

# Carolinas Health

www.cmc-mercy.org • Spring 2010



**A history  
of healing and  
compassion**

**Leading the way  
in stroke care**

**Roll up your sleeves!**  
Become a blood donor



Carolinas Medical Center  
Mercy



# Raising the bar in stroke care

Innovative network helps patients

**O**n August 30, 2009, Jerry Lingerfelt, a 67-year-old Shelby resident, had a stroke. “I first noticed something was wrong when I went to work and dropped my keys a couple of times,” Jerry says. “The next thing I knew I went down on the floor. My son was with me. I guess if he hadn’t been there, I might not have made it.”

Jerry was taken to a local hospital where he exhibited slurred speech and weakness on his right side. He was sent to Carolinas Medical Center for further evaluation. While in the emergency department at CMC, Jerry’s condition worsened—tests revealed a significant blockage.

## A RACE TO SAVE BRAIN

“Treatment of acute strokes caused by blood clots in the brain is extremely time sensitive,” says Andrew Asimos, MD, an emergency medicine physician and director of emergency stroke care at CMC. “The decision of when and how to treat patients must be made very carefully.” Physicians used a tiny vacuum device called the Penumbra System® to remove the blood clot in Jerry’s brain. Five days later, he was discharged from the hospital.

## ACT F.A.S.T.

Use this tool from the National Stroke Association to help you recognize stroke symptoms.

**FACE:** Ask the person to smile. Does one side of the face droop?

**ARMS:** Ask the person to raise both arms. Does one arm drift downward?

**SPEECH:** Ask the person to repeat a simple sentence. Are the words slurred? Can he or she repeat the sentence correctly?

**TIME:** If the person shows any of these symptoms, time is important.

If you or someone you know is experiencing any of these symptoms, call 911.

## COORDINATING CARE

Carolinas Stroke Network (CSN) is raising the current standards for stroke diagnosis and treatment. Participating hospitals have 24-hour access to stroke experts who can help determine the best treatment plan for each patient and coordinate rapid transfer to comprehensive stroke centers for patients needing more advanced care.

Carolinas Medical Center and CMC-NorthEast, the network’s two comprehensive stroke centers, hold Primary Stroke Center designations from The Joint Commission and have received national performance awards from the American Stroke Association.

To date, the network includes CMC, CMC-NorthEast, CMC-Mercy, CMC-Pineville, CMC-Union, CMC-University, Cleveland Regional Medical Center, Grace Hospital, Scotland Health Care System and Valdese Hospital. CSN will be working with more hospitals in the region that are interested in joining.

For more information about CSN, as well as stroke facts and warning signs, visit [www.carolinasstrokenetwork.org](http://www.carolinasstrokenetwork.org).

“There’s no question in my mind that if we hadn’t been able to offer Mr. Lingerfelt the advanced techniques available at CMC, he would have been significantly disabled the rest of his life,” says Steve Dibert, MD, director of stroke and inpatient neurology at CMC. 



## Your voices LETTERS FROM THOSE WE SERVE

I'm ashamed to admit that in my 54 years I have written far too few "fan" letters to great service providers. My exceptional experience at Carolinas Medical Center-Mercy compels me to do so now.

I arrived by ambulance and was diagnosed with renal failure. From the moment I was admitted to my discharge, my experience was extremely pleasant. A well-choreographed team of professionals from transport, housekeeping, intake, insurance and the many nurses and doctors, especially those in the ICU, cared for me with kindness and compassion. I wish I had the presence of mind to document the names of the dozens of wonderful people who cared for me so that I could thank each one personally.

I'm well and have been back to work full time for six weeks. Please convey my appreciation and gratitude to your incredible staff and healthcare providers. Our community is lucky to have a hospital like CMC-Mercy.

Most sincerely,  
*Becky Rizzo*  
Charlotte

“ Our community is lucky to have a hospital like CMC-Mercy. ”

**Editor's note:** We receive hundreds of letters each year from patients and family members who write to share their appreciation of the care they received. With each author's permission, we will share these letters with you. Please visit [www.carolinasmedicalcenter.org/letters](http://www.carolinasmedicalcenter.org/letters) for more patient testimonials.

