

Lori

I was born at the hospital on April 2, 1961, when it was just one building and only one story! I remember when I was eight years old, getting my tonsils out there also! Standing in front of the window, waving at my brother and sisters, who were too young to come and visit me! Later, in 1986 and 1991, I had my kids at Northwest Hospital, too. The hospital has always been a huge part of my family! Congratulations on reaching the 50 year milestone!

Karen Dooley Juhl

More Than 100 Collective Years of Nursing Wisdom... and Laughter Too

Room D 141 in Northwest Hospital's administrative wing is not a large office. Despite the open windows, it gets hot on midsummer days. This room was originally part of the hospital's medical unit and once housed four patient beds. On this particular afternoon, it holds four nurses, gathered around a conference table. Gayle Ward, vice-president of clinical services and chief nursing officer; Lorna Andrews, director of inpatient clinical services; and nursing unit managers Mary Filipovic and Patty Johnson say they are more than coworkers. Their long service together has made them friends as well.

Amidst much laughter and a few tears, the four remember stories of their hospital, a place that was just a job at first, but later became much more.

"Our hospital has always been on the cutting edge of medicine," Ward says. "As the hospital grew, our technologies advanced. After surgery, we used to keep patients on the medical unit for 10 days. Today, they can go home after 24 hours. We're talking about two entirely different environments of care."

But all of them agree that no technology in the world could ever replace a nurse.

"We have a robot that can perform surgeries, but there isn't a robot that can do a nursing assessment," Filipovic says. "There isn't a technology available today that can replicate a nurse's eyes, ears and gut instinct."

Long before Northwest Hospital got a da Vinci surgical robot, the hospital had another robot. His name was Totem and the ladies joke about how, during the 1970's, Totem would roam the halls dispensing medications.

"We thought we were so cool to have a walking "R2D2," at least until

he started running into walls," Filipovic says.

"And getting lost! Remember when he did that?" Ward adds, laughing.

Memories, Camaraderie and Change

Moment by moment and brick by brick, these four Northwest Hospital nurses built a partnership among themselves and with the rest of the hospital's nursing staff – one they say is mirrored in the growth of the hospital itself. They remember touring the hospital's new five story tower when it opened in the 1980s. They remember working at the top of that same tower when Mt. St. Helens erupted. They speak of 9/11 and staff gathering at the hospital flagpole for an impromptu ceremony to help them cope with the events of the day and to honor loved-ones and countrymen who had passed in the tragedy.

"I remember the snow storms," Filipovich says, when asked about her fondest memories of the hospital. "Everyone rallies and you feel an overwhelming sense of camaraderie. We have huge slumber parties in TCU Auditorium because we have to stay the night to care for our patients."

Ward admits a lot has changed over their years at the hospital. Buildings have been built. Computers have replaced textbooks. Physicians have delivered more complex care and tackled more challenging health problems than ever before, and nurses have kept pace alongside them.

But each of the four says one thing has not changed at Northwest Hospital.

"The caring attitude of our nursing staff," Ward says. "I am proud to be a nurse here, and I think many of us feel that way."

Northwest Hospital nurses are



Pictured from left to right: Lorna Andrews, Patty Johnson, Mary Filipovic, Gayle Ward, Angie Thompson

integral partners in the multidisciplinary care teams that work to treat each patient and ensure the hospital's continued performance in patient safety. In fact, HealthGrades has recognized that performance for four years in a row, naming the hospital among the top 5 percent of U.S. hospitals for patient safety. This distinction, and the many others earned throughout the years, would not have been possible without the contributions of a hardworking, caring and compassionate nursing team. ■



Voices That Care

“It’s hard to pinpoint one thing that makes this hospital great. There are many things. My coworkers, for one, who always have my back. You know that you are never alone and that there is help when you need it. And, while we may not be a complete teaching hospital, this is certainly an environment where you learn. We see things everyday that challenge us and we work as a team to problem solve. We care for our patients together.” Angie Thompson, RN, Emergency Department



The Story of a Hospital

Fifty years ago, before the Space Needle, Safeco Field or high-rise condominiums were part of Seattle's urban landscape;

Northwest Hospital opened its doors to the community. Today, the organization that began with a \$181 donation has grown into a full-service institution with a world-class medical staff and some of the most innovative, technologically-advanced medical care available.

