

Contents



Work It Most of us don't get the exercise we need, gym membership or not.

Too Hip to Quit Sitcom-starturned-dramaticpowerhouse Steve Carell represents a new type of joint replacement patient: active and well under 65.

Bodies in Motion Sneaky ways to get more exercise into your daily life. Step one: Stand up!

Your Injury-Prevention Playbook You don't have to be a pro athlete to get hurt. Here's how to protect yourself while getting fit.

The Science of **Weight Loss** What is metabolism, anyway? Tips on using science to promote weight loss.

Time and Freedom The Oaks of Louisiana provides a multitude of amenities from delicious meals to personalized services allowing residents to enjoy the important things in life.

Behind-the-**Scenes Teams** You might never see these Willis-Knighton employees, but they still play a vital role in keeping the health system operating efficiently.

Breast Cancer Willis-Knighton Cancer Center is making a concerted effort to focus on enhancing the patient experience.

IN EVERY ISSUE

- 2 Perspective
- 3 Fit & Well
- 4 In the Know
- **6** Inside The Oaks
- **7** Bon Appétit
- 8 Spotlight
- **32** The Quick List
- 33 This Just In
- **38** The Truth About Old Wives' Tales
- 40 How To: Quit Smoking
- 42 Ouiz: Freak Out or Chill Out?
- **44** At a Glance: Portion Control
- **46** In the Market: Blueberries
- **48** Health by the Numbers:
- 56 Oaks Resident Profile



Peanut butter for baby? PAGE 34





A Force for the Community

This WK lab technician spends hours each week volunteering for worthy causes.

SEASONS OF HEALTH

Willis-Knighton is actively building on its successes

How can it be that summer is approaching? It seems just a few months ago that we were lured into warm-weather mode by those odd balmy days in winter. And within weeks, we'll probably be praying for relief from the blazing heat.

Weather, like life, is all about transitions. Just as we become comfortable with one season, another is waiting for us. Seasons change, lives change and so do people. Can you imagine your grandparents or great-grandparents focusing



on an active lifestyle? Probably not. In the days before computers and 24/7 television, people were out doing things—yard work, housework, playing catch with the kids or perhaps tending a vegetable garden.

Today it seems that an active lifestyle is something we must work for—and that's reflected in this issue of *Vim & Vigor*. We feature an article by Terrie Roberts (page 49) that focuses on the active, healthy and enriching lifestyle with many amenities at The Oaks of Louisiana.

At Willis-Knighton Health System, there's a lot of activity going on, from our routine care to construction projects that will enhance healthcare for our community. What you see when you visit a WK hospital is only a small portion of what it takes to keep the health system going. The WK team includes many departments that are critical but not as visible to patients and visitors. Darrell Rebouche's story on page 52 highlights a few of the behind-the scenes activities critical to our success.

In fact, success at Willis-Knighton is defined in numerous ways, but no achievements reflect more success than that of the Willis-Knighton Cancer Center. Read Marilyn Joiner's story on page 54 to learn about the strides we are making to fight breast cancer right here in our community.

Throughout this issue you'll find tips for healthy active living. Take advantage of them now and in the future. The WK team and I wish you a happy summer and the best of health.

James K. Elrod
President and CEO

VIM& VIGOR

PRESIDENT AND CEO, WILLIS-KNIGHTON HEALTH SYSTEM

FACILITY ADMINISTRATORS

Jaf Fielder, Willis-Knighton Medical Center Kern Elrod, Willis-Knighton South Cliff Broussard, WK Bossier Health Center Sonny Moss, WK Pierremont Health Center Margaret Elrod, The Oaks of Louisiana Joshua Mason, WK Innovation Center

REGIONAL EDITOR

Marilyn S. Joiner

CONTRIBUTOR

Kim Foulk, Courtney Herzog, Darrell Rebouche, Terrie M. Roberts, Lyne Robinson, Sheila Watkins

PRODUCTION

EDITORIAL

EDITOR-IN-CHIEF: Meredith Heagney
SENIOR EDITOR: Matt Morgan
COPY EDITOR: C.J. Hutchinson

DESIGN

CHIEF ART DIRECTOR: Tami Rodgers
ART DIRECTORS: Cameron Anhalt, Molly Meisenzahl
SENIOR ART DIRECTOR: Erica Brooks
ASSOCIATE ART DIRECTOR: Audrey Hall

