

Summer 2008



ST. JOHN WEST SHORE HOSPITAL

*A partnership of*

The Sisters of Charity of St. Augustine Health System and **UniversityHospitals HealthSystem**

# St. John West Shore Hospital Community Health Connection

Take an inside look into the Emergency Department.  
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Center for Sleep Disorders restores father's quality of life.  
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Active, 80-year-old nun finds pain relief at the Pain Management Center.  
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“Our goal is that every patient in the Hospital experience the difference we are making in patient care and attention to detail.”

Letter From the President

## Making the Difference to Lead the Way



Cliff J. Coker, President  
St. John West Shore Hospital

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[www.sjws.net](http://www.sjws.net)



LEVEL  
III

For some time we've told the community how we are strengthening our position as the healthcare provider of choice for western Cuyahoga and eastern Lorain county residents. Recently, we implemented a new initiative, *Every Patient, Every Time*, which focuses on providing more personalized patient care.

Our patients have already noticed a difference. I'm pleased to report that we significantly improved patient satisfaction scores in 2007. These scores not only top those of local competitors, but also compare favorably to national averages. Our goal is that every patient in the Hospital experience the difference we are making in patient care and attention to detail.

We are working hard to better serve the community in other ways, as well, including a \$10 million investment in new services. In late 2007, we opened our \$1.5 million Spine & Orthopedic Center. Early in 2008, we unveiled our UroDynamic Center, which diagnoses and treats urinary incontinence for men and women. In 2008, the Hospital will undergo a number of facility upgrades, including the renovation of the Cardiac Catheterization Laboratory.

We also recently earned a superior rating for clinical excellence from a nationally recognized organization that rates hospitals across the country, and we received a NEO Success Award from *Inside Business Magazine* based on revenue and employment accomplishments.

As you read through this magazine, you will also note that the Hospital has achieved accreditation as a Primary Stroke Center, Chest Pain Center and a Level III Trauma Center. This is great news for the community. In addition, we have successfully positioned the Hospital as a leader and educator in emergency medicine through our 12-lead EKG initiative, which allows our Emergency Department to receive real-time data from paramedics in the field in order to save valuable diagnostic time in cardiac emergencies.

There are so many exciting changes happening here at St. John West Shore Hospital—changes that will, without a doubt, improve the overall patient experience, quality of care, service excellence and provide patients with more reasons than ever to choose our Hospital. We look forward to serving your healthcare needs.

Sincerely,  
Cliff J. Coker | President



**Festival Community Hours:**

**Friday, July 11** 6:00 pm – 9:00 pm

**Saturday, July 12** 10:00 am – 7:00 pm

**Sunday, July 13** 10:00 am – 5:00 pm



# Don't Miss the 16th Annual St. John West Shore Hospital Festival of the Arts

**Admission is free**

Non-perishable food donations are encouraged to benefit local food banks

- Fine arts and fine crafts from across the country
- Musical entertainment on Saturday and Sunday
- Outdoor Mass Sunday morning (9:00 am)
- Many food vendors
- Ample parking and shuttle service
- Free health screenings
- Family atmosphere
- Fundraiser held on Friday evening (call for admission costs)

**For more information, call 440-827-5474**





Local Grandfather  
Benefits from Five-Star  
Comfort and Care  
Provided at New  
Spine & Orthopedic  
Center at  
St. John West Shore Hospital

Geoff Rapp and his wife Sally are accustomed to a very active lifestyle. With 11 children, 13 grandchildren, two full-time careers and a long list of hobbies, there's little that slows this couple down. That was, until approximately one year ago when Geoff started experiencing a persistent pain in his right knee that progressively became worse.

After seeking a variety of treatments that brought little relief, he consulted his physician, Manuel Martinez, MD of Orthopedic Associates. After a thorough evaluation, Dr. Martinez recommended Geoff undergo a right knee replacement.



