

Carolinas Health

www.cmc-northeast.org • Fall 2010



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**Racing to help
kids thrive**

Reaching out
New president talks
about healthcare in our
community

After breast cancer
Wishing Well can help



Carolinas Medical Center
NorthEast



Q | How can I pack a healthier lunch for my child?



Susan Yaguda, RN, MSN*

A | Here are some tips for tasty lunches that are packed with good nutrition:

- ▶ Include whole grains, lean protein, at least one fruit and vegetable and a dairy product (if milk is not bought at school).
- ▶ Sandwich alternatives include wraps, cracker sandwiches (choose whole-grain crackers), small salads with protein and bread-free sandwiches, like a slice of luncheon meat wrapped around a cheese stick.
- ▶ Use dips and spreads for vegetables, such as hummus, pesto, guacamole or salsa.
- ▶ Get your kids involved. When kids help plan and pack their lunches, they're more likely to eat them.

For more information, call **ASK FIRST** and ask about our free Parent Advice Line at **704-403-1275**.

START THE SCHOOL YEAR RIGHT

We'd like to hear from you!
Ask us your health questions at www.cmc-northeast.org/ask.

*Susan Yaguda, RN, MSN, is a health promotions nurse at West Cabarrus YMCA.



New e-newsletters are here!

Coming from Carolinas Medical Center-NorthEast

If you want the latest information about cardiology, cancer care and other important health issues, plus tips to live a healthier lifestyle, sign up for free information from CMC-NorthEast.

HealthyLiving is already being sent to thousands of residents in the region. Each monthly issue is packed with stories about medical treatments, ongoing research and new health services for the entire family. Best of all, it's free! Simply choose which newsletter you prefer to receive, or sign up for multiple issues to see the latest news from each facility.

Issues include links to help you find a physician or

facility, and with a built-in e-mail function, **HealthyLiving** makes it easy to share information. You can send news through your Facebook or Twitter accounts, too. All articles are archived online for easy reference.

If you're a member of *Active Women* or *Prime Club*, you'll automatically receive **HealthyLiving**. 

TO YOUR GOOD HEALTH!

Visit www.carolinashealthyliving.org to sign up for **HealthyLiving** today.



PRODUCTS GALORE: Some of the specialty items in stock for women with breast cancer

ABCs OF BRA FITTING

Mastectomy bra manufacturers often use different cup sizing charts. Compare the cup size measurement to the manufacturer's sizing chart to determine the correct cup size for a particular style of bra.

A properly fitted mastectomy bra will rest firmly against the body but not cut into the skin. It shouldn't leave marks or indentations in the skin after removal and will hold the breast prosthesis firmly in place.

SHOW YOUR SUPPORT

October is National Breast Cancer Awareness Month. Visit Wishing Well, in the Medical Arts Building at CMC-NorthEast, to learn how you can support those you love who have breast cancer or how our caring staff can help with your cancer needs. Our professional fitters see patients by appointment, 9 a.m. to 4:30 p.m., Monday to Friday. Call **704-403-6330** or visit www.cmc-northeast.org/wishingwell.



Wishing Well

More than just cancer care

osing one or both breasts to cancer doesn't mean you have to give up on wearing form-fitting bras and underclothes. However, finding the right bra or breast prosthesis after a mastectomy can be challenging. Wishing Well, a cancer care specialty shop at Carolinas Medical Center-NorthEast, offers professional mastectomy bra and breast-form fitting services. Spending 60 to 90 minutes with one of the shop's certified fitters can help you find the perfect fit.

EXPERT CARE AND ASSISTANCE

About six to eight weeks after surgery, you can begin the process of finding a prosthesis or new bra. "We provide fitting services in a private, comfortable

setting," says Karen Roche, one of Wishing Well's certified fitters. "We have a wide selection of bras and breast forms in stock or we can special order." Bras are available in a variety of styles and fabrics, including strapless, racer back, halter-top, seamless cup and underwire.

Since the shop opened in November 2009, its fitters have helped more than 150 mastectomy patients. "We can also assist customers who are looking for a pick-me-up for a family member or friend who may be going through cancer treatment," says Arrington Bowman, store manager. "Wishing Well has become a great resource for our employees as well."

Cancer-care products such as apparel, hats, scarves and skincare items are available. "We designed Wishing Well for cancer patients. We listened as our dear friends who battled cancer told us how they would travel from store to store in search of goods to ease the side effects of cancer treatment," says certified fitter Elizabeth Klein. 🌐

Giving back to the community

Phyllis Wingate-Jones, president of Carolinas Medical Center-NorthEast, recently took over the helm of the 4,200-employee healthcare organization. Ms. Wingate-Jones was president of Carolinas Medical Center-Mercy for three years. Here, she talks about her new role and what's in store for the hospital.

Q What is the most significant change the community will see as a result of your new leadership?