## Meet our doctors JOIN US IN WELCOMING OUR NEWEST PHYSICIANS

To find a physician near you, call 704-355-7500 or visit [www.cmc-mercy.org](http://www.cmc-mercy.org).



- ▶ **William Tyson Bennett, MD**  
*Sanger Heart & Vascular Institute*
- ▶ **A. Tori Bradsher, MD**  
*Sanger Heart & Vascular Institute*
- ▶ **Lisa Burke, MD**  
*Carolinas HealthCare Urgent Care-Arboretum*
- ▶ **Dan Cotoman, MD**  
*Behavioral Health Center-CMC-Randolph*
- ▶ **Howard M. Grodman, MD**  
*Levine Children's Hospital*
- ▶ **Vidwan Gurpreet, MD**  
*Levine Children's Hospital*
- ▶ **Kshitij P. Mistry, MD**  
*Levine Children's Hospital*
- ▶ **April Morciglio, MD**  
*Behavioral Health Center-CMC-Randolph*
- ▶ **Michelle Scullock, MD**  
*Carolinas Medical Center*
- ▶ **Ameesh A. Sha, MD**  
*Levine Children's Hospital*
- ▶ **Carl Thompson, DO**  
*Carolinas Hospitalist Group-Mercy*
- ▶ **John von Klar, MD**  
*Clover Family Medicine*



ENJOYING EACH DAY: Jon and his wife, Amanda

# Local donors save a life

“I was 8 years old when I first got sick,” recalls Jon Richmond, now 25. It happened suddenly. Jon’s blood levels dropped and his spleen became enlarged. Jon’s doctors worked for a year to bring the illness under control. Finally, all of the symptoms disappeared.

## GETTING ANSWERS

Jon’s health problems roared back 10 years later. At first his doctor thought he had the flu, but blood tests revealed that something else was amiss. After visits to a variety of doctors and specialists, Jon was diagnosed with common variable immunodeficiency (CVID).



A HEALTHY CHILD:  
Jon at age 8

CVID is a primary immunodeficiency disease that affects about 1 million Americans. Also known as hypogammaglobulinemia, the disease is relatively common and often starts as a chronic bacterial infection in infants and children. Patients typically suffer from a lack of cells that produce antibodies (plasma cells), low levels of most or all immunoglobulin types and recurring bacterial infections.

## A DIFFICULT CASE

Jon got weaker with each new bout of CVID. Beginning at age 18, Jon was given steroids and began intravenous immunoglobulin (IVIG) therapy.

He discovered it takes thousands of donors to create one dose of this medication. At the same time, he also started receiving regular red cell transfusions to overcome the side effects of the IVIG treatments.

While receiving treatment at Carolinas Medical Center and CMC-Pineville, doctors discovered that Jon's bone marrow wasn't producing blood the way nature intended. Complicating the problem, his immune system attacks and destroys healthy blood cells. "I receive red cells and platelets every five to seven days," says Jon.

The Community Blood Center of the Carolinas (CBCC) helps people like Jon who are battling cancer, heart disease or other life-threatening emergencies. CBCC supplies lifesaving blood to 14 area hospitals.

### GROUP THERAPY

Most of the time, people like Jon never get to meet and thank their donors. "After I finally met the people who've saved my life every week, saying 'thank you' didn't seem nearly enough," Jon adds.

At the time of the introduction, 31 donors had selflessly shared an important part of themselves to help save Jon's life. They are a diverse group,

fully representative of our community, including African-Americans, Hispanics and Caucasians. The youngest donor is 16, the oldest is 62. Some are first-time donors, others veteran donors. They live in Mecklenburg, York, Gaston, Lincoln, Rowan, Union and Cabarrus counties. These wonderful people donated blood at churches, businesses, schools and even a movie theater.

Like many patients, Jon will continue to need the support of donors throughout his treatments. Consider donating blood or organizing a blood drive. Others just like Jon are depending on you. 



