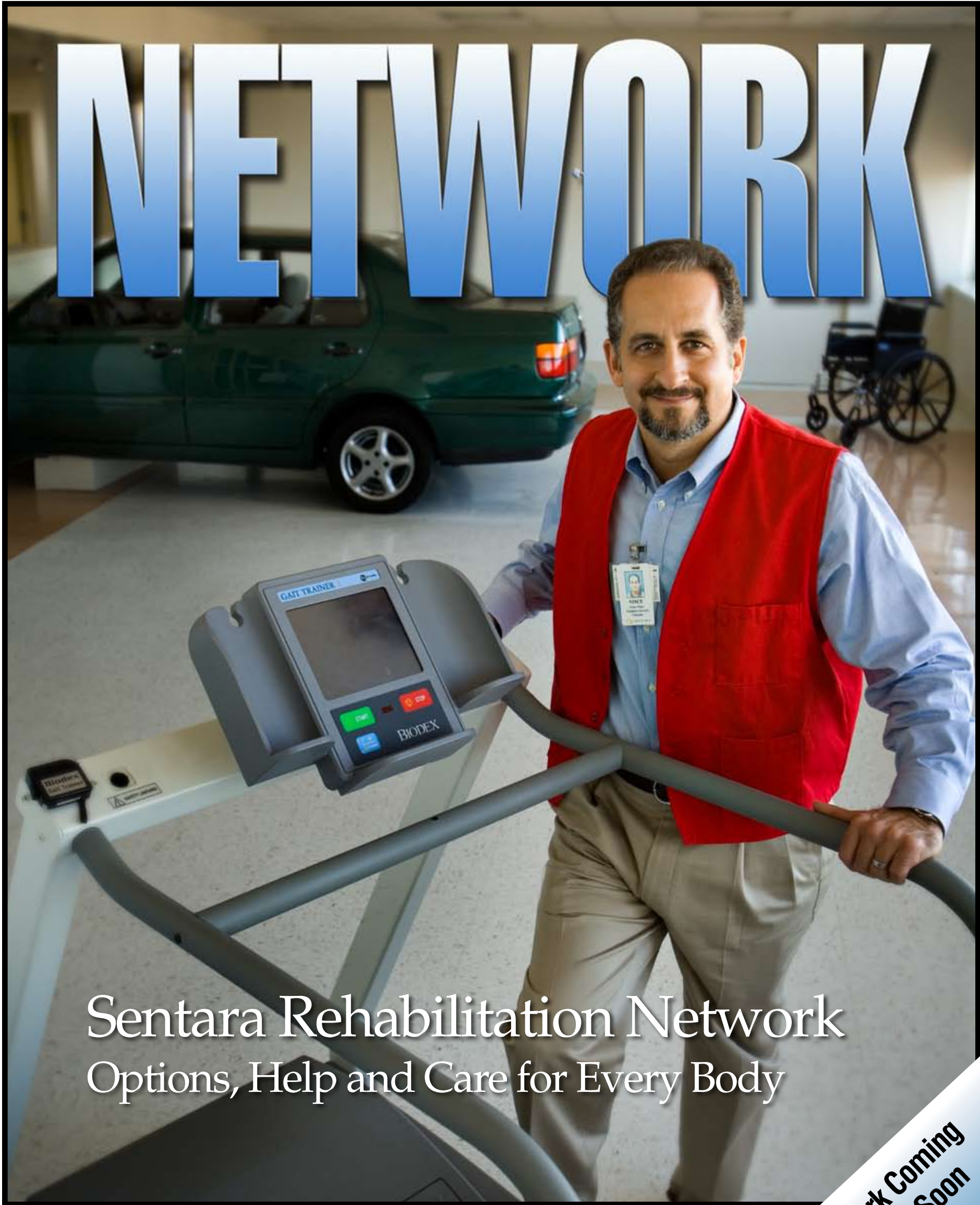


NETWORK



Sentara Rehabilitation Network
Options, Help and Care for Every Body

Network Coming
Online Soon



SENTARA

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DAVID L. BERND
Chief Executive Officer

VICKY G. GRAY
Vice President of
System Development

LISA P. SCHULWOLF
Executive Editor

On the cover:

Vince Pilato is pictured by Biodex equipment and the car used for patient rehab in the Inpatient Rehab Unit at Sentara Norfolk General Hospital.