PRODUCTION

SENIOR PRODUCTION MANAGER: Laura Marlowe
PRODUCTION MANAGER: Jenny Babich
DIRECTOR OF PREMEDIA: Dane Nordine
PRODUCTION TECHNOLOGY SPECIALISTS: Julie Chan,
Sonia Fitzgerald

CIRCULATION

SENIOR DIRECTOR, LOGISTICS: Tracey Lenz
POSTAL AFFAIRS & LOGISTICS MANAGER: Janet Bracco

CLIENT SERVICES

CLIENT STRATEGY AND SERVICES MANAGERS:Mark Kats, Katie Murphy

ADMINISTRATION

CHIEF EXECUTIVE OFFICER: Jason Benedict
SVP, BUSINESS DEVELOPMENT – HEALTHCARE:
Gregg Radzely, 212-574-4380
CHIEF CONTENT OFFICER: Beth Tomkiw
EXECUTIVE ART DIRECTOR: Adele Mulford



2600 Greenwood Road Shreveport, LA 71103 318-212-4000 wkhs.com

For address changes or to be removed from the mailing list, please visit mcmurrytmg.com/circulation.

please visit mcmurrytmg,comycirculation.

Wim & Vigor™, Summer 2016, Volume 32, Number 2, is published quarterly by MANIFEST LLC, 4110 N. Scottsdale Road, Suite 315, Scottsdale, AZ 85251, 602-395-S890. Vim & Vigor™ is published for the purpose of disseminating health-related information for the well-being of the general public and its subscribers. The information contained in Vim & Vigor™ is no tinended for the purpose of diagnosing or prescribing. Please consult your physician before undertaking any form of medical treatment and/or adopting any sexcrise program or dietary guidelines. Vim & Vigor™ does not accept advertising promoting the consumption of alcohol or tobacco. Copyright is 2016 by MANIFEST LLC. All rights reserved. Subscriptions in U.S.: \$4 for one year (4 issues). Single copies: \$2.95. For subscriptions, write: Circulation Manager, Vim & Vigor™, 4110 N. Scottsdale Road, Suite 315, Scottsdale, AZ 85251.





CORE ESSENTIALS

Reduce the risk of stress urinary incontinence by strengthening your midsection

Many exercisers experience SUI, or stress urinary incontinence, which is urine leakage that occurs when physical stress is placed on the bladder. Something as simple as sneezing or as demanding as jumping rope can cause it.

The root of SUI is a weakened pelvic floor, and that is a symptom of a weak core. The pelvic floor is at the base of the abdominal and pelvic cavity and is suspended from the pubic bone, tailbone and the "sit bones" on each side. The urethra, vagina and anus muscles support the bladder, uterus and bowels against gravity. They also withstand pressure increases from sneezing, laughing and jumping, as well as provide bladder and bowel control.

Common causes of weak pelvic muscles in women include pregnancy, childbirth and low estrogen levels. In men, causes include having an enlarged prostate and prostate surgery. Other factors affecting both men and women are obesity, age, chronic coughing or

sneezing, excessive caffeine and alcohol consumption, high-impact activities and weak gluteal muscles. Strengthening the pelvic floor will also require strengthening the core to reduce occurrences of SUI.

Walking is one of the best exercises to keep the pelvic floor strong and functional. Squatting is another great exercise that strengthens the glutes; strong hips are also necessary for optimal pelvic floor function. Exercises that involve pushing, pulling and lunging are recommended, too. Performing exercises that move the legs apart or squeeze them together against resistance are good for the pelvic floor.

Other habits that promote a healthy core and pelvic floor are:

- Exhaling before exertion
- Moving more during the day
- Practicing proper alignment while standing
- Sitting on your "sit bones," not your tailbone
- Wearing lower shoes, not high heels
 We hope you will be able to work
 these tips into your everyday routine so
 you can help prevent or at least reduce
 incidences of SUI. Remember, a strong
 core equals a happy pelvic floor.

Sheila Watkins is an exercise physiologist and women's health specialist. Courtney Herzog is a certified group exercise instructor with the Aerobics and Fitness Association of America.

CALL



Ready to Exercise?

For help incorporating more activity into your life, talk to your doctor or visit your nearest WK Health & Fitness Center and consult with an exercise specialist. Call **318-212-4475** for details.

> IN THE KNOW

FIGHTING FLUID

Lymphedema is a painful condition caused by abnormal accumulation of lymph fluid.
Certified lymphedema therapists at Willis-Knighton's Lymphedema Clinic provide care for both primary and secondary lymphedema.