**→ GIVE THE GIFT OF LIFE**

For information about blood drives near you, visit [www.cbcc.us](http://www.cbcc.us) or call **704-972-4700**. You may also donate blood at the following CBCC locations. Please call ahead to schedule an appointment:

- ▶ 4447 South Blvd., Charlotte
- ▶ 1212 Spruce St., Belmont
- ▶ 600 Hospital Drive, Monroe

### SERVING THE COMMUNITY

The Community Blood Center of the Carolinas (CBCC) is an independent, locally managed, nonprofit community blood center. CBCC provides more than 90 percent of the blood supply to the 14 area hospitals that serve 11 North Carolina and three South Carolina counties.

The center's goal is to be the steward of a most precious resource: lifesaving blood. The CBCC is totally focused on gathering red blood cells, platelets and plasma from volunteer donors to save local lives.



**SHOULDERS TO LEAN ON:** Jon (top right) and some of the people who have donated blood to him

# A tradition of caring leads to the best hospital choice

While a prestigious review by J.D. Power and Associates for exceptional emergency care is more than enough reason to trust the Emergency Department (ED) team at Carolinas Medical Center-Mercy, people like Lois Funderburk appreciate the staff for other reasons. National recognition affirms the dedication that CMC-Mercy employees bring to their jobs, but the only thing Lois wanted to know was, “Will my 93-year-old mother, who has just broken her ankle and fractured her hip, be cared for promptly, professionally and with tender loving care?”

## MAKING THE RIGHT CHOICE

Lois didn't have the luxury of time in answering that question, but she asked it in earnest as her suffering mother was wheeled through the ED doors. She had made the split-second decision to bring her mother to CMC-Mercy—not because of accolades, but because of family tradition. Lois was born at CMC-Mercy in 1940, and even though she's now a resident of Durham, she instinctively knew where to go to get the best medical care for her mother.

“She was in a lot of pain, and at age 93, she wasn't shy in letting everyone know,” Lois says. “The ED staff moved quickly yet carefully to get her pain under control, a job that's not as easy as one might think.” Doctors who care for elderly patients must prescribe pain medications that work favorably with the patient's existing medications and must ensure that the dosage is exact. In the ED, time

to care is of the utmost importance, and complications can soon follow when a traumatic injury occurs in older people. Accuracy in diagnosis and treatment is critical.

Lois' mother needed surgery to repair the broken bones, but it wasn't long before she was back at home recuperating.

## A PROFESSIONAL, CARING STAFF

The Funderburk family's experience at CMC-Mercy left them with a feeling of deep appreciation for the professionalism of the staff. “My brother Zan and I are so grateful for the tender, professional care [our mother] received,” Lois wrote in a note to the hospital administrator. “The staff was thoughtful, caring and efficient—from the people who unloaded her from my van to the attendants in her room in emergency and the healthcare workers who were trying to alleviate her pain. The nurses and support staff ... were also terrific.”

“We were simply doing our jobs,” says Linda McKinney, LPN, a nurse at CMC-Mercy. “Every patient is unique and has his or her own physical and emotional needs. We work hard to fully satisfy both. It was an honor and a privilege to be of service to Ms. Funderburk's family.”

As one of Charlotte's most historic hospitals, CMC-Mercy has helped many families in turmoil as they grapple with severe and sometimes life-threatening injuries or medical conditions. The hospital celebrated its 100th anniversary in 2006 and remains a leader in healthcare excellence. “What differentiates us the most is the care and compassion of our staff and physicians,” says Phyllis Wingate-Jones, president of CMC-Mercy. “We are committed to patient-centered care, which is a combination of personalized service and outstanding clinical performance.” 

## → TAKE A LOOK!

You and your family will be in good hands at CMC-Mercy. To learn about our services, visit [www.cmc-mercy.org](http://www.cmc-mercy.org) or call us at 704-304-5000.



**AN HONOR TO SERVE:** Nurse Linda McKinney, LPN, is one of the many dedicated healthcare providers who care for patients at CMC-Mercy.

## ONE HUNDRED YEARS AND COUNTING

CMC-Mercy is poised to remain a leader in the community's healthcare system for many years to come. The hospital recently completed a \$95 million expansion and renovation. It also became affiliated with Planetree, a non-profit organization that helps facilities create a patient-centered healing environment. Some of the new features include:

- ▶ pre-operative and post-anesthesia care units
- ▶ more than a dozen state-of-the-art operating rooms

In addition, a new on-site medical office building provides Charlotte residents with easy access to physicians who are affiliated with the hospital.