In the late 1940s, Seattle was desperately short on hospital beds. Seven of Seattle's eight general hospitals were concentrated downtown. North End residents worried that, in the event of a major emergency, the bridges linking the north and south ends of the city could be destroyed, leaving it virtually impossible for them to reach one of these facilities. Worse yet, an atomic attack, which was greatly feared at the time, could destroy all the hospitals in one blow since they were all close to one another. At the recommendation of state health planners and the Atomic Energy Commission, plans were made to build new hospitals in the suburbs, including Seattle's booming North End, where people were settling in increasing numbers.

In 1960, after years of intensive fundraising, the new hospital opened and began to expand almost immediately. Only a year after the opening, plan-

ning began for the addition of two new buildings, the "D-Wing" which would serve as the coronary and intensive care units and a separate medical office building. As the hospital's footprint grew, so did its medical staff, expanding from 90 physicians in 1960 to today's 645.

Over the years, Northwest Hospital became a medical pioneer, introducing new techniques and procedures that have become standards of care throughout our region and beyond. In the 1980s and 1990s the hospital added deep brain stimulation for the treatment of Parkinson's Disease; the Gamma Knife for treatment of brain tumors and functional disorders; and radioactive seed implants for prostate cancer. Members of our medical staff performed one of the first laparoscopic procedures in the region, laying the groundwork for our commitment to offering a wide variety of minimally-invasive treatment options to our community.

With the hospital's recent affiliation with the UW Medicine health system, this list of achievements will continue to grow. More than ever before, our organization is positioned to bring enhanced and expanded services and facilities to our community while allowing us to preserve our unique culture and heritage. ■

To find out more about our history visit www.nwhospital.org.



Give the Gift of Health and Hope

Northwest Hospital officially opened in September of 1960, but its history really began in 1948, when several North Seattle guilds formed to raise money to build a hospital. The first official public fundraiser for the hospital was a series of word and number puzzles that appeared in local newspapers. Contestants sent in a few dollars with each entry in hopes of winning prizes of several thousand dollars. The contests helped raise more than \$800,000, which would fund a significant portion of the hospital's construction.

Through the years, the Northwest Hospital Foundation has facilitated donations from the community, as well as funding from private organizations and government agencies. These generous gifts have allowed us to construct buildings, purchase new, state-of-the-art technologies, and offer innovative, cutting-edge programs. While these donations have certainly helped us expand and offer more services to the community, they have also helped us grow into an institution that attracts a world-class medical staff.

The hospital's history is reflected in the caring hands of those staff members. The many charitable donations the hospital has received over the years has helped to reaffirm that culture of hope and healing. For example, a \$1 million lead gift from Bob and Audrey Hancock helped us expand our emergency department and enabled us to offer our patients greater access to emergency care. Gifts from the Lea and the Curran families helped us build the Lea Fountain and the Curran Fountain Plaza, serving to reaffirm our promise to create

and maintain a healing environment for our patients and their families.

Sometimes words are simply not enough to thank someone who has helped you or a family member during a hospital stay or difficult time. Make a gift today in honor of that experience. Your support will help carry on Northwest Hospital's legacy of decades of donors. Give \$50 for our 50 years, or make a larger contribution. Honor a family member or caregiver, or commemorate an event by purchasing a special 50-year brick in one of the hospital's plazas. Purchase equipment, make a donation to a fund that inspires you - such as the hospital's Childbirth Center or Future Nurses Education - or place your name on one of the new facilities on our growing campus.

Whatever contribution you make, this year's Hancock Challenge Pledge will effectively double your gift. For every dollar you donate, a matching dollar will be contributed to the Northwest Hospital Foundation in honor of 50 years of serving the community.

Your gift today will help the voices you read in this magazine continue to care for you and your community, tomorrow and long into the future.

For more information on charitable gifts and naming opportunities, please contact the Foundation at (206) 368-1647. ■



Northwest Hospital's legacy is reflected in the voices of our staff. Some speak of those that came before them and of a long-established commitment to recruiting not only the best and the brightest, but also the most compassionate. Others touch on the 'good old times' when the hospital was in its infancy, while still others say the best times are yet to come. These voices reinforce the steady drumbeat of quality care we provide our patients and their families, every day.