**Manuel Martinez, MD**  
Orthopedic Associates

“Since education is so crucial when a patient undergoes a medical procedure of this nature, before Geoff’s scheduled surgery, I suggested that he visit the Hospital’s new Spine & Orthopedic Center where he would be staying during his recovery period,” said Dr. Martinez. “As part of the Center’s offerings, Geoff underwent a two-hour pre-operative education class focusing on his specific procedure. He was also given the opportunity to meet the nursing staff, anesthesiologist, pharmacist and other staff members at the Center who would be caring for him during his stay.”

Located on the fourth floor of the Hospital, the 10,500-square foot Center was created for pre-and post-operative care and rehabilitation of patients undergoing and recovering from spine and orthopedic surgery. While St. John West Shore Hospital has long been recognized as a local leader in musculoskeletal care, the Center represents a major step in how the Hospital interacts with patients. Led by the Center’s spine co-medical directors, Dr. Gale Hazen and Dr. Mario Sertich, and

**This commitment to providing patients advanced healthcare services and comfort is evident from the moment you step into the Center. The dedicated 16-bed unit offers “guests” five-star accommodations and amenities on par with a luxury hotel.**

Dr. Mehrun Elyaderani, medical director of the orthopedic division, the ultimate goal of everyone associated with the Center is to promote quicker, more successful recoveries through an emphasis on surgical excellence and personal comfort.

This commitment to providing patients advanced healthcare services and comfort is evident from the moment you step into the Center. The dedicated 16-bed unit offers “guests” five-star accommodations and amenities on par with a luxury hotel. While nurses and physical therapists remain at the core of the Center’s recovery team, the staff also includes a concierge, valet, massage therapist, hair stylist and manicurist.

“My surgery was extremely successful and my recovery was nothing less than amazing,” said Geoff. “Between the luxury accommodations, the attentiveness of the medical staff and the gourmet food, it was as if I was on vacation at a top-notch spa resort rather than a hospital.

Despite the fact that I was recovering from surgery, I had such a positive experience that on a scale of one to 10, I’d rate my stay a 10, definitely.”

**For additional information about the services and programs offered by St. John West Shore Hospital’s Spine & Orthopedic Center, including monthly seminars, please call 440-827-5099 or visit [www.sjws.net](http://www.sjws.net).**



Drs. Gale Hazen and Mario Sertich, co-medical directors of the spine division, Spine & Orthopedic Center at St. John West Shore Hospital



Dr. Mehrun Elyaderani, medical director of the orthopedic division, Spine & Orthopedic Center at St. John West Shore Hospital

# Regain Control and Restore Your Active Lifestyle

## With Help from the Area's Newest Dedicated Incontinence Center



**Urinary incontinence is a common medical problem that affects more than 13 million women and men everyday; however, it is rarely talked about. It can leave you feeling embarrassed, isolated and frustrated over not having control of your own body.**

The truth is—there's no need to feel this way. Urinary incontinence is something you don't have to live with as a "normal" part of your life.

The highly skilled team of urology and gynecology physicians at St. John West Shore Hospital's new

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**“Urinary incontinence is a medical condition that is extremely prevalent but unfortunately rarely talked about. One in every four women and one in every nine men suffers from it.”**

— Christopher Reese, MD  
Medical Director of the  
UroDynamic Center

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UroDynamic Center is here to help. The team offers women and men an array of leading-edge medical treatment options for urinary incontinence and pelvic dysfunction.

The UroDynamic Center provides patients with the added convenience of receiving all of their treatment at one central location. Patients receive the highest standard of urinary incontinence care through state-of-the-art diagnostic testing, personalized treatment plans, physical therapy and rehabilitation, advanced medical equipment and the latest non-invasive surgical options.



(L-R) Edwina Simmons, MD; Regina Hill, MD, Medical Director of St. John West Shore Hospital's Womens' Services; and Alfida Ramahi, MD



(L-R) Reid Morse, MD; James Kontak, MD; Steve Lamb, MD; Chris Reese, MD, Medical Director of the St. John West Shore Hospital UroDynamics Program; Adonis Hijaz, MD; and Kalish Kedia, MD

“Urinary incontinence is a medical condition that is extremely prevalent but unfortunately rarely talked about,” said Christopher Reese, MD, medical director of St. John West Shore Hospital’s UroDynamic Center. “One in every four women and one in every nine men suffers from it. To help break the silence often associated with the condition, the UroDynamic Center was created. At the Center, patients are provided with a compassionate, sensitive environment where they can openly discuss their condition, receive a thorough evaluation and have access to the most technologically advanced methods of treatment available for a full recovery.”