In this issue of Network, you will read about the Sentara Rehabilitation Network. You will hear from the staff who care for patients through assisted living, skilled nursing, nursing home or hospital-based rehabilitation, rehabilitation through community-based facilities, at home, or in a hospital for longer-term recovery. And you'll read stories about patients who have utilized Sentara's rehab network.

Network Coming Online Soon

Network is changing to an online publication. This is the last issue of Network that has been printed and mailed to your home.

Beginning next issue, Network will be available only as an online publication. You will be able to access Network by logging onto WaveNet or by going to www.sentara.com to read Network.

Although our format is

changing, Network will continue to recognize and celebrate Sentara employees and affiliates, our patients, customers and our system as we work to improve health every day. Network welcomes story ideas. Please e-mail lpschulw@sentara.com with your ideas or call Lisa Schulwolf at 757-455-7579.

All accepted submissions are subject to editing and space limitations.

Caring or compassion does not need a season. Certainly, Sentara employees represent the spirit of giving all year-round.

One good way to do this is through the H.O.P.E. Fund (Helping Overcome Personal Emergency Fund), created to offer Sentara employees a way to give to our own employees. Many of you are familiar with H.O.P.E. In fact, more than 2,100 employees have contributed generous donations, which have awarded more than \$115,000 to 189 employees since it began in August 2003 during Hurricane Isabel. For almost four years, Sentara employees have been helped through personal tragedies including illness, accidents, loss from storms and the Iraq war.

The H.O.P.E. Fund goes directly to utility bills, rent or mortgage to keep the person's situation from getting worse and to help the fellow employee get back on track. Usually, the employee is dealing with an illness or injury of self or a family member. Since H.O.P.E. began, there have been 80 awards for rent, 63 awards for utilities and 21 awards for mortgages.

Consider the heartwarming example that came to my attention:

Deletrice Cherry-Speller, a Sentara environmental service employee, was a contributor to the H.O.P.E. Fund. Little did she know that one day her whole world would change forever, and she would become a beneficiary of the H.O.P.E. Fund.

Tamika Cherry, Deletrice's 14-year-old daughter, was coming home from summer school on July 7 when she was hit by a car. With a serious brain injury and broken bones, Tamika survived. She was later transferred to the Kluge Children's Rehabilitation Center in Charlottesville where she will continue her long recovery.

"The H.O.P.E. Fund helped us



A MESSAGE FROM DAVE BERND

greatly," said Deletrice. "I don't know how I would have done it alone. They paid my bills and were so helpful while I was at my daughter's bedside. When I go back to work, I'll definitely be donating every month -- I want to be able to help someone else because this was a blessing to me and my family."

I hope you will follow Deletrice's example and keep H.O.P.E. alive and in your charitable giving priorities. I want to thank you for your past and continuing generosity. It is one of the wonderful traits personified by Sentara employees, and makes me proud. Perhaps the Sentara Health Foundation says it best: "Individually we can provide help, but together we can provide HOPE."

How Can I Help?

The Sentara Health Foundation and its beneficiaries are grateful for your generous donations. Applications for assistance must be submitted from those who will directly benefit (though your manager may help you fill out the form if needed).

Sentara employees can donate throughout the year by payroll deduction using WaveNet's RxFlex year-round enrollment option and by selecting the special H.O.P.E. Fund election window. In addition, donations can be made during Benefit Open Enrollment in November. Another option is a one-time-gift option to the Sentara Health Foundation. For more information log onto WaveNet or call 455-7220.

MISSION

We improve health every day.

VISION

To be the healthcare choice of the communities we serve.

VALUES

People, Quality, Patient Safety, Service and Integrity

STRATEGIC IMPERATIVES

- Be the regional best and aspire to national top 10 percent of performers nationwide in the key areas of Quality and Patient Safety, Customer Service and Employee Satisfaction and Financial Performance.

- Transform care through innovative solutions and through the adoption of the Institute of Medicine Six Aims of Care (Safety, Patient-Centered, Efficient, Effective, Equitable and Timely).

- Pursue growth adding tangible value to the communities we serve.

Sentara Rehabilitation Network

Options, Help and Care for Every Body

With more than 70 integrated sites of care, Sentara has the most complete rehabilitation network in the region. Whether our patients have had a minor injury, a massive stroke or a spinal cord injury, we have the right place, therapy, staff and treatment plan to help the patient.

For some patients it means a complete return of all functions that they enjoyed prior to the illness or injury. For others, it means they must learn alternate ways of doing what they had done so easily before.