Pictured from left to right: Chuck Koslosky, Maria Melgar, Kara Baringer, Nicole White, MD, Bill Forney, MD, Bill Schneider, Mary Horan, MD, Kyle Chapman, MD, RL Smith, MD, Jenny Willcoxon. (Not pictured: Susan Vukich and Hector Aldape, MD)

you that they see this as more than just a job. I am hopeful that in some way, everyone who is associated with this hospital understands that they are a part of healing. You aren't just a gardener, a nurse, an accountant. We create miracles every day and each of us plays a small part in that. It is the aggregation of these great people that creates the possibility for hope." - **Bill Schneider, CEO, 1981 - present**

"There was hope for the future. It was almost like you weren't working - like you came to an event or something. The hospital has changed, it looks different in many ways, but the staff is still a family. The family is a lot bigger today, but that culture is still present." - **Chuck Koslosky, Senior Lead Engineer, Facilities, 1980 - present**

"We care. We aren't nurses; we aren't doctors, but we do care for people. Because they're our patients, too." - **Jenny Willcoxon, Supervisor, Patient Financial Services, 2008 - present**

"I don't plan on ever leaving this job, if I have my choice. We have so much experience in the rehab department and so many resources. I love doing what I do. It's a lot of work, but its good work and the people I am with enjoy it. And on top of all that, we are supported so we can continue to grow, adopt new therapies and learn innovative techniques." - **Kara Baringer, Speech Pathologist, 2001 - present**

"I am the ultimate warrior for my patients, and so is this hospital." - **Nicole White, MD, General Surgery, 2007 - present**

"One of the wonderful days, was when they put up the new tower and made every room a single patient room. That was a big help be-

cause there was more privacy with the patients and you could come in and talk openly with them." - **Kyle Chapman, MD, General Surgery, 1960 - 2008**

After more than 25 years working in different countries, different states, different organizations, I never felt like staying anywhere. I found a home right here and working at Northwest Hospital has changed my life." - **Maria Melgar, Supervisor, Environmental Services, 2006 - present**

"There are many things about taking care of patients that can be very challenging. Clearly, our staff isn't just the kind of people who punch the clock in and out every day. There is a certain part of myself that I invest in this job, and I think many of the employees feel the same." - **Mary Horan, MD, Pulmonary Medicine, 1998 - present**

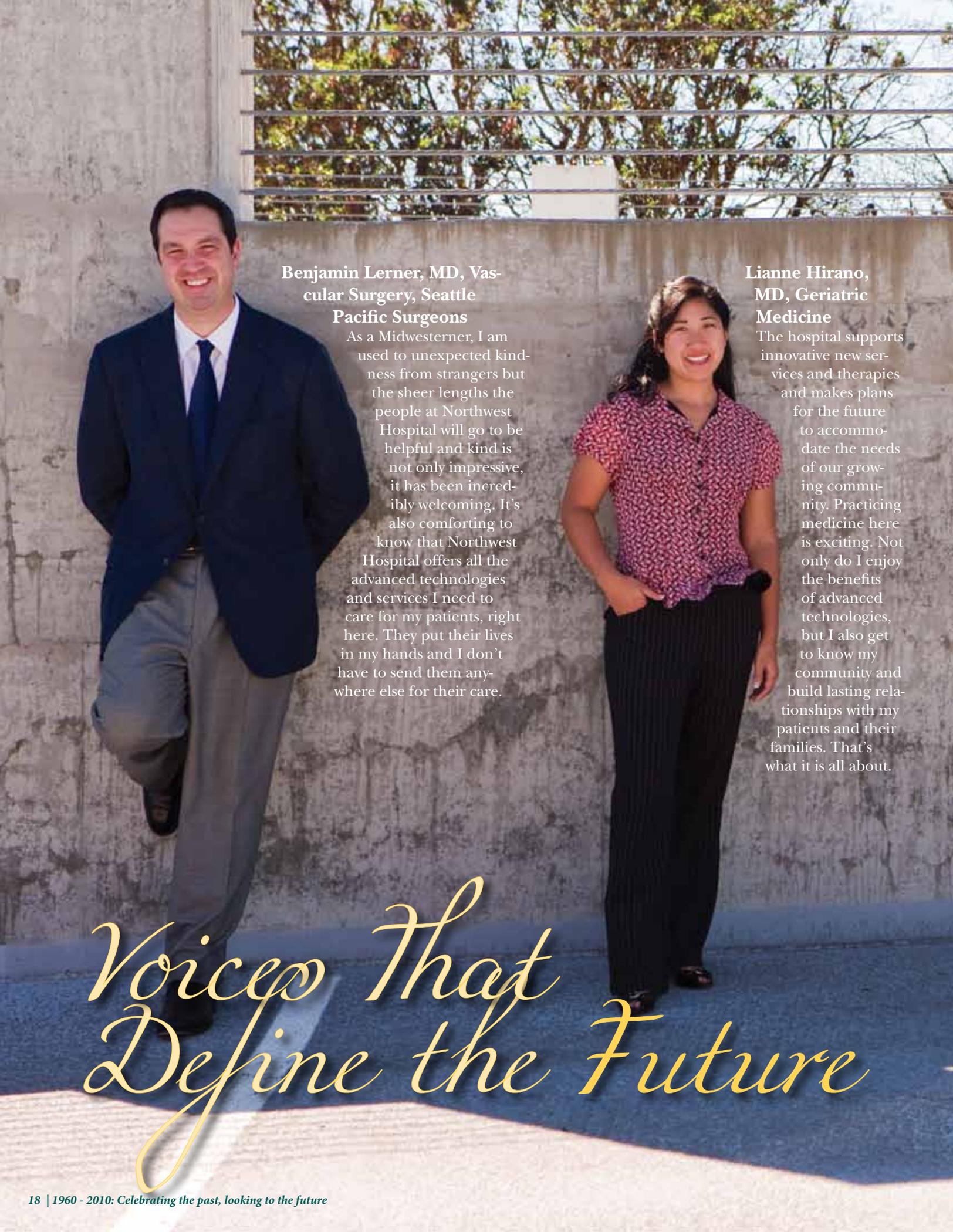
"It's always been a progressive community hospital, open to new ideas and able to offer resources for the community." - **RL Smith, MD, Obstetrics, 1965 - 1998**