Amy Sudduth

Primary lymphedema occurs on its own and is not related to an external factor. Secondary lymphedema can appear after surgery, injury or cancer treatment, or as the result of an infection.

Early treatment is important and can provide relief and increase mobility for the patient, says Amy Sudduth, assistant director of physical medicine and rehabilitation. The treatment is specialized to the patient and the site affected, generally an arm or a leg.

"We offer complete lymphatic drainage that involves specialized massage," Sudduth explains. "Then we follow with specialized wrapping and, eventually, we try to get them into some sort of compression stocking or device, depending on whether it's a leg or an arm that is affected."

Swelling takes a toll on people's lives and health, particularly those with swelling in the legs. "They are very immobile, and many experience weight problems," Sudduth says. "Once we start decreasing fluid, they can start moving more and should; that's a good thing."

The Willis-Knighton Lymphedema Clinic is joining other outpatient physical therapy services at the new location at the WK Rehabilitation Institute.



COMBINING REHABILITATION INTO ONE LOCATION

If you've driven up Line Avenue on your way downtown or have traveled westbound to Bossier on Interstate 20, you've no doubt noticed the new WK Rehabilitation Institute scheduled to open this summer. This unique center combines two of the health system's exceptional rehabilitation programs into a single, central location where they can share services. Both physical and behavioral rehabilitation will be offered at the new center. Outpatient dialysis is also moving to that location, providing that department with additional space to accommodate the increased demand.

When the building was Doctors' Hospital, the entrance was difficult to find because it was on Louisiana Avenue. Now the building features an entrance directly from Line Avenue, with a traffic light to ensure ease of access. Make a note of the new address, 1111 Line Ave., and the new telephone number, 318-716-4545.

BY THE NUMBERS



WILLIS-KNIGHTON OFFERS EXPANSIVE SERVICES IN MANY LOCATIONS











BRAIN CANCER
Care Advances



Ben Wilkinson, MD

Willis-Knighton Cancer Center made an investment earlier this year in equipment to fight brain cancer. According to Ben Wilkinson, MD, a radiation oncologist at the center who specializes in the treatment of brain tumors, Optune is a medical device that,

when used in conjunction with partial-brain radiotherapy and chemotherapy, has been shown to extend overall survival for people with glioblastoma multiforme (GBM). Optune delivers low-intensity alternating electric fields (referred to as tumor treatment fields) that inhibit cancer cell replication and cause the cancer cells to die.

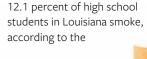


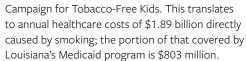
"The Optune system represents our next step forward in the treatment of patients with high-grade gliomas," Dr. Wilkinson says. "When combined with surgery, radiotherapy and chemotherapy, the use of tumor treatment fields further increases our ability to fight tumor recurrence and add time for patients with the difficult diagnosis of GBM."

Smoke-Free Programs at WK

Let's clear the air. People die of lung cancer every day, most of them smokers or people who live with someone who smokes.

In the U.S., 12.9 percent of adults smoke. In Louisiana, 23.5 percent of adults smoke. And, sadly, 12.1 percent of high school





These daunting facts are just one reason Willis-Knighton Health System has developed the WK Tobacco Treatment Clinic.

The WK Tobacco Treatment Clinic now has staff certified as nicotine dependence center tobacco treatment specialists. This nationally accredited program at Mayo Clinic trains healthcare professionals to treat nicotine dependence.

If you are a smoker or have a loved one who needs to quit, Willis-Knighton urges you to review the services offered at **classes.wkhs.com**.



GOLDEN TONES

Fueled by residents' love of music, The Oaks Chorus is adding singers and expanding performances

"Next to the Word of God, the noble art of music is the greatest treasure in the world."

-Martin Luther

To those who believe the words of Martin Luther, there is precious gold at The Oaks of Louisiana each time The Oaks Chorus sings.

The group, comprised of 15 members when all are gathered, is not professional by any means, nor does it profess to be, says Stephanie Cosme, pastoral assistant and chorus director. "We are not into perfection," she says. "Even the Lord says to make a joyful noise, and that is all we require."

No, the value of the chorus isn't based on vocal artistry but rather the friendships formed between its members, the personal joy members derive from singing and the delight of those in the audience.

"I love music. I love to make music," says Frances Kurz, a resident of Savannah at The Oaks and one of the chorus's most vocal cheerleaders and recruiters. "Being in the chorus is a way to enjoy something I love with other people and an opportunity to give back to a community that does so much for all of us."