## Mark your calendar

### CMC-MERCY SEMINAR SERIES

A light dinner will be served at 6 p.m. Lectures begin at 6:30 p.m. and are held in the CMC-Mercy Auditorium, 2001 Vail Ave., Charlotte. Call **704-512-3820** to register.

#### APRIL 13 ▶ MEMORY LOSS AND AGING

Darlyne Menscer, MD, from the Department of Family Medicine, discusses what every adult age 55 or older needs to know about memory loss. Learn about prevention and how to recognize memory loss in relatives.

#### MAY 11 ▶ WOUND CARE AND HYPERBARIC MANAGEMENT

Rick Zollinger, MD, FACS, from Carolinas Wound Care Center, discusses the basics of good wound care, who would be a good candidate and the benefits of hyperbaric management.

#### JUNE 8 ▶ WOMEN AND HEART DISEASE

Mary Hall, MD, FAAFP, Chair of the Department of Family Medicine and Clinical Professor at the University of North Carolina, discusses how women can prevent heart disease.

**FACES OF DETERMINATION:**  
Adam Tanksley,  
now 6, and his  
mother, Sharon



## PARTNERING TO FIND A CURE

Eight philanthropic Charlotte-area organizations have joined forces to create the Carolinas Kids Cancer Research Coalition. The group will provide funding for the introduction of Phase I and II clinical trials at Levine Children's Hospital's Pediatric Hematology and Oncology Center.

Support includes a signature gift of \$1 million from the Alex Hemby Foundation and the Hemby family, resulting in the naming of the Center in honor of Torrence E. Hemby Jr. Consistent with other commitments from Coalition members, the Hemby gift is being matched by The Leon Levine Foundation, for total Coalition funding in the amount of \$5.7 million.

Members include The Leon Levine Foundation, The Alex Hemby Foundation, The Adam Faulk Tanksley Foundation, The Baby J Ladley Fund, Quail Hollow Championship, drumSTRONG™, 24 Hours of Booty and Brett's Ride for Rhabdo.

young age," says his father, Mike. "He'll turn 10 before he's considered to be in complete remission. So, in the meantime, we pray and have faith that we're going to turn this challenging situation into something good."

## FIGHTING CANCER THROUGH RESEARCH

The Adam Faulk Tanksley Foundation was established by family and friends to support advanced pediatric cancer research at LCH. When combined with a matching contribution from the Levine Foundation, the fund earmarks \$1 million for pediatric cancer research.

"This gift is a great step in the fulfillment of a vision for children's healthcare in our region," says Martha Whitecotton, LCH hospital administrator.

Considering everything he's been through and triumphed above in his young life, kindergarten will probably be a snap for Adam. And for his parents, that will be good. 🌱

## ➔ ADVANCED CARE FOR KIDS

To learn more about the Carolinas Kids Cancer Research Coalition and the Pediatric Hematology and Oncology Center at Levine Children's Hospital, visit [www.levinechildrenshospital.org](http://www.levinechildrenshospital.org) or call 704-381-9900.

# Beating childhood cancer: Adam's story

**J**ust weeks before turning 4, Adam Tanksley was diagnosed with a rare type of childhood kidney cancer. Over the next year, he endured many surgeries (including one to remove his right kidney), more than 120 rounds of chemotherapy and 18 days of radiation treatments. For months he couldn't swallow food and was fed through a feeding tube. During his course of treatment, Adam spent 360 days as a patient at Levine Children's Hospital (LCH).

"You expect a lot of things when you have a child," says Adam's mother, Sharon, a registered nurse who works in the Neonatal Intensive Care Nursery at LCH. "You expect to plan their first day of kindergarten and go to baseball games. But you don't really ever plan for cancer."

"Adam is a testament to how strong you can be mentally, physically and spiritually, even at a very

# Be active ... be safe

Families spend more time outside when the weather is nice. With this increase in outdoor playing and walking, more accidents between people and cars tend to occur.