"It's not difficult to see what volunteers brought to the hospital. They brought a sense of warmth and caring and had an impact on a patient's recovery and a family's comfort. The hospital was part of the volunteers' lives. It still is today. - **Susan Vukich, Volunteer Coordinator, 1972 - 1995**

"The hospital's interest lies in the community and what its healthcare needs are. Those needs evolved over time. They grew as the community grew. And the hospital grew to meet those needs. You look with nostalgia to the old days, an exciting time for all of us to practice medicine. But we can look to today, to the present and the future days that will be just as good, if not better." - **Hector Aldape, MD, Pathology, 1963 - 1998**

"I preferred Northwest Hospital to all the rest. It was user-friendly and being a pediatrician, that meant a lot to me. Faith in the hospital is important. They take care of my patients. You have to have faith in your hospital, and it has to have faith in you." - **Bill Forney, MD, Pediatrics, 1964 - 2003**

"Person after person, if you went out and talked to them, would tell



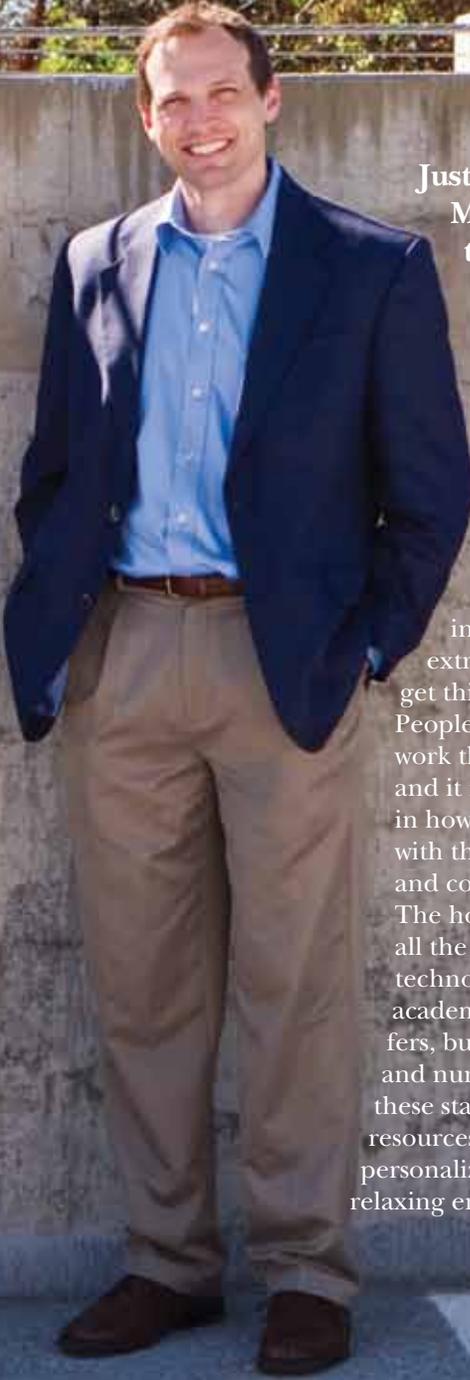
**Benjamin Lerner, MD, Vas-
cular Surgery, Seattle
Pacific Surgeons**