Kurz, 88, comes from a musical family and has been a member of the sanctuary choir at First Baptist Church-Shreveport since she was in high school. It was natural for her to join The Oaks Chorus when she moved to the community in October 2014.

It was Cosme who reenergized the group after a period of inactivity

Charlene Young and Frances Kurz (foreground) show patriotic pride while singing "Yankee Doodle Dandy" during an Oaks Chorus performance.

because the group had lost its director. "When I came here, several residents expressed to me how much they loved music and how much they wanted the chorus back," Cosme says. Four residents firmly committed. A call was issued, a goal was set and, after the St. Patrick's Day performance in 2015, the chorus attracted a few more members. It continues to grow.

Under Cosme's direction, the chorus not only has increased in size, but it also has expanded its performances to include Carols by Candlelight at Christmas, "Nashville Night," a Grand Ole Opry-style music revue, and a patriotic offering to celebrate the Fourth of July.

"There are so many benefits of music beside the pure joy one gets from listening to it or singing," Cosme says. "Music cues long-term memory and connects residents with memories and people of their past. It helps them remember good times. It enhances feelings of wellness. It calms. It aids in focusing, relaxation and socialization. It allows the residents to experience joy and excitement."

That's a treasure. ■



The Oaks Chorus not only performs during special Chapel at The Oaks services but also presents several programs throughout the year, including a Grand Ole Opry-style revue.



HOT AND COLD FARE

Recipes from Willis-Knighton and The Oaks of Louisiana

VEGETABLE FRIED RICE

INGREDIENTS

2 cups rice, cooked

3 tablespoons sesame oil

1 clove garlic, minced

1 bundle baby broccoli

1 red onion, small, diced

1 cup English peas

2 celery ribs, sliced on bias Soy sauce to taste

2 eggs

2 tablespoons sesame seeds

Salt and pepper to taste

INSTRUCTIONS

Steam rice until tender. When rice is done, place in a pan and cool in freezer 15–20 minutes.

Heat skillet over high heat. Pour in oil. Sauté garlic in oil. Stir in vegetables and cook until tender but still crisp. Stir in cooked rice. Add desired amount of soy sauce. Push rice mixture toward back of skillet.

Crack eggs into the skillet, stirring quickly to scramble the eggs before allowing them to mix with the rice and vegetables. Add sesame seeds and salt and pepper to taste.

Yield: 4 servings.

Submitted by Billy Wiethaupt III, chef at The Oaks of Louisiana.

CHILLED CUCUMBER CHIVE SOUP

INGREDIENTS

1½ cups nonfat sour cream

2 cups buttermilk

1 cucumber, half peeled, all seeded and diced

½ cup chopped parsley

1 teaspoon salt

Freshly ground black pepper

1 teaspoon salt-free seasoning blend

1/3 cup diced red radish

1/4 cup minced chives

INSTRUCTIONS

Place sour cream, buttermilk, cucumber and parsley in blender and process until smooth. Season with salt, pepper and seasoning blend. Chill at least 8 hours.

Pour soup into bowls. Garnish with diced radish and chives.

Yield: 8 servings. Calories: 75.

Submitted by Willis-Knighton Diabetes & Nutrition Center.



MANAGEMENT PROFILE

Finding Solutions, Helping Patients



Anthony Martin faces a new set of challenges daily, and he loves it. Thirty years into his career with Willis-Knighton, a smile comes to his face as he discusses his role as home health director.

"My reward each day is being able to troubleshoot with my staff," he says. "They come to me with patient challenges, logistics challenges; we're able to find solutions so we can effectively help patients. We go into unpredictable situations every day."

A graduate of the Northwestern State University School of Nursing, Martin began his career at Willis-Knighton in 1986. He started caring for medical-surgical patients and then transferred to the emergency department at Willis-Knighton South & the Center for Women's Health. Along the way, he transitioned into nursing administration and subsequently earned a Master of Health Administration degree from LSU Shreveport.

In 2008, he took over home health, where he has carefully cultivated a growing service line. "I had no idea the depth and breadth of what a home health clinician does," he admits. "Every day I'm learning.

"It's a privilege to help people in this community," Martin continues. "This team executes what appears to be a seamless job every day." Thirty years later, that keeps him smiling.