Once diagnosed many people who have urinary incontinence are hesitant to seek further treatment because they believe the only option available to them is surgery. This is a misconception; today’s modern treatments for urinary incontinence include many choices, such as breakthrough physical therapy and rehabilitation, medications and highly advanced, non-invasive medical procedures that are all available at the Hospital’s UroDynamic Center.



**St. John West Shore Hospital’s UroDynamic Center is located on the second floor of the Hospital. For additional information on the UroDynamic Center or to register for one of the free urinary incontinence community education programs being offered at the Hospital, please call 440-827-5225.**

## Announcing our free community shuttle! Getting to the Hospital is easier than ever

We are pleased to announce a brand new service that will make it easier than ever to get to the Hospital and our off-site diagnostic facilities.

Anyone who is a patient at the Hospital—inpatient or outpatient, as well as dialysis and discharged patients—is eligible. The free service is also available to those individuals receiving imaging and lab services at our three off-site facilities (see below), patients in our cardiac and pulmonary rehabilitation program or those receiving physical and occupational therapy services.

Transportation hours are from 9:00 am until 5:30 pm, Monday through Friday. Simply call at least 24 hours in advance to schedule your free ride.

The shuttle is available to pick up residents in the following communities: Avon, Avon Lake, North Ridgeville, North Olmsted, Westlake, Bay Village, Rocky River and Fairview Park.

Destination points include the main campus of the Hospital, as well as our satellite locations, including: Westlake Family Health Center at 26908 Detroit Road; North Olmsted Family Medicine Center at 25757 Lorain Road and the St. John West Shore/North Ridgeville offices at 34960 Center Ridge Road.

**To schedule the shuttle, please call the on-site coordinator at 216-275-1252. Patients must be ambulatory, as this is not a wheelchair-accessible vehicle.**



“The free community shuttle bus takes me to cardiac rehabilitation and dialysis at St. John West Shore Hospital. I live by myself, and without it, I wouldn’t be able to travel to the Hospital to receive the medical treatments that I need. The shuttle is always here for me. I’m very thankful for the service.”

—Irene O’Brien, North Ridgeville



Time Is On One Westlake  
Man's Side, Thanks To  
St. John West Shore Hospital's  
**Newly Accredited  
Primary Stroke Center**



JACK FRASER OWES HIS LIFE TO HIS QUICK-THINKING WIFE, GERALDINE, AND THE IMMEDIATE TREATMENT OF SAGARIKA NAYAK, MD, MEDICAL DIRECTOR OF ST. JOHN WEST SHORE HOSPITAL'S STROKE CENTER.



Jack Fraser with Sagarika Nayak, MD,  
Stroke Center Medical Director for  
St. John West Shore Hospital

For additional information on the  
Accredited Primary Stroke Center at  
St. John West Shore Hospital, visit  
[www.sjws.net](http://www.sjws.net), or call 440-827-5531.

It was an ordinary evening for Jack Fraser of Westlake. Jack was home working around the house; his wife Geraldine was enjoying an evening out with friends and expected to return home soon. That's when, without warning, his symptoms struck. As he was settling in to watch television, he became dizzy and lost all strength on the left side of his body. Jack was having a stroke.

Geraldine arrived home moments later to find him conscious but unable to get up from the floor and slurring his words. Immediately, she and some of the Fraser's neighbors called 911, and Jack was rushed to St. John West Shore Hospital's Emergency Department and its newly Accredited Primary Stroke Center by Westlake paramedics. Sagarika Nayak, MD, Medical Director for St. John West

Shore Hospital's Stroke Center, was on duty when he arrived.

**"Time is of the essence for stroke patients, like Jack, who only have a three-hour window from the onset of the stroke in order to be candidates for tPA (clot busting) treatment."**

— Sagarika Nayak, MD

"Having this information in hand, when he did arrive, there was still enough time for our team of specially trained professionals to confirm the diagnosis and effectively administer the lifesaving tPA drug."