This could include ways to walk, dress, speak, eat and work.

Sentara offers an integrated continuum of care for inpatients and outpatients through assisted living, skilled nursing, nursing home or hospital-based rehabilitation, rehabilitation through community-based facilities, at home, or in a hospital for longer-term recovery. Many patients benefit from several of these settings, moving from one form of rehab to another on their journey to recovery.

How Sentara's Rehabilitation Network works

Sentara's rehab network is highly specialized, treating each patient in very individual ways.

First, each patient receives a complete evaluation that involves both a case manager and medical team. The evaluation places the patient in the right facility to begin treatment and to map out the care plan to discharge home and possibly beyond. Physicians, hospital discharge planners, home health agencies, insurance companies, family members or even patients are involved.

Depending on the nature and severity of the condition, Sentara patients are then recommended to receive rehab in one of several locations from Williamsburg to Currituck, N.C.

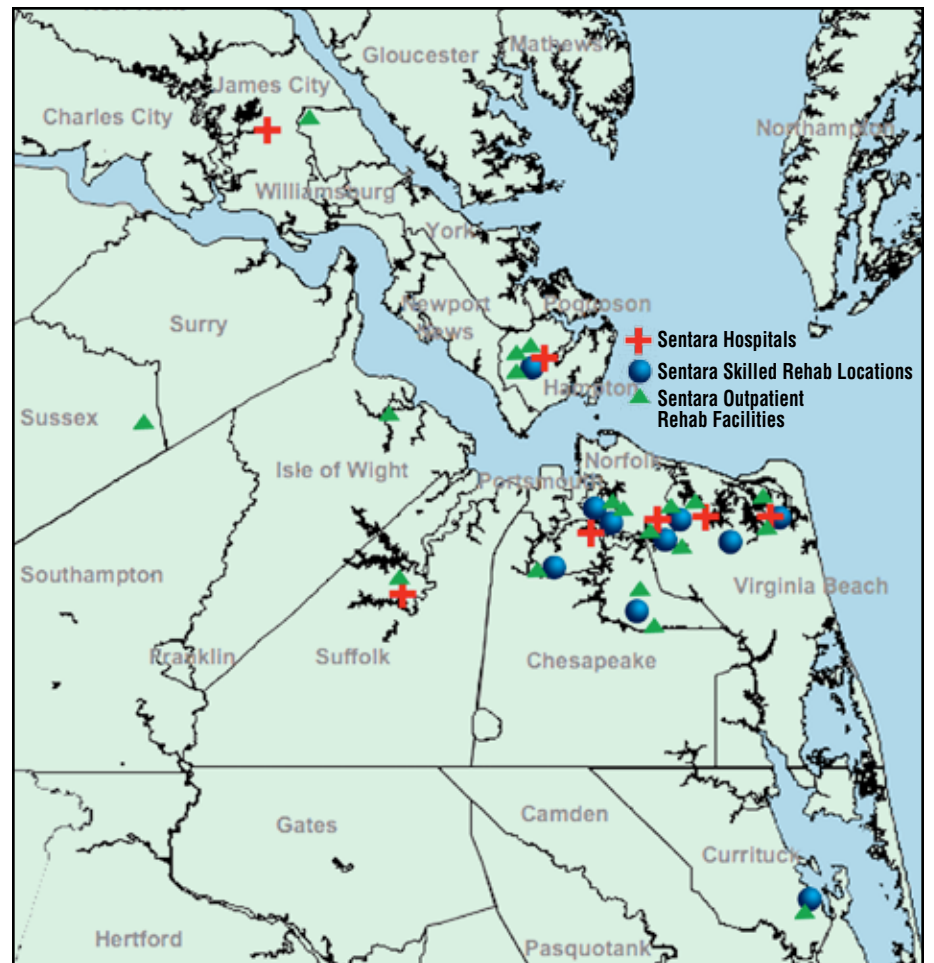


Marie Bannister-Williams

The Inpatient Acute Rehabilitation Program

The inpatient rehab program is located on the ninth floor of Sentara Norfolk General Hospital and is part of the Level I Trauma Center. It is for patients who need a high level of care and specialized treatment. Patients receive at least 15 hours of therapy each week from a rehabilitation team. Rehab helps patients return to daily

Continued on page 4



+ Sentara Hospitals

Sentara Bayside Hospital
Sentara CarePlex Hospital
Sentara Leigh Hospital
Sentara Norfolk General Hospital
Hospital for Extended Recovery - SNGH
Sentara Heart Hospital
Sentara Obici Hospital
Sentara Virginia Beach General Hospital
Sentara Williamsburg Regional Medical Center