As a Midwesterner, I am used to unexpected kindness from strangers but the sheer lengths the people at Northwest Hospital will go to be helpful and kind is not only impressive, it has been incredibly welcoming. It's also comforting to know that Northwest Hospital offers all the advanced technologies and services I need to care for my patients, right here. They put their lives in my hands and I don't have to send them anywhere else for their care.

**Lianne Hirano,
MD, Geriatric
Medicine**

The hospital supports innovative new services and therapies and makes plans for the future to accommodate the needs of our growing community. Practicing medicine here is exciting. Not only do I enjoy the benefits of advanced technologies, but I also get to know my community and build lasting relationships with my patients and their families. That's what it is all about.

*Voices That
Define the Future*



**Justin Klimisch,
MD, Or-
thopedics,
The Bone
& Joint
Center of
Seattle**

I really admire how everyone that I have met has been willing to go the extra mile to get things done. People enjoy the work that they do and it really reflects in how they interact with their patients and colleagues. The hospital offers all the services and technology any large academic center offers, but the doctors and nurses are using these state-of-the-art resources to deliver personalized care in a relaxing environment.

**Philip Moberg,
MD, Rheumatol-
ogy, The Seattle
Arthritis Clinic**

What has stood out to me is the uniquely integrative and collegial setting at The Seattle Arthritis Clinic and throughout the hospital. At the clinic, the five physicians work closely with other providers to offer outstanding, multidisciplinary care to a group of patients with very complex illnesses. It feels like a partnership; we all team-up in the best interest of our patients.



As our organization looks to the future, we look to our growing medical staff and the new services and expertise they will bring to our patients. This new generation of physicians is the voice of Northwest Hospital's future. They are working to increase services in orthopedics, geriatric medicine, rheumatology and many other specialties. Each physician recognizes the Hospital's unique character and heritage and looks forward to carrying on the legacy of a hospital dedicated to one thing – the patient.

Voices That Deliver

Many people call Northwest Hospital “The Baby Hospital,” a nickname that grew from our family-friendly innovations, such as being the first in the Seattle area to offer labor, delivery, recovery and postpartum birthing suites (LDRPs). Two hospital employees, one past and one present, one a doctor and the other a nurse, recall their memories of delivering babies. They each say it hasn’t changed much and that it continues to be one of the best jobs there is.

RL Smith, MD, Obstetrics & Gynecology, 1965 – 1998

Dr. RL Smith finished medical school in 1957, in what he calls “the dark ages of medicine.” He sums up his long tenure as part of Northwest Hospital’s medical staff by simply saying he “had a good time.”

“I had a good time”

“It was the premier hospital in the North End and it had a fantastic staff, excellent facilities and a great delivery room area,” he says. “The nurses were extremely dedicated, as they have always been. What physician wouldn’t want to work in that environment?”

Over the course of more than 30 years at the hospital, Dr. Smith saw

huge leaps in obstetric care. The development of fetal monitoring changed the way they took care of expecting mothers and the onset of LDRP rooms meant that nurses and doctors alike could deliver babies while offering truly family-centered care.

Dr. Smith admits obstetrics is a tiring specialty but one that is continually infused with happy and unforgettable moments.

“I run into my patients all the time,” he says. “Four years ago, I ran into one at the Bangkok airport in Thailand when I was on my way home from a trip to Vietnam. A woman came over to me and told me that I had delivered her baby, and that he was 14 years old. It’s gratifying to know that in some way, people will never forget the care I provided.”

Susie Akers, RN, Childbirth Center, 1973 – present

Over the course of the hospital’s history, the rooms in the Childbirth Center have changed. First husbands were allowed in, then siblings and then entire families. Later, cell phones and DVD players took up residence, too.

“I was the first nurse to be with a patient in the first LDRP suite in 1985. It was Room 201. It was so unusual because before that, we were used to going down to the delivery room, which was so sterile and uninviting,” she says. “And now, here we were in the LDRP

room with no hats, no masks. It seemed strange to deliver the baby right there.”

“It was Room 201.”