"Thanks to Geraldine's quick response, and the hospital's partnership with the local EMS squad, we were able to react quickly and identify Jack's symptoms before he even arrived at the hospital," said Dr. Nayak.

As an Accredited Primary Stroke Center, the Hospital has been recognized for following the national standards set by the American Stroke Association and has achieved superior patient outcomes in the area of stroke treatment. The national certification confirms that the Hospital has the necessary resources and procedures, like the ability to provide tPA, in place to successfully care for stroke patients, as evident in Jack's case.

"Without a doubt, I credit my wife's quick thinking and the advanced level of medical care I received at St. John West Shore Hospital's Primary Care Stroke Center with saving my life," said Jack. "I am alive today because of them."

Once diagnosed and treated with tPA at the Accredited Primary Stroke Center, Jack was admitted into the Hospital's Intensive Care Unit (ICU) where he spent the next week recovering before being released. The extraordinary level of care he received upon arriving at the Hospital continued throughout his stay.

"I can't say enough about the care I received during my stay at the Hospital," said Jack. "From the moment I arrived, and throughout my entire time in the ICU, I received the highest-quality medical treatment available. My family and I also appreciated the genuine compassion we received from everyone we encountered at the Hospital."

Some actions occur naturally when an emergency strikes, such as calling 9-1-1. Others require deliberation, such as choosing an Emergency Department (ED).

Waiting until an emergency happens is not the time for such a critical decision. That's why we're offering this inside look at the ED at St. John West Shore Hospital. So even if you don't know when an emergency will hit, you'll know exactly where to go when it does.

LEVEL  
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At St. John West Shore Hospital, we're proud to say that our ED has earned the highest rankings in several critical areas. In fact, we're one of the only medical providers in the region to have a fully Accredited Primary Stroke Center, Chest Pain Center, and Level III Trauma Center.

What does that mean to area residents? It could literally mean the difference between life and death or between making a full or only a partial recovery.



## What to consider in the case of an

### Superior response times for chest pain patients

Take our Accredited Chest Pain Center, for instance. What sets us apart from other emergency care providers are our superior outcomes, which are a direct result of our ability to respond quickly.

"We have some of the best response times in the country with regard to chest pain," said Roy Seitz, MD, Medical Director of St. John West Shore Hospital's Emergency Department, as he described the Hospital's average door-to-balloon time (a common gauge for evaluating the success of chest pain centers nationwide). It specifically refers to the time it takes for a hospital to administer balloon angioplasty, which utilizes an inflatable balloon to effectively open up a clogged coronary artery to improve blood flow, starting from the time the patient arrives at the doors of the ED.

"Not only do we recognize the warning signs of a prospective heart attack quickly, but we are structured so that we can be proactive in our response," said Dr. Seitz. "That's important, because when the heart is involved, time is muscle."



Floyd Trillis, MD,  
ICU Trauma Director



Roy Seitz, MD, Medical Director  
of the St. John West Shore  
Hospital Emergency Department