● Sentara Skilled Rehabilitation Locations

Sentara Nursing Center - Hampton
Sentara Nursing Center - Portsmouth
Sentara Nursing Center - Chesapeake
Sentara Village - Chesapeake
Sentara Nursing Center - Norfolk
Sentara Village - Norfolk
Sentara Senior Community Care
Sentara Nursing Center - Virginia Beach
Sentara Village - Virginia Beach
Sentara Nursing Center - Windermere
Sentara Nursing Center - Currituck
Sentara Norfolk General Hospital

▲ Sentara Outpatient Rehabilitation Facilities

Williamsburg Community Outpatient Physical Therapy
Fitness and Therapy Works - Sentara Hampton Health & Fitness Center
CarePlex Therapy Center
Wakefield Physical Therapy
Smithfield Physical Therapy
Obici Physical Rehabilitation Services
Sentara Currituck Outpatient Center
Great Bridge Therapy Center
Battlefield Therapy Center
Portsmouth Therapy Center
Indian River Therapy Center
Sentara Norfolk General Hospital
The Therapy Center
Hand Therapy Center
Work Rehabilitation Center
Leigh Therapy Center - Sentara Leigh Hospital
Bayside Therapy Center - Sentara Bayside Hospital
ExploreHealth with Sentara Center
Hilltop Therapy Center

Sentara Homecare Services provides at-home rehabilitation services throughout Hampton Roads.

Timeline of Sentara Rehabilitation Services

Rehabilitation services have been a part of Sentara since the first hospital opened in 1888. The start of a formalized rehab network began in 1983, with the opening of Sentara Nursing Center – Chesapeake. Since then, the Sentara rehab network has expanded to meet the needs of our growing community. Sentara's rehab network includes:

- Inpatient Rehabilitation
- Assisted Living/Skilled Nursing/Nursing Home
- Sentara Home Care Services
- Long-Term Care Hospital (LTCH)
- Outpatient Rehab Facilities

1976

• Obici Physical Rehabilitation Services outpatient rehab opens.

1982

• Sentara begins offering Sentara Home Care Services.
• The Therapy Center outpatient rehab services opens.

1983

• Sentara Nursing Center – Chesapeake opens.

1984

• Dedicated rehab unit opens at Sentara Norfolk General Hospital.



Vince Pilato

The Story of Vince Pilato Grasping, then Extending, a Helping Hand

Sentara's rehab network offers the full range of rehab services and it offers the most committed, caring staff.

Just ask Vince Pilato, who has experienced the life-changing nature of rehabilitation "from both sides now."

Pilato received rehab when he was only in his 30s, the victim of immediate and terrifying total body paralysis brought on by Guillain-Barré syndrome.

He was in Dallas on a business trip, and realized one morning he could not get up. He could not move a muscle. He was in the hospital in Texas for two weeks and then airlifted to Sentara Norfolk General Hospital's inpatient rehabilitation program.

As soon as he arrived, he "hit the ground running."

"I had regained only slight movement in my hands and legs when I left Texas," he said. "But once I got to Sentara, I was off to a fast start! I arrived on a Friday night, expecting to remain bed-bound for quite a while. But on Saturday morning, the therapists had me up in a chair, out in the hall, and together we started evaluating my condition and

setting goals."

That was a few years ago. Today Pilato is back to work and running half-marathons. He recently ran the Rock 'n' Roll half-marathon held in Virginia Beach each Labor Day. In addition, he has been busy giving back to the community through his weekly volunteer work at Sentara Norfolk General Hospital's rehab unit (9B).

The reasons, to Pilato, are obvious. "I wanted to prove and then tell other patients about my recovery. When I was in the hospital, I was frightened and depressed. My therapists were optimistic, challenging and compassionate. Everything they did restored me not just physically, but emotionally, which made a huge difference.

"I thought I could make a difference, too, in my own way. When I was a patient, it would have helped me to hear from another young patient who had been totally struck down, and hear and see, firsthand, that he was doing the things he loved," Pilato said.

"As a volunteer, I reassure patients and tell them how rehab worked for me. And I can tell it makes them feel better," he said.

Continued from page 3

activities like dressing, walking or speaking. Patients may also participate in community outings, aquatic therapy, pet therapy and gardening activities.