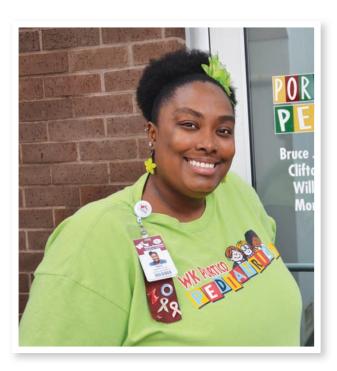
WK Employees Active in the Community

Gwen Jones is bubbling over with gratitude. "A lot of people helped me when I was younger," she recalls, "and if it weren't for them, I wouldn't be who I am today. So I decided to do things to help others around my community."

Jones, a laboratory technician at Portico Pediatrics on the campus of WK Pierremont Health Center, founded a service organization she named Ladies of Royalty. Her co-workers are often awestruck by the number of service activities she initiates and performs. She organized swimming lessons for more than a thousand young people in her community. She routinely serves at the Rescue Mission. And there's more for Jones and the ladies: fan drives in the summer, coat drives in the winter, school supply collections in the fall, painting houses in underserved neighborhoods in spring, gifts to soldiers at Christmas, visiting the elderly, gift baskets for women at a domestic violence shelter.

Clearly, Jones and her ladies are a force. She estimates that she works 15 to 20 volunteer hours each week.

"My motivation is to help people in need," she says. "I know I can't save them all, but I hope I can change one life at a time."





FREDOM

With amenities abounding at The Oaks, residents can focus on the important things in life BY TERRIE M. ROBERTS

magine no longer having to cook dinner if you don't want to, or dusting the bookshelves, or weeding the flower bed, or waiting for a plumber to fix a leaky faucet, or fighting traffic on the way to meet friends for a game of bridge.

Imagine having your days to yourself with flexibility to enjoy the best years of your life.

Such pampering is the norm for residents at The Oaks of Louisiana, where amenities like dining, housekeeping, maintenance, security and transportation let residents maximize their time and enjoy activities crucial to happy, healthy independence in their senior years.

It's a cruise ship on land, you might say. Life at The Oaks is not a vacation, but it's the next best thing to taking one.

Ruth Lewis, a resident of Tower at The Oaks, one of the community's two independent living options—the other is Garden Apartments at The Oaksembarked on her Oaks adventure in March 2012.

"I'm very happy here," she says. "All the amenities that are offered make my life easier, and you can't put a price on convenience. You also have peace of mind when you live in a maintenancefree community because you don't have to worry about the upkeep of a home or yard. I have time and freedom."

Dinner Is Served

Cooking is a chore for some, a pleasure for others. Residents may choose to prepare meals in their apartments or dine with friends in one of several dining venues in Tower or Garden Apartments. With a variety of dining options available, residents are assured delicious, nutritious meals without having to grocery shop, prepare and clean up.

"Dining is very personalized at The Oaks," says Heather Hudson, dining services manager. "Our chefs, Billy Wiethaupt and Cameron Wallace, always try to please the residents. They enjoy feedback and are always excited when residents mention to them how much



they enjoyed a particular dish that they previously made in their home. The chefs challenge themselves to re-create these special meals here at The Oaks. They love to have that culinary conversation with residents."

Planning the menu is a multilayered process that involves a dietitian, a dietary manager and the chefs who are trained in the culinary arts, ensuring that the nutritional value of the menu is maintained along with the creativity of the entrées.

"It's important to be innovative," Hudson says. "But it's also important to prepare what residents like. We find, though, they like to try new things. The residents surprise themselves when they find a new favorite entrée."

Clean from Top to Bottom

Tom Logsdon and his staff share the philosophy that residents can't enjoy their environment if it's not clean. It is a philosophy that is apparent the moment you walk into Tower or Garden Apartments.

Immaculate, from top to bottom: chandeliers, pictures, windows, furniture, carpets.

"We want residents to have the best quality of life, and housekeeping's role in that effort is to maintain a clean, pristine environment," says Logsdon, the director of housekeeping.

The attention to detail is not limited to common areas of the residences but extends to resident apartments as well. Apartments are cleaned weekly at Tower and biweekly or monthly at Garden Apartments, depending on a resident's request.

A Phone Call Away

If a faucet leaks or an appliance needs repair, help is just a phone call away at The Oaks. James Parkerson, Oaks maintenance manager, and his staff are quick to respond to any needs. "We try to be proactive rather than reactive," Parkerson says. "By taking the worries of day-to-day upkeep from them, residents can focus on living life. They have more time to spend with family and friends and more time to do what they want."

There is no need to worry about upkeep of a yard. Residents at The Oaks live on 312 acres of beautiful grounds that feature manicured lawns, gorgeous gardens with color year-round and two tranquil lakes: Lake Eleanor behind Tower at The Oaks and Lake Herman behind Garden Apartments at The Oaks.

