

health²you

Summer Edition - August 2010

**PUTTING
YOU FIRST
AT SUNRISE
HEALTH**

**MountainView Announces
Major Expansion**

**The Numbers
Tell a Story**

**It's Hot Out There!
*Learn How to Avoid
Heat Stroke***



SUNRISE HEALTH

SUNRISE | MOUNTAINVIEW | SOUTHERN HILLS | SUNRISE CHILDREN'S

The Numbers Tell a Story

500,000+

Americans visit hospitals each year with chest pain.

The Sunrise Health System of hospitals, including **Sunrise, MountainView and Southern Hills Hospitals** have earned accreditation from the Society of Chest Pain Centers for sustaining superior levels of service for patients experiencing a cardiac episode. If you experience chest pain, get help immediately by dialing 9-1-1.

112 million

people visit Emergency Rooms each year in the United States.

With short ER wait times, a dedicated team of physicians and nurses, and state-of-the-art technology, the hospitals of Sunrise Health offer emergency services for all members of your family 24 hours a day, seven days a week.

Every **2** minutes a woman is diagnosed with breast cancer.

Focusing exclusively on breast health, the diverse panels at the Breast Center at Sunrise; Red Rock Radiology, a division of MountainView Hospital; and Breast Care Services at Southern Hills Hospital all provide you with expertise in imaging, diagnosis and treatment.

Putting YOU First at the Sunrise Health Hospitals!

We know you choose the hospitals of Sunrise Health to provide top quality care for you and your family. We also want you to choose us because of the great service we provide. As part of that commitment to service, our hospitals—**Sunrise, MountainView, Southern Hills and Sunrise Children's**— have conducted extensive training and communication for employees outlining standards of exceptional customer service. Through programs such as iCare at **MountainView**, Impact at **Southern Hills** and Service Excellence at **Sunrise and Sunrise Children's**, each hospital has established initiatives to enhance our patients' experience.

Frequent Rounding has been proven to reduce call-light use, decrease patient falls and increase patient satisfaction.

Another great tool is our informational white boards. These boards are placed in patient rooms in our hospitals to help facilitate communication between the patient and his or her care team. For example, these boards may include the name of the patient's nurse, a view of scheduled tests or procedures scheduled for that day and a pain scale to help the patient communicate his or her level of comfort. This communication tool is used at all Sunrise Health Hospitals.



One initiative featured at our facilities is called "Frequent Rounding". This process includes assigning a nurse and CNA to work together to visit our patients and assess their needs or any concerns they may have. For example, the hospital's healthcare professionals visit the patient frequently and assess the following:

- Checking the patient's pain level using the pain scale from one to ten
- Offering assistance to the restroom
- Assessing the patient's bed position and ensuring that he or she is comfortable
- Making sure the call light, telephone and TV remote are within reach
- Asking the patient if he or she has any additional needs before leaving the room

We also offer patients and their families the comforts of home, including items such as warm wash cloths, magazines, books, newspapers and playing cards.

These are just some of the many great initiatives we have implemented at the hospitals of Sunrise Health. It is our goal to provide our patients, family members and visitors with exceptional service to match our outstanding care.

MountainView Hospital Announces Major Expansion

Hospital approved for \$34 million emergency services project

For more than 14 years, **MountainView Hospital** has served the healthcare needs of the families in Northwest Las Vegas and its surrounding area. **MountainView** is pleased to announce a \$34 million expansion and renovation which will allow the hospital to continue to provide high quality healthcare to our growing community. Beginning in early 2011, **MountainView** will break ground on the first floor which will include an expansion of the emergency room as well as an additional 12-bed intensive care unit. Renovations will also be made to the 72-bed medical surgical unit on the fourth floor.

"We are very excited to begin this project," said Will Wagon, CEO of MountainView Hospital. "Despite difficult economic times and increased competition, we are committed to meeting the needs of our community and will continue to innovate and grow. Through this expansion we will be able to provide additional space, services and technology to care for our patients."