A Carolinas Medical Center-NorthEast, throughout its history, has been a facility that embraces its role of community service and takes outreach seriously. I hope to be able to expand and add to that proud tradition. We want to provide access to tertiary services for the citizens in our community, and the size and support of the medical staff at CMC-NorthEast allows us to develop these high-end, high-quality programs right here in Cabarrus County.

Q What programs would you like to see introduced or expanded?

A Plans are under way to further develop our cardiology, neurology (stroke) and cancer services. We will also continue to grow the services offered at Jeff Gordon Children's Hospital.

Q What are the biggest obstacles facing CMC-NorthEast in planning to meet the healthcare needs of the region?

A This is a very dynamic time, with healthcare reform and the uncertainty regarding the new legislation and expected changes in hospital reimbursement. All the big challenges facing us are external. We have a great facility, extraordinary physicians and a wonderful and talented staff. Being a part of the Carolinas HealthCare System (CHS) family of facilities makes us a part of one of the largest integrated systems in the country. That makes us well-positioned to handle the external challenges and healthcare reform.

Q Why are system initiatives such as Carolinas Stroke Network and Chest Pain Network important for CMC-NorthEast?

A The Health Care Reform Act will require that organizations become more integrated, aligned and accountable for care and costs. Being a part of these two regional networks helps us set the standard for high quality healthcare, and through the adoption of evidence-based medicine practices, we improve care in a cost-effective manner. CMC-NorthEast will be one of the major providers of care in both of these networks, which will add to the development of our national reputation for quality.

Q Do you plan to move to Cabarrus County?

A Yes. I hope to buy a home in the next few months and look forward to being home for the holidays in Cabarrus County.

Q You've been with CHS for seven years. What does your experience in other areas of the system bring to CMC-NorthEast?

A My knowledge of CHS policies and procedures will improve our efficiency with getting administrative decisions and projects advanced in a timely manner. The strength of our hospital and CHS is the talented people we work with. Having established relationships with the CHS corporate team at CMC and CMC-Mercy will be very helpful to CMC-NorthEast. Finally, the last several years have given me an opportunity to gain experience and competitive knowledge in the Charlotte-Mecklenburg market, so I hope my learning curve will be short.



A WARM WELCOME: New president Phyllis Wingate-Jones (left) at her meet-and-greet reception in June

Q Why is it important for CMC-NorthEast to build stronger relationships with facilities such as CMC-University and Stanly Regional Medical Center?

A These relationships will be important for two main reasons. First, the development of care locally in Stanly County and the University area, and second, the growth of CMC-NorthEast as a tertiary center. We're a large medical center with sophisticated services and many medical specialties. Our size puts us in a position to give back to our community and the region.

Q Now that you're a part of the NorthEast community, what is the most interesting thing you've learned about either the hospital or the community?

A The hospital's history is fascinating to me. I've learned many interesting facts about CMC-NorthEast, including that it used to be considered one of the "plants" of Cannon Mills. Our 75th anniversary is coming in 2012, and I'm looking forward to learning more about our rich history in preparation for that milestone.

Q How do you plan to get to know the hospital and its employees? What steps are you taking?

A I've been visiting, and will continue to visit our hospital departments and physicians, with scheduled meetings that will likely extend through the end of this year. The hospital's advisory board has been very welcoming and provided guidance and access to CMC-NorthEast's history and ideas for the facility. A meet-and-greet reception was held for me in June, at which I was able to meet many members of our hospital staff. It's my goal to be accessible and transparent with the hospital staff and medical staff.

Q CMC-NorthEast has begun expanding its services and facilities. What's been completed or is on the horizon?

A We completed an expansion of our surgery department, which includes four new operating rooms. Many other projects are under way that involve updating the hospital's infrastructure, adding a 32-bed post-surgical unit and planning for a new patient tower. 🌱

➔ YOUR COMMUNITY HOSPITAL

CMC-NorthEast is growing and expanding its presence in your community. For more information about our services, visit www.cmc-northeast.org. We welcome your feedback through our "Contact Us" section. Let us know if you have any questions or topics you'd like covered in future issues of *Carolinas Health*.

Ultimate Speed is the name

Racing for a great cause is the game

The Jeff Gordon Children's Foundation, along with Pacific Technical Resources, Inc., hosted the annual Ultimate Speed go-kart event at Victory Lane Karting this spring. Proceeds from this event went toward the purchase of state-of-the-art cardiac and respiratory monitors for Jeff Gordon Children's Hospital at Carolinas Medical Center-NorthEast.

John Roberts, host of SPEED Channel's NASCAR RaceDay and Victory Lane, was the master of ceremonies as 21 teams raced four-time NASCAR Cup Series champion Jeff Gordon in nine different heats.

GEARING UP TO IMPROVE TECHNOLOGY

Before the green flag waved, Gordon announced the Foundation's efforts to fund the purchase of 14 Philips IntelliVue cardiac/respiratory monitors for the pediatric unit.