Delivering mothers once had different nurses for every stage of childbirth – first a labor nurse, then a nursery nurse, later a post-partum nurse. Today, new mothers and nurses alike enjoy the benefit of getting to know one another and sharing the experience together, from start to finish. Akers says giving birth isn’t only meaningful to the moms and families, but to the nurses, too.

“For nurses, feeling appreciated is a big deal,” she says. “Feeling like you are part of something bigger and that you aren’t just doing a job. We do good things here.”

By 1966, six years after the hospital opened, more than 10,000 babies had been born at Northwest Hospital. In 1968, the hospital broke its own record for the number of babies delivered in one month, 250, topping the previous record of 231. Today, the Childbirth Center continues to be the place local moms choose. ■

To find out more about our Childbirth Center visit www.nwhospital.org.



CHILDBIRTH, PARENTING, AND NEW BABY CLASSES

All childbirth, parenting and new baby classes at Northwest Hospital are offered on the Northwest Hospital Campus by the Great Starts program of Parent Trust for Washington Children. Pre-registration is required. Medicaid coupons can be used for the 7-week series and labor & birth only classes. To register online, visit, www.nwhospital.org/classes, or call Great Starts at (206) 789-0883.

Childbirth Prep Classes

Seven-Week Series:

- Preparing for birth, including stages of labor, emotional and physical challenges during labor, how a support person can comfort the laboring mother, hospital routines, possible interventions and postpartum recovery
- Reunion after all the babies are born
- Breastfeeding

Cost: \$180 per pair (mother and a support person), or Medicaid coupon.

Four-Week Series

This series of classes meets on four Saturdays and includes the same material covered in the full seven-week series.

Labor & Birth Only - Saturday Series

For parents who need a class to fit their busy schedule. The same labor and birth material that is covered in the full series, consolidated into two Saturday mornings. Does not include newborn care or breastfeeding. Cost: \$125 per pair.

Newborn Care Class

An important class for first-time parents, this class focuses on caring for the baby during the first few months of life. Topics include newborn characteristics, daily care, infant cues, health and illness, diapering, cord care, sleep and feeding habits, colic relief and changes that occur in newborn babies.

Breastfeeding Basics

This class is designed to educate parents on proper feeding techniques

and positioning, how often to feed, preventing and coping with common challenges and how partners can support breastfeeding mothers.

Babysafe

Three-hour weeknight course is taught by a certified CPR instructor. Topics include infant development, SIDS risk reduction, injury prevention and care of common injuries. Infant choking rescue and infant CPR are demonstrated and practiced. This class does not include a certification card.

Conscious Fathering

For expectant or new fathers. This class provides information to help fathers feel more involved and confident in birth and child-rearing. Topics include how to connect from day one, keeping the baby as comfortable as possible and how to cope when "everything goes wrong," how to meet baby's basic needs, plus developing your own definition of the kind of father you want to be and how you want to interact with your child.

Sibling Preparation

This class prepares children for the birth of a new family member. It is appropriate for children, ages 2 ½ to 6 years of age, accompanied by a parent. The class is taught to the children with parents listening in. Information is presented at a young child's learning level. Topics include information about pregnancy, birth, how newborns behave, and some of the ways that family life is affected by new babies.

Happiest Baby on the Block

For expectant parents and parents of young infants* who would like to learn techniques for calming and soothing a baby. Learn step-by-step how to help your baby sleep better and how to soothe even the fussiest baby in minutes... even seconds! **This class can be taken before baby's birth, or anytime in the first 2 months.* Effective for babies in "4th trimester", the first 3 months of life. Bring your baby! And it's OK if they cry during class – it gives us a chance to see the techniques in action.

Northwest Hospital & Medical Center offers a variety of classes, support groups and other programs for members of our community. Whether you are planning a pregnancy, working to maintain good health, learning to live with a chronic disease or are newly diagnosed with cancer or another serious condition, our trained experts have the most up-to-date information to share.

For more information about our programs, or to register for a class, please see the contact information and phone number under each program, or e-mail us at nwhclasses@nwhsea.org. For more classes and events, visit us at www.nwhospital.org.

community classes and wellness programs

EMERGENCY SERVICES EDUCATION

CPR Training

Learn life-saving skills from Medic II personnel. Third Tuesday of each month, 7-9 p.m. Registration required. To register, visit www.nwhospital.org or call (206) 368-1564 for more information. Cost: Donations are greatly appreciated. Checks should be made out to Medic II CPR.