This expansion will nearly double the size of the emergency room from 22 to 42 beds and offers additional amenities such as:

- A brand new triage area to help patients be quickly assessed by a dedicated triage nurse
- A "Fast Track" area for rapid medical evaluation and initiation of treatment
- Dedicated pediatric rooms
- A convenient, dedicated emergency entrance
- A new ambulance entrance to help EMS quickly and efficiently offload patients to a waiting team of doctors and nurses
- A helipad conveniently located near the emergency room to help the transport teams get patients into the emergency room quickly
- New equipment including a PET-CT, offering advanced metabolic imaging capabilities to help quickly evaluate chest pain patients

During the construction process, the current emergency room will remain open. Watch for regular updates on our progress.

MountainView Hospital is an Accredited Chest Pain Center and a Certified Primary Stroke Center.

MountainView Hospital Receives American Stroke Association's Get With the GuidelinesSM Bronze Performance Achievement Award

This award recognizes MountainView's commitment and success in implementing a higher standard of stroke care by ensuring that patients receive treatment according to nationally accepted standards and recommendations set forth by the American Stroke Association.



Our expanded emergency room will feature a number of amenities including a dedicated ER entrance.



Sunrise H2U Office Calendar of Events for August 2010

All programs are open to the public. Reservations are required – please call (702) 735-5510 to make your reservation unless otherwise noted.

H2U Member Meal Coupons are available in the H2U office at 3061 South Maryland Parkway, Suite #101 and in the Guest Services Department behind the front desk of the Sunrise Hospital main lobby.

OFFICE CLOSINGS

August 6, 13, 20 and 27

AARP Driver Safety Class

Wed., August 4 & Thurs., August 5

Noon – 4:00 p.m.

\$12 for AARP members and \$14 for non-members (Must attend both days).

Please call (702) 735-5510 to reserve your spot.

Lunch and Learn

Personal Health Awareness

Digestion: An Introduction

Tuesday, August 10

11:30 a.m. – 1:30 p.m.

This lecture will be presented by Paul Watts, Hyperbaric Facilities Safety Director.

- **Reservations are required for all events.**
- **All programs are subject to change.**

Lunch and Learn

Neighbors Looking Out for Neighbors

Thursday, August 12

11:30 a.m. – 1:30 p.m.

JoAnn Preston, Retired Crime Prevention Specialist for the North Las Vegas Police Department and Current Safe Kids Buckle-Up Coordinator, will present information on how to look out for one another - keeping your homes and communities safe. Please call (702) 233-5300 to R.S.V.P.

Outpatient Diabetes Class

Tuesday, August 12

1:30 p.m. - 3:30 p.m.

AND

Wednesday, August 18

9:30 a.m. - 11:30 a.m.

In the Rendezvous Room at Sunrise Hospital Free class for adult diabetes patients. Classes are taught by Judi Carrion, MS, R.N.; Registered Dietitian/Medical Nutrition Therapist, and Pharmacist, Katie Crave, RPh. Please attend both days of the series. You are welcome to bring a spouse/friend/significant other. Please call (702) 233-5454 to register.

Lunch and Learn

CareMore

Tuesday, August 17

11:30 a.m. – 1:30 p.m.

Steve Robinson and LeVora Egermayer, of CareMore, will be on site to present information on this new Medicare advantage program specific to Sunrise Health System hospitals only. Attendees will also find out more about the special needs plans CareMore has for COPD and Diabetic patients. Please call (702) 233-5300 to R.S.V.P.

Lunch and Learn

Estate Planning Concepts: Avoiding the Pitfalls of Traditional Estate Planning

Tuesday, August 31

11:30 a.m. – 1:30 p.m.

What will happen to my assets upon my death? Who will make healthcare decisions for me if I am unable to make them for myself? Brooke Borg, an attorney at Borg Law Group, will discuss the answer to these questions as well as any others you may have regarding estate planning. Brooke will discuss the basics of and the need for wills, trusts, healthcare powers of attorney, financial powers of attorney, burial instructions and transfer on death deeds. She will also give you some helpful hints in finding an attorney to assist you with these documents as well as pitfalls to avoid in deciding what to do with your assets or who to name to make these important end of life decisions on your behalf. Please call (702) 233-5300 to R.S.V.P.

Sunrise H2U Office:
(702) 735-5510
www.sunrisehospital.com



Tracy Netherton

Guest Services Coordinator

3061 S. Maryland Pkwy., Suite # 102

Las Vegas, NV 89109

Phone: (702) 735-5510

Fax: (702) 836-5838

Office hours are:

Monday - Thursday

9:00 a.m. - 3:00 p.m.