Sharon Champagne, campus and grounds manager, usually can be found outside with her staff trimming, replanting, weeding or envisioning the next addition to her expansive natural canvas, certainly considered a work of art by those who visit the campus.

Your Chariot Awaits

Although many who move to The Oaks keep their cars and continue to drive, eventually they let one of The Oaks' drivers take the wheel.

"Knowing they have a driver who can take them anywhere they want to go allows residents to stay engaged in the

world beyond The Oaks of Louisiana without the stress of maintaining a car and the necessary insurance," says Rhonda MacIsaac, director of independent living. "Our unlimited scheduled transportation adds to their quality of life, giving them the ability to go and do what they like—things that are necessary, things that are fun—and many take advantage of that."

Safe and Secure

Round-the-clock security seven days a week is the No. 1 amenity that draws prospective residents to The Oaks of Louisiana. The gated community gives residents and their families peace of

mind. Residents are comfortable walking their dogs or taking an evening stroll. They have no anxiety about vandalism or break-ins, strangers lurking about or leaving their home to enjoy an extended trip.

"We make sure the property is secure at all times," says Daniel Willis, security manager. Patrollers cover the entire campus, looking for safety hazards and assisting with emergency response not taking the place of 911, but expeditiously directing 911 responders to those in need.

"There isn't a better community as far as residents feeling safe," Willis says. "The care and support from residents

and their families for what we do is unbelievable."

The kind of service you would expect from a five-star cruise line?

Might be time to book a tour! ■

CALL



Live Here and Love It!

Take the first step toward a happy, independent lifestyle. Speak to a leasing specialist about your options at The Oaks. Call 318-212-OAKS (6257).



Round-the-clock security seven days a week is the No. 1 amenity that draws prospective residents to The Oaks of Louisiana.



Some Willis-Knighton employees aren't seen much by patients, but they're dedicated to providing a seamless experience BY DARRELL REBOUCHE

f you have occasion to be hospitalized, you will be cared for by a team of professionals committed to improving your health and well-being. You will see faces of nurses, doctors, housekeepers and other healthcare workers-such as respiratory therapists, physical therapists and laboratory technicians. For the duration of your stay, you rely on them to work with you and your doctor to achieve the best possible results.

Though these staff members are visible, there are many others who aren't but who still play a vital role in your care. "None of the 42 people who work for me has ever interacted with a patient," says Greg Weeks, director of materials management for Willis-Knighton Health System.

His department is the supply chain for all Willis-Knighton facilities, purchasing and distributing medical equipment, furniture, office equipment and much more throughout the health system. It is an enormous undertaking.

"We get two 53-foot trucks of goods every day, and sometimes on Wednesday we get three trucks," Weeks says. With more than 28 years' experience at Willis-Knighton, he and his co-workers have developed a system for supplying doctors and nurses, and everyone else, with everything they need to care for patients and keep the health system operating efficiently.

With supplies and medical equipment, Weeks says, "you don't care about where it came from or what it costs; you just know it's there. Materials management is the process of having the right materials in the right place at the right time."

Doing the Wash

One thing that is continuously needed is laundry. Sheets, pillowcases, blankets, gowns, scrubs, towels, washcloths, baby blankets and warming blankets and more pass through Willis-Knighton's



Patient admissions and transfers are coordinated at the Willis-**Knighton Flow Center. From left** are William Grunsfeld, Daniel Nickerson, Jose Alvarenga and Christa Zimmerman.

laundry facility. "We process more than a million pounds of laundry every month," says Dave Sturgeon, who manages the plant. It never stops. In fact, it keeps growing. In addition to five hospitals and two residential facilities, the laundry works with more than 180 clinics. Sturgeon expects his load to grow to 15 million pounds this year.

"These people ... play a vital role," Sturgeon says

with pride about his employees. "Let's say we don't turn around enough warming blankets for surgery and recovery; somebody coming out of that operating room is going to be cold."

The laundry also functions as a lostand-found service. Misplaced personal

items are frequently found in sheets and towels. Sturgeon and his staff are committed to reuniting these belongings with their owners. "Dentures, eyeglasses, keys, we've seen it all," he says. "When we find a wallet, which certainly happens, we work hard to return it with all the money and cards and everything in it."

Mission Control

Both Weeks and Sturgeon embrace their relative anonymity. Weeks sums it up: "If you know who we are or if you're worrying about us doing our job, then we really messed up."