SUPPORT GROUPS

Better Breathers Club

Join the club to learn tips and techniques to better manage lung disease. Second Monday of each month at 10:30 a.m. Rehab Patient Dining Room. Call (206) 368-1853.

Breast Cancer - A Healing Place

This support group is an opportunity for sharing and receiving support while coping with advanced breast disease. Offered second and fourth Wednesdays of each month, 9:30-11 a.m. Call the facilitator at (206) 920-5462 for a brief interview prior to joining.

Diabetes Support Group

Learn about and discuss topics such as: meal planning, blood glucose monitoring devices, weight loss, treatment for high and low blood sugars, medication management, dietary supplements, diabetes myth busters,

monitoring for complications and what's new in diabetes research and technology. Second Tuesday of each month, 1-2:30 p.m.; To register visit www.nwhospital.org or call (206) 368-1564.

Weight Loss Surgery Support Groups

Our monthly support groups provide an opportunity to interact with other post-operative weight loss surgery patients and discuss the physical and emotional changes following bariatric surgery. Our support groups are open to patients from other practices and individuals researching bariatric surgery. Call (206) 368-1350 for more information. For dates, visit: www.nwhospital.org/bariatric. Groups are held in the TCU auditorium from 6:30-8 p.m.

Young Adult Stroke Survivors

This group is for stroke survivors, their families and caregivers and meets on the third Saturday of the month in the Northwest Hospital Easy Street section of the Medical Rehabilitation Center, from 1 - 3 p.m. For more information, call (206) 361-2696.

WELLNESS CLASSES

AARP Driver Safety Program

AARP offers the popular Driver Safety Program for drivers 50 years and older. Graduates may be eligible

for multi-year discounts on their auto insurance. The class is offered on two consecutive Saturdays, Dec. 11 and 18, 9 a.m. - 1 p.m. The classes will be held on the hospital campus. A \$14 fee is payable to AARP on the first day of class. Participants must attend both days of class to complete the course. To register, call (206) 368-1564 or call AARP at (888) 227-7669.

Brain Health: Simple Tools for Clear Thinking

This 90 and 120-minute workshop led by Dr. Jane Tornatore, a nationally known speaker on brain health and memory problems, will explain why everyone experiences "senior moments," and what to do about them. Learn easy ways to improve the memory and keep the mind active - to reduce the risk of Alzheimer's. Much of the workshop will involve participation in brain-strengthening activities. Thursday, Sept. 16, 1 - 2:30 p.m.; Sept. 30, 6 - 8 p.m.; Oct. 7, 1 - 2:30 p.m.; Oct. 14, 6 - 8 p.m.; Nov. 4, 1 - 2:30 p.m.; Nov. 11, 6 - 8 p.m. \$20 for 90-minute session and \$25 for 120-minute session. Call (206) 368-1564 to reserve your seat.

Journaling for Recovery from Mild Brain Injury

The process of journaling can help you discover the hope and gifts within to support your optimum wellness. Focus on embrac-

ing your new life by sharing your story with others who are also recovering. Facilitated by a licensed speech language pathologist and licensed medical social worker & counselor. 8 weeks, 90 min sessions. Call (206) 368-1094 for dates and more information.

Let the Games Begin!

A conversational support group that gives people with acquired brain injury the opportunity to participate in a supportive, encouraging environment. This group is facilitated by a licensed speech language pathologist who provides suggestions and encouragement, helping people build confidence while having fun. Thursdays, 11-12 p.m. Call (206) 368-1848 for more information.

Living Well with Diabetes

This program has been formally recognized for excellence by the ADA. In this monthly, four-session series, participants will gain information and skills to manage their diabetes. Physician referral is required for class. For more information contact your physician, or call (206) 368-1564 to receive a brochure.

Nutrition Clinic

Food & Nutrition Services offers outpatient nutrition education to help you plan healthy, nutritious meals to suit your dietary needs. Registered dietitians help you design a meal plan to meet

your individualized needs. Many insurance carriers cover nutrition consultations if ordered by a physician. Call (206) 368-1919 for more information or visit www.nwhospital.org.

Pathways to Stress-Free Living

Demanding and busy lives will always have some stress caused by work, family and play, and that's okay. Learn how the right amount of stress can fuel a happy, healthy and fulfilling lifestyle. Workshop will be presented by brain health and memory expert Dr. Jane Tornatore who will cover techniques to utilize both body and mind to reduce stress and increase calm. Thurs, Oct. 21, 2 – 3 p.m.; Oct. 28, 7 – 8 p.m.; Dec. 9, 2 – 3 p.m. \$15 Call (206) 368-1564 to reserve your seat.