The unit also has a car, donated by Sentara employee Cindy Smith, a Sentara Risk Management associate and former nurse. The car helps patients regain driving skills or address driving anxiety following an accident. Support groups for patients and family member training to help them participate in a loved one's care is also available.

"The facilities, resources and knowledge required for rehabilitation are here to help us meet the challenges and requirements facing today's rehab patient. The average age of patients keeps getting younger. We work with a number of stroke patients in their 30s, 40s and 50s. We are seeing rising levels of acuity among the young as they take on more high-risk activities than those of previous generations," said Marie Bannister-Williams, RN, Inpatient Physical Rehab, SNGH.

Rehabilitation Network Expands to Williamsburg

Sentara has received approval from the Virginia State Health Commissioner to open an inpatient rehabilitation unit at the new Sentara Williamsburg Regional Medical Center.

The unit will help patients who have had a traumatic injury or illness regain the skills they need to return to a normal life. Experts from many fields and rehab specialists will deal with the individual needs of each patient. The approach helps patients achieve the highest level of functioning and meet their goals.

The Day Rehab Program

This daylong, intensive outpatient program at SNGH is for patients who need daily nursing care and close physician supervision. It is



(L-R): Cheryl Green and Ethan Bridges work with Ralph Portorreal in the kitchen area of the Day Rehab Unit at SNGH.

on the second floor of the hospital. A team of nurses, therapists, social workers and physicians helps patients restore maximum independence while patients live at home.

"What distinguishes us from traditional rehab is that patients must qualify for at least two services and have a specific nursing need. It involves a lot of patient education. If a patient has a chronic condition like high blood pressure or diabetes, for instance, our team will teach them self-care and how to lower or eliminate the risk factors," said Cheryl Carrington Green, PT, SNGH Day Rehab.

"We also offer physical therapy, occupational therapy, speech therapy, nursing care, psychosocial support, including social workers and psychiatrists. We offer outings once a month like bowling, or inviting Master Gardeners to help our patients with the physical and mental skills involved in such activities. These things help give patients more incentive," she said.

The treatment programs are held both one-on-one and in group settings. Much therapy takes place in real-life environments such as shopping centers, grocery stores and banks for a complete return to normal daily living. There are only two such facilities in the state; the other is in Richmond.

"I help patients with everything from re-learning the basics of daily living, washing, dressing and eating, to therapy that helps return

1985

Sentara Hampton General Hospital adds home health program as part of its expanded services.

1986

• Bayside Therapy Center outpatient rehab services opens at Sentara Bayside Hospital.

• Williamsburg Community Hospital outpatient rehabilitation services opens.

1987

• Sentara Nursing Center – Norfolk opens.

1988

• Sentara Nursing Center – Currituck opens in North Carolina.

• Sentara Nursing Center – Norfolk expands.

• Sentara Nursing Center – Windermere opens in Virginia Beach.



Wayne and Meleta Evans

Meleta Evans Celebrates 'Beating the Odds'

The headache came on as Meleta Evans was driving home from work. The pain was so sharp, she had to stop by the side of the road. She called her husband, Wayne, from the car to ask for help getting into the house, but then collapsed. Meleta had suffered an aneurysm and her brain was bleeding. Somehow, she survived. Three weeks later, during brain surgery at University of Virginia Hospital, Meleta suffered a stroke. She was unable to move or speak.

Surgeons removed the right side of her skull to relieve pressure from the swelling of her brain. In June 2005, Evans went to Sentara

Nursing and Rehabilitation Center - Hampton. She made no progress with physical therapy and eventually moved to long-term care.

Her illness was a great hardship, not only for Meleta, but also for her husband and children. Worse still, the prospect of real progress and recovery were grim.

What a difference a year makes.

On her 36th birthday (September 5, 2006), more than 14 months after arriving at SNC - Hampton, Meleta was discharged home, and the SNC - Hampton staff threw her a party to celebrate.

For more than a year, Ruth Ann Walker, CNA and unit secretary for the Sentara Rehabilitation Network, worked intensely with Meleta. "She has a strong family to support her," said Walker.

"It's always rewarding to experience the discharge of a long-term care resident back to his or her home within the community," said LaTonya Hughes, administrator of SNC - Hampton.

"The average length of stay here enables us to assess and treat all of a



Ruth Ann Walker

patient's needs. Everything from proper diet to emotional and social support contribute to healing and returning patients to an optimal quality of life," she said.