Daniel Nickerson might say something similar. If you've come to a Willis-Knighton hospital, Nickerson has made your admission process better but you would never know it. He and his team are secluded in a windowless office at Willis-Knighton Medical Center on Greenwood Road. They staff the WK Flow Center, the mission control of patient access. Willis-Knighton operates as one hospital with multiple locations, and the flow center is at the heart of that concept. It is a one-call or one-click point of contact where flow coordinators direct patients based on available beds or care needs.

"It's quicker and more direct access

for the patient," Nickerson explains. "It's getting the the right time in the right facility and matched up with the right physician."

The process continues to be refined and expanded and encompasses all Willis-Knighton hospitals. Its work has been recognized as a best practice by a leading national accreditation consulting firm and it has earned several national awards. Last year, the team presented its process at a national convention for healthcare access managers.

Unseen Support

The flow center gets patients to the right place efficiently. Materials management makes sure caregivers have what they need. Laundry keeps you clean and comfortable. Yes, at Willis-Knighton, there is an army of people supporting patient care. Most of them, you will never see. They wouldn't have it any other way. ■



--Breast Cancer Care

Comprehensive treatment is focused on improving the patient journey BY MARILYN JOINER

very October, national and local media focus on breast cancer during Breast Cancer Awareness Month. Although that's a good thing, breast cancer does not have a season. Every day in Louisiana, the diagnosis becomes a reality for people who are embarking on journeys they never wanted to take.

Several years ago, organizations like the Louisiana Breast & Cervical Health Program and Susan G. Komen for the Cure published statistics about breast cancer in Louisiana. The facts, though solid, were not positive. Louisiana had one of the highest rates of death from the disease. It's no surprise, then, that there has been a statewide effort

to combat the disease. And Willis-Knighton, as a leader in both healthcare and cancer treatment, is part of that work.

On any day at Willis-Knighton, women-and even a few men-experience detection, diagnosis and treatment on the road to cancer survivorship. How each person travels on this journey varies, but there can be shared experiences.

Help on the Journey

Willis-Knighton Cancer Center has made a concerted effort to focus on breast cancer. The treatment team at the center has partnered with diagnostic team members throughout the health system to enhance the treatment experience for patients.

"Breast cancer care tends to be complex, and a lot of coordination is required between the physicians diagnosing the disease and those



Greg Sonnenfeld, **WK Cancer Center** administrator

treating it," says Greg Sonnenfeld, administrator of the Willis-Knighton Cancer Center. He explains that the health system has been seeking ways to better help patients understand what they are going through during the course of their treatment, helping them to be sure they get what they need and to address any concerns or questions.

STUDYING NEW TREATMENT

Earlier this year, Willis-Knighton Cancer Center joined technologically advanced cancer centers in the U.S. in a new research initiative evaluating two types of radiation therapy approved by the U.S. Food and Drug Administration for the treatment of breast cancer. The study was initiated to compare traditional photon therapy with the newer proton therapy and determine which is best for treating breast cancer.

Results for local patients will be grouped with results of patients at MD Anderson Cancer Center, Massachusetts General Hospital, Mayo Clinic, Emory University Hospital, The Johns Hopkins Hospital and others that offer leading-edge proton therapy.

"This study has the potential to change the standard of care in the treatment of patients with advanced or lymph node involved breast cancer," says Lane Rosen, MD, director of radiation oncology at Willis-Knighton Cancer Center. "It will allow the current standard of care to be compared with the newest proton therapy techniques.

"National cardiac associations and numerous national investigators believe proton therapy could reduce the overall dose to the heart significantly," Dr. Rosen adds. "Willis-Knighton has been one of the early proponents of utilizing the established benefits of proton therapy for women with breast cancer."

To that end, the cancer center has created the position of survivorship coordinator. Jennifer Edwards, a registered nurse and longtime employee at the center, has moved into that function.

Also, the radiology department's breast centers have established a counterpoint position of breast cancer coordinator. Registered nurse Melody Adams has joined Willis-Knighton in that capacity. She will work exclusively with breast cancer patients as they undergo diagnosis and treatment procedures at Willis-Knighton.

Focusing on breast cancer, this dynamic duo of Edwards and Adams is committed to making a difference in patients' lives.