Weight Loss Surgery Education

Join us for a free informational seminar to learn more about: weight loss surgery options and risks; patient selection criteria; nutritional requirements; and insurance coverage. Question and answer session follows each talk. Visit www.nwhospital.org/bariatric for dates. Call (206) 368-1350 to reserve space. Seminars are from 6:30 - 8 p.m.

Yoga For People With Parkinson's

Call (206) 368-5935 for more information and to register.

CancerLifeline

CLASSES & SUPPORT GROUPS

Cancer Lifeline at Northwest Hospital & Medical Center classes and groups are free and open to the public. Call (800) 255-5505 or (206) 297-2500 for more information or to register. You can also register online at www.cancerlifeline.org. To confirm specific support group meeting dates, call (206) 832-1297.

Breast Cancer Support Group

For breast cancer patients and survivors. If you are interested in attending this group, please call (206) 832-1297. 1st & 3rd Wednesdays, 4:30 – 6 p.m.; Sept. 1 & 15, Oct. 6 & 20 Speakers: Sept. 1: "Mixed Bag of Expressions"

Gynecologic Cancer Support Group

For patients diagnosed with ovarian, uterine, cervical or any other type of gynecologic cancer, their family and friends. If you are interested in attending this group, please call (206) 832-1297. 4th Wednesdays; 6 – 7:30 p.m. Sept

22, Oct. 27, Nov. 24 No Group Dec. 22. Speakers: Sept. 22: "Robotic Surgery: Is It Fad or for Real?" Oct. 27: "A Picture is Worth a 1,000 Words"

Lung Cancer Support Group

For people with a diagnosis of lung cancer, their family and friends. If you are interested in attending this group, please call (206) 832-1297. 2nd & 4th Thursdays, 7 – 8:30 p.m.; Sept. 9 & 23; Oct. 14 & 28; Nov. 11; Dec. 9 & 23; No Group Nov. 25. Speakers: Sept. 23: "How to Make Ends Meet While in Cancer Treatment"; Oct. 28: "Living Well in the Midst of Loss"

Energize & Exercise with the Lebed Method

This gentle exercise program combines easy stretches, strengthening and aerobic movement with great music! Appropriate during or after cancer treatment and for anyone with, or at risk for lymphedema. Please register. Medical Arts Building, Suite 112 Session I: Mondays, Sept. 13. to Oct. 25, 5:30 - 6:30 p.m.

Gentle Yoga

McMurray Building, Cardiac Fitness Center, Wednesdays, Sept. 15 to Oct. 27, 7 - 8:15 p.m.

SPECIAL EVENTS

Gynecologic Cancer Awareness Month Panel Discussion. Sept. 23; 6:30 – 8 p.m.

Breast Cancer Awareness Month Panel Discussion. Oct. 12, 6:30 – 8 p.m.

Art Exhibition: Women of Strength. Begins Sept. 13, hospital main lobby

Caregiving: Support for you and your family when someone you love has cancer

Oct. 14, 6:30 – 8 p.m. Lindsay Gould Auditorium

Follow-up Health Care After Cancer Treatment

Sept. 14, 6:30 – 8 p.m. Lindsay Gould Auditorium

Increasing Immunity Through Diet

Oct. 5, 6:30 – 8:30 p.m. Lindsay Gould Auditorium

As of Oct. 1, Cancer Lifeline support groups will be changing locations. Classes will still be conveniently located on the Northwest Hospital campus, but please make sure to check support group listings at www.nwhospital.org for updated room locations.

Need a physician?

Call our free physician referral line at (206) 633-4636 or toll free at (800) 633-4636, 24-hours a day.



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- Emergency Department
- Geropsychiatric Center
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- Northwest Clinical Lab
- Northwest Gamma Knife Center
- Orthopedics
- Physical Therapy
- Plastic & Reconstructive Surgery
- Preventative Health & Wellness
- Primary Care
- Pulmonology
- Rheumatology & Arthritis Care
- Seattle Breast Center
- Sleep Center
- Sports Medicine
- Stroke Program
- Wound Care & Hyperbaric Center

For a complete list of services, visit us online at www.nwhospital.org.

Northwest Hospital & Medical Center has earned the 2010 HealthGrades Distinguished Hospital Award for Patient Safety.



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