## Superior outcomes for stroke patients

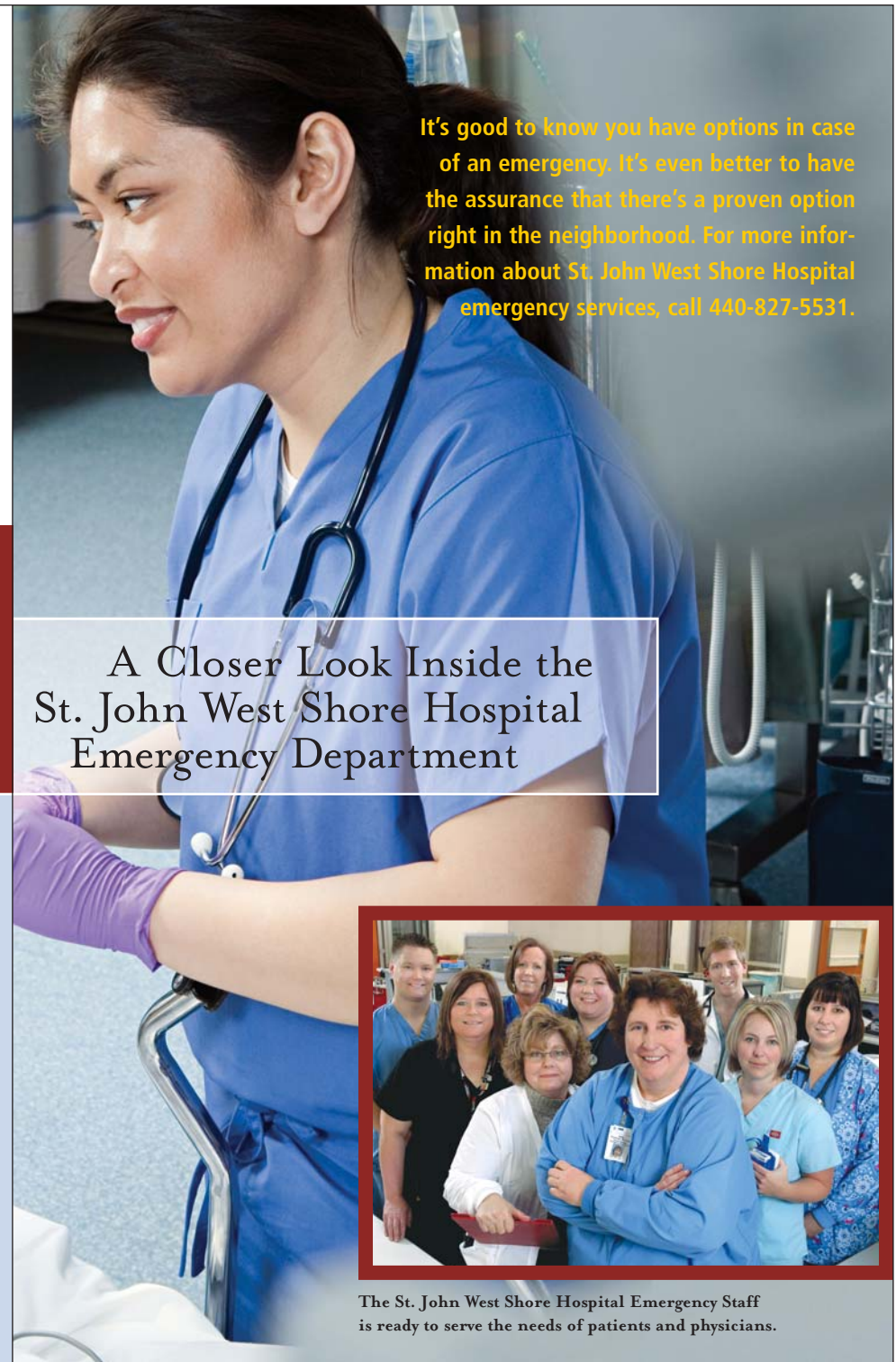
Response time is equally critical when a stroke occurs. Unless proper treatment is received within three hours of the onset of the initial symptoms, permanent disability, or even death, can occur. That's why, as Dr. Seitz points out, it's critical to recognize the signs of a stroke, which include a rapid onset of numbness or paralysis on one side of the body. Or if your vision suddenly becomes blurred or you start slurring your words, you might be having a stroke. If you suspect any of these symptoms could be a sign of something more serious, immediately seek a medical provider that can recognize the symptoms and provide rapid diagnosis and treatment.

# EMERGENCY

## Specialists to provide care for trauma patients 24 hours a day

The Hospital has achieved equally impressive outcomes with regard to its handling of trauma cases. As a result, it has been officially designated as a Level III Trauma Center—the only Level III trauma services provider for Lorain County residents.

"As a Level III Trauma Center, we have the necessary specialized personnel and equipment to care for critically injured patients 24 hours a day," said Dr. Seitz. "So whether you've been involved in an auto accident or have suffered a concussion, fracture, sports injury, industrial injury or have taken a serious fall, you can rest assured that we have the resources to stabilize the problem and quickly provide the care you need."



It's good to know you have options in case of an emergency. It's even better to have the assurance that there's a proven option right in the neighborhood. For more information about St. John West Shore Hospital emergency services, call 440-827-5531.