It's important to teach and model safe behavior around cars. Always hold a child's hand when cars are nearby until he or she is at least age 10. Children often move quietly and quickly. They don't realize how dangerous cars are, how fast cars move or that cars can't see them. They have a tendency to be easily distracted and impulsive. According to Safe Kids USA, pedestrian injury remains the second leading cause of unintentional injury-related death among children ages 5 to 14.

## EIGHT SAFETY TIPS

Keep yourself and family members safe when walking or playing outside:

- 1 **Take a walking audit of your neighborhood** to determine the safest routes to a destination or for leisure.
- 2 **Always walk—don't run—on the sidewalk.** If there is no sidewalk, walk on the side of the road facing traffic.
- 3 **Walk with your child on the side farthest away from traffic;** darting into the road is the leading cause of pedestrian injuries in children.

4 **Look left, right and then left again** before crossing the street.

5 **Try to make eye contact with drivers** so you know that they see you crossing. The larger the vehicle, such as a bus or an SUV, the less sight vision distance there is for the driver to see shorter children or those close to them such as on corners. Cross at least 10 feet in front of a school bus.

6 **Cross at the crosswalk with the "walk" signal—**never in the middle of the street or between parked cars.

7 **Look ahead** to make sure a car isn't pulling out of a driveway or business.

8 **Wear light-colored clothing or reflective devices.** This is especially important if you're out at night or in an area that doesn't typically have a lot of walkers.

The benefits of outdoor activity can be fun for children and adults, so get out and enjoy—but always put safety first! 🌿

## ▶ PLAY SAFELY!

Visit [www.levinechildrenshospital.org/pedestrian](http://www.levinechildrenshospital.org/pedestrian) for more safe-play tips and to request a free backyard play kit.



# 5 steps to prepare for grandparenthood

**C**ongratulations! You're about to join the more than 78 million grandparents in the United States! Just as parenting doesn't always come naturally, good grandparenting also requires preparation. Here are ways to smooth the transition:

- 1 Recognize your ambivalence.** You may be experiencing mixed feelings of sadness amid the excitement as you face your own aging. Stay in touch with these emotions and find an understanding ear in a mate or a friend.
- 2 Be mindful of boundaries.** Two-income families and divorce can mean a more important role for grandparents. While you may be providing vital emotional and pragmatic support, remember to respect the younger family's values.
- 3 Air expectations.** According to Safe Kids USA, nine out of 10 grandparents help care for their grandchildren throughout the year. This prospect might delight you and the baby's parents—or not. Be clear about your role and be honest about what you feel you can do.
- 4 Brush up on babies.** Invest in a book for new parents to refresh your memory about safety issues and baby handling. Check local events for grandparenting programs that will prepare you for your new role. *(See class information below.)*
- 5 Fight the long-distance blues.** If you live far from your grandchild, find ways to keep family ties strong. Plan family vacations around visits. Phone calls, letters and e-mails help shrink the miles. Your initial correspondence may be with the baby's parents, but soon you'll count your grandchildren among your pen pals, too! 🌱



## ENJOY THE PRIME OF YOUR LIFE

Think there's nothing good about getting older? Think again! *Prime Club* is a FREE membership group for adults ages 55 and older.

Of particular interest is the free 24-hour phone access to a registered nurse. *Prime Club* members get a special toll-free number they can call any time, day or night.

Members enjoy invitations to special events, including presentations about relevant health topics, and discounts at some of Charlotte's best restaurants and retail stores.

Visit [www.carolinasmedicalcenter.org/prime](http://www.carolinasmedicalcenter.org/prime) to join today and take advantage of these special offers.

## TAKE A CLASS!

These hospitals offer grandparenting classes. Pick the one that's closest to you and register today.

Carolinas Medical Center: **704-355-BABY (2229)**

CMC-Pineville: **704-341-2500**

CMC-University: **704-863-5858**

## Mark your calendar

SPRING 2010

To view a complete list of upcoming events and classes, visit [www.carolinasmedicalcenter.org](http://www.carolinasmedicalcenter.org) for more information.

**ACTIVE WOMEN EVENTS**

Admission is free to all events and refreshments are provided. Register for upcoming events by calling **877-667-2525**.