The new monitors will have a bandage-type saturation probe, which more accurately and comfortably assesses oxygen levels in the patient's blood. These devices reduce errors and increase the amount of time staff members have to care for patients during their stay in the hospital.

"We now use several individual pieces of equipment

KIDS ARE OUR CAUSE

"I couldn't be more proud to be involved with a hospital that is continuously striving for new and innovative ways to advance its programs and medical care," says NASCAR racing champion Jeff Gordon. "The Foundation takes great pride in the ongoing relationship with the Children's Hospital." For more information or to offer your support, visit www.jeffgordonchildrensfoundation.org.

Jeff Gordon Children's Hospital at CMC-NorthEast understands that children have different medical needs than adults and are best served in a space entirely devoted to their care. To learn more, visit www.jeffgordonchildrenshospital.org.

to monitor the cardiac and respiratory status of our pediatric patients," says Brandi Newman, director of Women's & Children's Services. "One new cardiac/respiratory monitor performs the functions of all these various pieces of equipment, providing more accurate monitoring, which could lead to better treatment and patient outcomes. Our pediatric patients truly deserve the highest level of care." 



TEAMING UP FOR KIDS: Jeff Gordon (center) with the group of volunteers who hosted this year's Ultimate Speed event

Mark your calendar

FALL 2010

We're committed to improving the health and wellness of your family by offering a wide variety of community health events, educational seminars and wellness classes. To view a complete listing of upcoming events and classes, visit www.cmc-northeast.org/events or call **ASK FIRST** at **704-403-1275** or **800-575-1275**.

COMMUNITY EVENTS

CMC-NorthEast is proud to sponsor the following community events:

Autumn Jubilee

- ▶ **WHEN:** Saturday, Oct. 2, and Sunday, Oct. 3, 10 a.m.–4 p.m.
- ▶ **WHERE:** Dan Nicholas Park, Rowan County

Midland Magic

- ▶ **WHEN:** Saturday, Oct. 2, and Sunday, Oct. 3, 10 a.m.–4 p.m.
- ▶ **WHERE:** Midland Fire Department on Highway 601

BREASTFEEDING CLASS FOR EXPECTANT PARENTS

This class prepares women for a successful breastfeeding experience. Topics include the physiology of milk production, beginning breastfeeding in the hospital, nutrition tips for the breastfeeding mom and much more. Attendance is recommended prior to delivery.

- ▶ **WHEN:** Call for class schedule
- ▶ **CALL:** **ASK FIRST** at **704-403-1275** to register

CMC-NORTHEAST MATERNITY TOURS

This tour helps expectant parents and their families become familiar with the hospital's maternity facilities. It provides an opportunity to ask questions while visiting the labor and delivery suites and the mother/infant care unit. When children are attending, it's recommended that the tour be close to the mother's expected delivery date.

- ▶ **WHEN:** Every Tuesday
- ▶ **WHERE:** CMC-NorthEast, Hayes Family Center
- ▶ **CALL:** **ASK FIRST** at **704-403-1275** for more information

What is a medical home?

We believe that an enduring relationship with your personal physician is essential to your health and well-being. And through your physician, you should have access to convenient and comprehensive healthcare.

Your medical home—guided by your physician—is the base from which other services are managed and coordinated to provide the most effective and efficient care.¹ For example, a person who's diagnosed with cancer may require care from several specialists and need various treatments. With the medical home

concept, the patient's physician would help him or her navigate these services.

Because of the scope and breadth of services at Carolinas HealthCare, we're positioned to be your medical home for life, offering care that starts with child-birth and includes rehabilitation or nursing home care. Ultimately, our primary goal is a healthier you! To find a physician, call **ASK FIRST** at **704-403-1275**. 

1. Kahn, NB, et al. The future of family medicine: A collaborative project of the family medicine community. *Ann Fam Med.* 2004;2(suppl):3–32.



SPECIALIZED CARE: Brian Cain, MD, and patient

Carolinas Health

Carolinas Health is published for Cabarrus and Rowan County residents as a community service of Carolinas Medical Center-NorthEast. There is no fee to subscribe.

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Access ER wait times in real time.

We understand how valuable your time is. That's why we've developed new technology to allow you to find ER wait times in real time for the first time in our region. It's another example of how we bring together people, technology and compassionate care for a lifetime.



Receive our current ER wait times –
Download the free iTriage app for your iPhone or Android.
Visit www.cmcwaittimes.org from your smart phone.
Call 704-355-7500.



Visit us online at www.cmcwaittimes.org.



Times are available for Carolinas Medical Center, CMC-Lincoln, CMC-Mercy, CMC-NorthEast, CMC-Pineville, CMC-Union, CMC-University, CMC-Steele Creek, Cleveland Regional Medical Center, Kings Mountain Hospital and Levine Children's Hospital.

Another breakthrough for you from Carolinas Medical Center.



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Uncompromising Excellence. Commitment to Care.

www.cmcwaittimes.org