## A Closer Look Inside the St. John West Shore Hospital Emergency Department

The St. John West Shore Hospital Emergency Staff is ready to serve the needs of patients and physicians.



DUSTIN REED NOW HAS THE ENERGY TO KEEP UP WITH HIS THREE-YEAR-OLD, ETHAN, THANKS TO THE SLEEP CENTER AT ST. JOHN WEST SHORE HOSPITAL.

## A Good Night's Sleep Restores Quality of Life for North Olmsted Dad and Teacher

### St. John West Shore Hospital's Center for Sleep Disorders Provides Diagnosis & Cure

Even in his mid-20s Dustin Reed of North Olmsted felt he didn't have the energy he should for his age. The feeling of fatigue got worse three years ago when Dustin's son, Ethan, was born. Of course, most new parents complain about lack of sleep and a constant feeling of tiredness. But for Dustin, the feeling was overwhelming.

The problem got so bad this past December that Dustin, a math teacher at Valley Forge High School, missed a full week of work due to fatigue and muscle aches. After visiting his family doctor, he was referred to Basem Haddad, MD, medical director at the St. John West Shore Center for Sleep Disorders.

Dr. Haddad scheduled Dustin for a sleep study at the Center where his sleeping and breathing patterns could be monitored overnight. The sleep study showed Dustin suffered from sleep apnea, a disorder which causes a person to stop breathing during the night, perhaps as often as a hundred times, usually for periods of 10 seconds or more. Dr. Haddad prescribed a special mask that fits over Dustin's nose. It is hooked up to a machine which keeps moisturized air flowing while Dustin sleeps so his throat muscles don't collapse and interfere with breathing.

"I noticed an immediate difference," said Dustin. "Before, I would get off work to pick up my son at day care and feel so very tired; all I wanted to do was take a nap.

“It is estimated that more than 90 percent of all sleep disorders, like sleep apnea and the other 80 different disorders, go undiagnosed and untreated.” — Basem Haddad, MD

Medical Director for St. John West Shore Hospital’s Center for Sleep Disorders

Now I have the energy to keep up with a three-year-old, wrestle with him and do the things that a dad should do with his son.”

Another benefit was that Dustin stopped snoring—something that was greatly appreciated by his wife, Danica.

“I feel so much better,” said Dustin. “I’m energized and can’t remember the last time I wanted to take a nap. It has made such a difference in my life.”

A lack of sleep can cause more serious problems than just fatigue. According to Dr. Haddad, sleep disorders can cause loss of oxygen to major vital organs, eventually leading to serious health problems over time. Heart attacks, irregular heartbeat, stroke and memory deficits, as well as diminished emotional health, such as depression, reduced concentration and impaired judgment, can also occur.

The problem, according to Dr. Haddad, is that most people don’t even realize they are suffering. It is estimated that more than 90 percent of all sleep disorders, like sleep apnea and the other 80 different disorders, go undiagnosed and untreated.

For more information on St. John West Shore Hospital’s Center for Sleep Disorders, please call 216-241-6201. Hours of operation are Monday thru Friday, 7:00 am to 7:00 pm, and Saturday from 8:00 am to 1:00 pm. Sleep studies are conducted between the hours of 8:30 pm and 6:00 am.



Basem Haddad, MD, Medical Director for the St. John West Shore Hospital Center for Sleep Disorders, is Board Certified in pulmonary disease, sleep medicine and internal medicine.





Eighty-year-old Sister Mildred Baker, IHM may have retired in 2001, but it certainly didn't slow her down. After spending more than three decades as an educator and administrator in a variety of parochial schools, and then 20 years working in the healthcare field, she was used to a fast-paced schedule. During her retirement she continued to keep busy with her volunteer work, reading, quilting and embroidery, as well as enjoying one of her favorite pastimes, watching the Cleveland Indians.