**Your Daughter and HPV**

Hear Leeya Pinder, MD, and Glen Powell, MD, of the Greater Carolinas Womens Center discuss the connection between HPV and cervical cancer and the impact the HPV vaccine may have on your daughter's health.

- ▶ **WHEN:** Tuesday, May 18, 6–7 p.m.
- ▶ **WHERE:** Mint Hill Library, 6840 Matthews-Mint Hill Road, Mint Hill

**A Woman's Journey to Self Discovery**

Join Betty Reynolds, life coach, as she discusses ways to find balance, live your dreams and meet your innermost needs.

- ▶ **WHEN:** Thursday, June 10, 6:30–7:30 p.m.
- ▶ **WHERE:** CMC-Steele Creek Community Room, 13640 Steelescroft Parkway, Charlotte

**CMC COMMUNITY HEALTH FAIRS**

Visit us at the following locations to receive free health information and screenings. Open to the public.

- ▶ **WHEN:** Wednesday, April 21, 10 a.m.–noon
- ▶ **WHERE:** Simmons YMCA
- ▶ **WHEN:** Wednesday, May 5, 9–11:30 a.m.
- ▶ **WHERE:** McCrorey YMCA

**CMC-MERCY LUNCH AND LEARN**

Lectures are held in the CMC-Mercy Auditorium, 2001 Vail Ave., Charlotte. Call **704-512-3820** to register. A light lunch will be served.

**Fitting Fitness into Your Day**

Join Tisshue Wilson, recreational fitness specialist, and learn how to incorporate fun and easy exercises into your fitness routine.

- ▶ **WHEN:** Tuesday, April 13, 12:30–1:30 p.m.

**CMC-MORROCROFT SPEAKER SERIES**

Lectures begin at 6 p.m. in the community room. For more

information or to make a reservation, call **704-512-3209**.

**Tobacco Cessation**

- ▶ **WHEN:** Wednesday, April 21

**Girls Night Out**

Join Allison Herbert, MD, and Laura Tagle, MD, to learn what every woman needs to know about staying healthy.

- ▶ **WHEN:** Wednesday, May 5

**Cholesterol**

Join Maureen Rafferty, MD, and Richard Miller, MD, for a discussion about cholesterol.

- ▶ **WHEN:** Wednesday, June 2

**OPERATION MEDICINE DROP**

Drop off your unused prescription medications for safe disposal.

- ▶ **WHEN:** Saturday, April 24, 10 a.m.–3 p.m.
- ▶ **WHERE:** Participating Harris Teeter locations in Charlotte, Huntersville and Matthews
- ▶ **COST:** Free
- ▶ **VISIT:** [www.levinechildrens.com/hospital/operationmedicine](http://www.levinechildrens.com/hospital/operationmedicine) drop for more information and to find a list of drop-off locations.

**Calling all active women!**

Looking for an enjoyable way to learn how to stay healthy and fit? Want to know where to get the best deals on clothing and gifts? It's all available through *Active Women*, a new, FREE membership group designed for women on the go. Members enjoy:

- ▶ free 24-hour access by phone to a registered nurse
- ▶ classes about healthcare, cooking and more
- ▶ discounts and special offers at more than 75 local participating businesses, including restaurants, retail stores and specialty shops

Visit [www.carolinasmedicalcenter.org/active](http://www.carolinasmedicalcenter.org/active) to join today and take advantage of these special offers!

# Carolinas Health

Carolinas Health is published for Mecklenburg County residents as a community service of Carolinas Medical Center-Mercy. There is no fee to subscribe.

The information contained in this publication is not intended as a substitute for professional medical advice. If you have medical concerns, please consult your healthcare provider.

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## Recognized by J.D. Power and Associates for Excellence in Emergency Services

For a third consecutive year, Carolinas Medical Center-Mercy was recognized by J.D. Power and Associates for providing an "Outstanding Patient Experience" in emergency services. Our uncompromising excellence and commitment to care give you more of everything. It's who we are at CMC-Mercy.



*"Outstanding Patient Experience"*



Carolinas Medical Center  
Mercy

*Uncompromising Excellence. Commitment to Care.*

2001 Vail Ave. • Charlotte, NC 28207  
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