Closed on Fridays.

MountainView H2U Office Calendar of Events for August 2010

Please call (702) 255-5404 for your required reservation.

Zumba® Gold

Mondays 10:00 a.m. – 11:00 a.m.

\$3 per class

Instructor: Annie Shattuck

Blood Pressure

Tuesdays 10:00 a.m. – 11:00 a.m.

Yoga

Thursdays 9:00 a.m. - 10:00 a.m.

\$5 per class

Instructor: Christian Kaufman

Line Dancing

Thursdays 10:30 a.m. - 11:30 a.m.

\$2 per class

Instructor: Suzanne "Suzy" Lane

Birthday Party

Wednesday, August 4

1:30 p.m. – 3:00 p.m.

If you were born in August, you and a guest are invited for cake and coffee.

Movie Matinee

"Valentine's Day"

Thursday, August 5

1:30 p.m. – 3:40 p.m.

Bunco

Monday, August 9 & 23

1:30 p.m. – 3:00 p.m.

Monthly Social:

School Supply Drive & Ice Cream Social

Tuesday, August 10

1:30 p.m. – 3:00 p.m.

Community Partner: A Simple Solution Home Care. Bring in school supplies for local at risk elementary school for a chance to win a \$25 gift card.

Lunch and Lecture

Five Star Food Festival By Willow Creek-Assisted Living/Independent Living and Memory Care

Wednesday, August 11

11:30 a.m. – 1:30 p.m.

Join the chefs of Willow Creek as they demonstrate and prepare a delicious lunch for H2U members. Space is limited - call today.

Free Medicare Counseling

Thursday, August 12 & 26

By Appointment ONLY- S.H.I. P.-State Health Insurance Assistance Program volunteer will answer Medicare issues.

Alzheimer's Caregivers Support Group

Tuesday, August 17

10:00 a.m. - 11:00 a.m.

Elaine Eisler of the Alzheimer's Association will lead this support group.

AARP Driver Safety Class

Tuesday, August 17

11:45 a.m. – 4:00 p.m.

\$12 for AARP members and \$14 for non-members (Must attend both days). Attend this class and you may be eligible to receive a discount on your automobile insurance. Check made out to AARP. CHECKS ONLY - call office for details.

Crochet/Knitting Class

Thursday, August 19 & 26

1:00 p.m. – 3:00 p.m.

Bring in your needles and yarn.

O2 on the Go Support Group

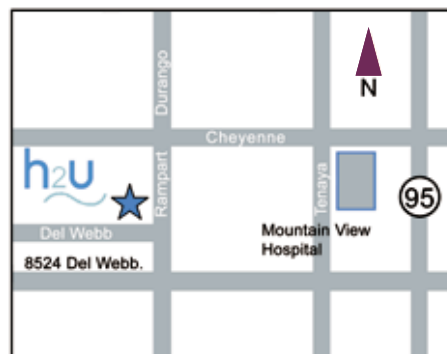
Friday, August 20

10:00 a.m. - Noon

Please come and benefit from the experience, strength and hope that O2 on the Go Support Group provides.

- **Reservations are required for all events.**
- **All programs are subject to change.**

MountainView H2U Office:
(702) 255-5404
www.mountainview-hospital.com



Rita Moore

H2U Program Manager

8524 Del Webb Boulevard

Las Vegas, NV 89134

Phone: (702) 255-5404

Fax: (702) 255-5420

Office hours are:

Monday - Thursday

9:00 a.m. - 4:00 p.m.

Friday 9:00 a.m. - 12:30 p.m.

The 4th Wednesday of each month

9:00 a.m. - 2:30 p.m.

Southern Hills H2U Office Calendar of Events for August 2010

Events and Lectures

Call (702) 880-2700 to reserve your seat. The seminars are held in Southern Hills Hospital's Education Rooms located conveniently on the first floor.

"Reverse Mortgages and YOU"

Wednesday, August 18

1:00 p.m. - 2:00 p.m.

Sherry McEvoy, Reverse Mortgage Loan Officer

Join us for a FREE informational seminar to help the elderly homeowner understand the benefits and options of a Reverse Mortgage. This special type of home loan lets you convert a portion of the equity in your home into cash. The equity that built up over years of home mortgage payments can be paid to you. But unlike a traditional home equity loan or second mortgage, no repayment is required until the borrower(s) no longer use the home as their principal residence. Refreshments: homemade baked goods by Sherry and coffee/tea/water. Space is limited. Call (702) 880-2700 for reservations.