New Location

Everything starts with diagnosis. The new WK Breast Health Center, a diagnostic mammography center at WK Portico Center on the WK Pierremont Health Center campus, is evidence of the enhanced focus on breast cancer. The center, which opens soon, consolidates mammography (formerly in the imaging center at the WK Orthopedic & Sports Medicine Center) with services that were previously offered in the hospital. The new location, just a few doors down from the orthopedic center, is breast-focused and has a more feminine appeal. This



Survivorship coordinator Jennifer Edwards, RN, teaches a group class at the Willis-**Knighton Cancer Center.**



Shelley Wells, director of radiology, left, and Melody Adams, RN, work to enhance people's access to care at the new WK Breast Diagnostic Center.

freestanding center also provides easier, more convenient access to care.

"We have tried to make ... a setting that is more like a spa than a hospital," says Shelley Wells, director of radiology for Willis-Knighton. "Our goal was to enhance access to care in an outpatient setting for both screening and diagnostic imaging." The new location features two mammography units for 3-D tomosynthesis, including one with a biopsy chair for diagnostics.

Waiting for a diagnosis after an abnormal mammogram can be stressful, so Wells and Adams focus on making patients as comfortable as possible and getting results as quickly as possible. At the new Breast Diagnostic Center, a patient can go from a diagnostic mammogram to an ultrasound to a look at the nodule and even a stereotactic biopsy. "The radiologists have all the tools at the site that they need to accomplish this," Wells says.

Radiologists focused on breast disease are a critical link to the program. "This is a specialty for them," Wells says. "They are homed in to all of the different things that can be going on

with the breast, because they look at it day in and day out."

Addressing 'What Now?'

After diagnosis, as patients begin treatment at the cancer center, they can be confident that Edwards will help them prepare for the future and give them opportunities to share their experiences.

"One thing we've found is that a lot of patients feel a real sense of purpose while going through treatment. They are working to beat the disease," Sonnenfeld explains. "When treatment ends, they sometimes feel confused. They are supposed to be happy because the cancer is gone. After spending all this time and energy fighting the disease, those around them expect them to get back to normal, but they are not there yet." Edwards helps them fill the gap at the end of treatment and into the future, addressing the "what now?" moments.

The reorganization of breast cancer diagnostics and the coordination of services with the multidisciplinary team involved in treatment is giving breast cancer patients a new sense of confidence about their journey to survivorship. ■

► OAKS RESIDENT PROFILE BY TERRIE M. ROBERTS



WELL CONNECTED

Mary Hughes can be found enjoying much of the community's activities

Mary Hughes is retired from teaching but not from life. The former Leesville, La., schoolteacher moved to The Oaks of Louisiana six years ago and immediately involved herself in the goings-on of Garden Apartments at The Oaks, where she resides and feels blessed to live.

"My sister lived here for 11 years," she says. "I knew this was where I wanted to come. I have no regrets. I absolutely love it here."

A widow since 2003 (she was married for more than 50 years), Hughes is mother of a son, who lives in Leesville, and a daughter, who lives in Southern

Pines, N.C. She has three grandchildren and three great-grandchildren. Her family, however, has grown to include those who live in Garden Apartments as well.

"We are one big family," she says. "I have met more people who knew more people that I knew." Hughes even reacquainted with a second cousin who moved to The Oaks several years after she did.

Her closest friends, she says, are the ladies with whom she eats lunch: Pat Madden, Jodi McLean, Cherry Conover, Sally Montgomery and Grace Hague. "We are there for each

other," she says. "We share stories, tell jokes." Just let one of them get sick and see how quickly lunch is taken over by another.

Besides friendships, Hughes derives joy from doing—singing in The Oaks Chorus, preparing the sacraments for the monthly multifaith Communion, playing on the Astros bean bag baseball team, making her famous sour cream pound cake for tailgating parties in the Alta and John Franks Community Centre during football season, and serving as a self-designated "washing machine missionary."

"I keep an eye on the washing machines, making sure they are used properly," she says. "I make sure the right kind of soap is used and fabric softener is used during the proper cycle. I would want someone to do the same for me if I wasn't sure what to do."

Involvement is key to her happiness. "How do you know what's going on if you don't get involved?" she says. "You don't know what opportunities await you. You don't know what you're missing."

Mary Hughes isn't missing much. ■



Mary Hughes remains active in the social scene of The Oaks, downsizing her home but not her life.



Minor illnesses and accidents.

Faster and less expensive than an emergency room visit.

And with the quality standards of Willis-Knighton.



Pierremont

1666 East Bert Kouns Industrial Loop

South

2520 Bert Kouns Industrial Loop

Bossier

2300 Hospital Drive



212-SICK WKQuickCare.com