St. John West Shore Hospital  
Pain Management Center

# Don't Let Pain Keep You from Living the Lifestyle You Deserve



Sister Mildred Baker, IHM

But all that changed in early 2007 when she started experiencing severe back and chronic leg pain. Soon the pain was so debilitating that it not only affected her daytime activities, but it also kept her awake at night. After seeking medical assistance, it was determined that the cartilage between several discs in her back had deteriorated. Unfortunately, she was told that the pain was part of the normal aging process and she would simply have to learn to live with it.

Not satisfied with the answers she received, Sister Mildred sought a second opinion from Abdallah Kabbara, MD, medical director of St. John West Shore Hospital's Pain Management Center. Dr. Kabbara was quickly able to confirm her diagnosis, but unlike the previous physician, he offered her a detailed explanation of how he could help her through state-of-the-art pain management treatments.

"I was extremely impressed with Dr. Kabbara's empathy and his extensive knowledge of various pain management techniques," said Sister Mildred. "Although he didn't make any glowing promises, he did present a clear picture of how advanced pain management treatments could successfully work, and then left the decision up to me. I felt confident

that he could help me, and I'm very grateful that I sought a second opinion. If I hadn't, I might still be living my life in pain."

Today, after undergoing a pain management program, Sister Mildred's energy level has returned and she has resumed the many activities she loves, especially watching the Tribe win!

"As in Sister Mildred's case, whatever a patient's source of pain, each receives a comprehensive evaluation and treatment plan tailored specifically for him or her," said Dr. Kabbara. "In addition to specialized medical care, we try to make each patient's Pain Management Center visit as convenient as possible."



Sister Mildred Baker, IHM, with Abdallah Kabbara, MD, Medical Director of St. John West Shore Hospital's Pain Management Center

As part of that commitment to its patients, The Pain Management Center at St. John West Shore Hospital now offers a wider array of state-of-the-art pain management services as it welcomes two new additions to its medical staff, Salim Hayek, MD, PhD and Patrick McIntrye, MD, JD.



Salim Hayek, MD, PhD and Patrick McIntrye, MD, JD. join the St. John West Shore Pain Management Center.

To further ensure patient satisfaction, The Pain Management Center also has extended hours, and is open Monday through Friday from 8:00 am to 4:00 pm for the treatment of acute, chronic and cancer pain. In the majority of cases, patients will be seen within 24 to 48 hours by a pain management professional who has received training through University Hospitals. This expanded coverage allows the Center's multidisciplinary staff to provide specialized care for more patients while shortening patient waiting times. For more information on The Pain Management Center at St. John West Shore Hospital, call 440-827-5058.



SISTER MILDRED IS A VOLUNTEER AT ST. JOHN WEST SHORE HOSPITAL, AS WELL AS A PATIENT.

UHHS/CSAHS-Cuyahoga, Inc.  
St. John West Shore Hospital  
29000 Center Ridge Road  
Westlake, Ohio 44145  
440-835-8000

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#### IMPORTANT NUMBERS

Main Number  
440-835-8000

Community Outreach  
440-827-5440

Emergency Department  
440-827-5531

Spine & Orthopedic Center  
440-827-5099

UroDynamic Center  
440-827-5225

Center for Sleep Disorders  
216-241-6201

Pain Management Center  
440-827-5058

Community Shuttle  
216-275-1252

Festival of the Arts  
440-827-5474

[www.sjws.net](http://www.sjws.net)

## LAKE ERIE MONSTERS Bring Well Wishes to St. John West Shore Hospital Patients

St. John West Shore Hospital was recently visited by team members of the Lake Erie Monsters who stopped by to spend time with patients and autograph items for Hospital employees in the cafeteria. St. John West Shore Hospital is the "Hospital of Choice" for the Lake Erie Monsters.

Several of the Monsters—Dan DaSilva, Mark McCutcheon, Wes O'Neill, Kenny Roche and Steve Margeson—spent time with patients to encourage speedy recoveries. Play-by-play broadcaster John Michael and mascot Sullivan C. Goal also joined them.

The players visited several areas of the Hospital, including Pediatrics, The Spine & Orthopedic Center and Coronary Care—Step Down. In addition to interacting with patients, team members listened to their stories as well as shared their own. Many team members encouraged patients to attend a game when they are in better health. The Monsters also presented a hat and blanket to each patient. —Go Monsters!