A new discount has been added to your H2U member benefits list!

The Corporate Shopping Company uses a private internet portal to connect members and employees to over 200 of the world's most popular internet retailers and brands such as Barnes & Noble, Godiva Chocolatier, J. Crew, Macys, Target.com and many more who, offer exclusive online discounts and promotions. The Corporate Shopping Company usually offers this discount to employee groups, but as a member of H2U this benefit available to you, too!

HOW TO REGISTER: The Corporate Shopping Company website is password protected and accessible only to authorized H2U members and may be accessed via the link below. Register to access this new benefit by entering your e-mail address and setting up a password, and you're ready to start saving! Please note that these discounts are online discounts only. <http://values.corpshoppingco.com/affiliates/hty>

For questions or assistance with registration please email: info@corpshopping.com or call the H2U customer service line at 1 (800) 771-0428.

Community Partner

Town Center Dental

Troy Trobough DDS and Phillip Devore, DDS

Present your current H2U membership card and save 20% on all phase of dental care, with emphasis on cosmetic rehabilitation (implants and dentures). Dr. Trobough and Dr. Devore are the two owners with over 43 years of experience creating comfortable smiles. The lab is located on premises for your convenience. Town Center Dental and its caring and experienced staff provide excellence in dental care and specializing in seniors specific needs.

Call (702) 360-8696 for more details.

Location: Rampart Plaza, 8504 Del Webb Blvd. Las Vegas, NV 89134



- **Reservations are required for all events.**
- **All programs are subject to change.**

Southern Hills H2U Office:
(702) 255-5404
www.southernhillshospital.com



Rita Moore

H2U Program Manager
(Interim)

9300 West Sunset Road
Las Vegas, NV 89148
Phone: (702) 255-5404
Fax: (702) 255-5420

MEMBERSHIP BENEFITS

HOSPITAL PRIVILEGES

When H2U members require a stay at Sunrise, MountainView or Southern Hills Hospitals, your membership provides extra amenities including:

MEDICARE PART A

INPATIENT DEDUCTIBLE

(not applicable for HMO or PFFS patients) Members must belong to H2U for at least 30 days prior to hospitalization. For patients that do not have supplement insurance, the hospital waives the inpatient deductible. For patients that have supplemental insurance, the insurance company is billed and the remaining portion not covered by the insurance is then waived by the hospital. Please contact your local H2U Supervisor once you receive a bill to have the inpatient deductible waived.

ROOM UPGRADE

Members are offered a private room (at no additional charge) when staffing and availability permit. Show the admitting personnel a current membership card to utilize this privilege.

MEAL COUPONS

Visitors of hospitalized members are entitled to complimentary coupons for use in our cafeterias during a member's hospital stay. The visitor needs to present the hospitalized member's card at an H2U office after hospitalization for 24 hours has occurred. Maximum of four coupon booklets per week.

MEAL DISCOUNTS

By showing a current membership card, all members receive employee prices on meals in our hospital's cafeterias. This privilege applies to the current members only and not visitors or for use on guest trays in patient rooms.

PHYSICIAN REFERRAL

Find a doctor who is right for you. Call the Sunrise Health Physician Referral Line at (702) 233-5300.



give the gift of membership today!

H2U is a membership organization dedicated to understanding the unique health needs of adults and providing you with valuable health information, resources and experiences.

new member application

Date _____ Amount Enclosed \$20 (1 year) \$35 (2 years) NL

First Name _____ Middle Initial _____

Last Name _____

Address _____

City/State _____ Zip Code _____

Phone Number _____ Email _____

Gender male female Date of Birth _____

Check or money order payable to H2U enclosed

Visa or MasterCard (#)
(expiration date) /

Signature _____ Date _____

Print Name _____

Assign my membership to the H2U program at: (hospital name) _____

I am joining H2U for : Discounts Health information Social activities
 Online health tools Health screenings Member hospital privileges

The following health topics would interest me (please check all that apply):

- | | | | |
|--|---|---|---|
| <input type="checkbox"/> Heart & vascular health | <input type="checkbox"/> Neurology | <input type="checkbox"/> Women's health | <input type="checkbox"/> Sleep disorders |
| <input type="checkbox"/> Caregiving | <input type="checkbox"/> Pulmonary rehab | <input type="checkbox"/> Health screenings | <input type="checkbox"/> Diabetes |
| <input type="checkbox"/> Cancer prevention | <input type="checkbox"/> Rehabilitation | <input type="checkbox"/> Heartburn reflux | <input type="checkbox"/> Bone & joint care |
| <input type="checkbox"/> Pediatric services | <input type="checkbox"/> Men's health | <input type="checkbox"/> Wound care | <input type="checkbox"/> Health seminars |
| <input type="checkbox"/> Pain management | <input type="checkbox"/> Immunizations | <input type="checkbox"/> Open heart surgery | <input type="checkbox"/> Healthy lifestyles |
| <input type="checkbox"/> Nutrition | <input type="checkbox"/> Family health | <input type="checkbox"/> Breast disease | <input type="checkbox"/> Obesity |
| <input type="checkbox"/> Menopause | <input type="checkbox"/> Orthopedics | <input type="checkbox"/> Obstetrics | <input type="checkbox"/> Cardiac services |
| <input type="checkbox"/> Osteoporosis | <input type="checkbox"/> Cancer detection & treatment | | |

For additional new member applications, photocopy this form. Memberships are non-refundable, non-transferable and privileges are subject to change without notice. Special rates for two-person households are available. Call (800) 771-0428 for information.

H2U national office:
P.O. Box 1300
Nashville, TN 37202-1300

(800) 771-0428
www.h2u.com

This newsletter is not intended to provide advice on personal medical matters, nor is it a substitute for a consultation with a physician.

H2U at Sunrise Health
3061 South Maryland Pkwy #102
Las Vegas, NV 89109
www.sunrisehealthinfo.com

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*Sunrise Hospital and Medical Center,
MountainView Hospital and Southern
Hills Hospital and Medical Center--
the first network of accredited Chest
Pain Centers in the state of Nevada.*



*The Sunrise Health System is the first
network of Certified Primary Stroke
Centers in Southern Nevada.*

REDUCE YOUR RISK OF HEAT STROKE THIS SUMMER

During the summer months in Las Vegas, the hospitals of Sunrise Health want you and your loved ones to know the risks, symptoms and tools to prevent heat stroke. Heat stroke is a life-threatening condition that occurs when your body temperature reaches 104 F or higher. Heat stroke can be caused by hot temperatures, strenuous physical activity or other conditions that raise your body temperature.

"Infants and the elderly are at most risk for heat stroke", said Eric Anderson, M.D., emergency room physician at **Southern Hills Hospital and Medical Center**. "Often times, these age groups are more susceptible to heat stroke due to children's inability to detect when they are hot or a decrease in thirst as we age. Your ability to cope with extreme heat depends on the vitality of your central nervous system. Infants and young children's central nervous systems are underdeveloped while the central nervous systems of older adults are deteriorating, making them both potential targets for heat stroke."

Symptoms Of Heat Stroke Include:

- Unconsciousness
- Flushed
- Hot and/or dry skin
- Hyperventilating
- Headache
- Racing heart
- Strong pulse

Dr. Anderson estimates that there are more than 20 heat related emergency visits at **Southern Hills Hospital** during the summer months. Heat stroke is a serious condition, but it can easily be prevented.

Ways to Reduce Your Risk of Heat Stroke:

- Be cautious when spending time outdoors
- Be sure to drink a lot of water
- Apply sunscreen regularly
- Wear loose, light fit clothing

Be aware that some medications can increase your chances for heat stroke. If you are feeling overheated, immediately get out of the heat and find refuge in a cool place. If untreated, heat stroke can cause serious conditions including brain damage, organ failure or death. If you or a loved one is suffering from symptoms of heat stroke, you'll need immediate medical attention. You can count on the Sunrise Health System of hospitals including **Sunrise Hospital, MountainView Hospital, Southern Hills Hospital** and **Sunrise Children's** to provide emergency care to people of all ages. To find the wait times of the emergency room nearest to you, text the word "ER" to 23000 and respond with your zip code to receive up-to-date emergency room wait times or visit us online at www.SunriseHealthInfo.com.

If you experience a true medical emergency, do not attempt to drive to the hospital. Call 9-1-1 immediately.