For most patients, optimal quality of life means a return not just to some level of functioning, but to home.

Now at home, Evans continues

to recover. Even though it is sometimes slow, she has defied the odds and dire prognoses all along the way.

That is certainly cause for celebration – in appreciation of the hard work that Evans, her family and the rehab staff at SNC - Hampton put into working a miracle and bringing it home.

them to the workplace," said Ethan Bridges, Occupational Therapist, SNGH Day Rehab.

"I also work with other team members to create a plan that reinforces what they are working on with a particular patient. Everything we do creates that all-important bridge to the next level of rehabilitation," said Green.

Sentara Life Care

Sentara Life Care Centers offer rehabilitation services close to home. Sentara Life Care also provides an in-house physician group to provide medical involvement as needed. It includes training for family caregivers and helps ease

each patient's return home for continued progress toward their rehabilitation goals.

"Sentara Life Care is made up of seven nursing facilities, three assisted living facilities and PACE (Program of All-Inclusive Care for the Elderly). Rehab is a great asset, and a critical part of our network. It allows patients to receive care in their community. The rehab can be anything from physical and cognitive therapy to simple range-of-motion exercises. Our goal is to return patients home and to as much independence as possible," said Bruce Robertson, Vice President, Sentara Life Care.

There is a trend toward more patients receiving short-term rehab

in a skilled nursing setting. Of these, 60 percent will return home and in a shorter period – even those with serious neurological and complex conditions. The average length of stay has shrunk from three weeks to around 12 days in just the past two years. The average age of rehab patients is 56, which means more patients are middle-aged Baby Boomers.

The facilities look and feel different and they are separate from the nursing centers, including independent access.

Case managers work closely with support options in the community. Plans for discharge begin almost immediately after a patient is admitted. Successful rehab relies on

the willingness of patients, the level of family involvement, a multi-disciplinary team approach, good communication, and the range of rehab options. Matching patients with specific needs and abilities may sometimes mean patients can enter and return, as necessary, to different sites and therapies within the rehab network.

For instance, if a patient's tolerance for therapy is lower than anticipated, he or she may move from a skilled care setting back to an inpatient hospital. If a patient returns home, and Home Health determines that the environment is not prepared to care for the patient, he or she is referred back to a skilled

Continued on page 6

1989

- Sentara Nursing Center – Portsmouth opens.
- Sentara Nursing Center – Hampton opens.

1989

- Virginia Beach General Hospital Cardiac Fitness Center outpatient rehab services opens.
- Leigh Therapy Center outpatient rehab services opens at Sentara Leigh Hospital.

1991

- Sentara Village – Norfolk opens.

1992

- Sentara Nursing Center – Virginia Beach opens.

Dr. Kathleen Anderson's Life 'On the Inside'

As an emergency medicine physician, Kathleen Anderson, MD, is used to the challenges of life just outside of the bedrail. However, when, at 42, she needed total hip replacement surgery, it gave her a different perspective.

The surgery, performed at Sentara Leigh Hospital by Dr. James Dowd, required follow-up physical therapy in as short a time as possible -- and that required the support of Sentara Home Care Services.

Dr. Anderson was in the hospital only three days, and just before discharge, the physical therapy team assessed her condition. They developed a plan that included daily therapy for the first week, and three times weekly for an additional three to four - weeks.

"The goals we came up with included having no pain and no limp in as short a time frame as possible," said Anderson, who was eager to get back to her



(L-R): Joan Miller helps Dr. Kathleen Anderson walk down the stairs.

responsibilities as an emergency medicine physician and at home raising two young children.

Anderson was impressed with the dedication and skill of her team, both therapeutic and orthopedic.

"They were on top of everything. They set up a realistic time frame



Miriam Matson (R), checks on Dr. Anderson at a home health visit.

for my progress, so I knew what to expect and never felt defeated or disappointed," she said.

Joan Miller, Anderson's physical therapist, reinforced the message. "We have a great relationship with the orthopedic team and the nurse practitioners," she said. "And that always makes for a better outcome." Miller loves being able to connect with the entire family and to educate patients to continue their care and therapy after home care has ended.

"Therapists are unique people. They form a personal bond with a patient that is critical to recovery.

Sentara values that. We have many resources in terms of equipment, technology and facilities, but we primarily invest in people. The rehab program is highly people based, not machine dependent," said Kurt Hofelich, Vice President, Sentara Rehabilitation Network.

The willingness of family members to participate in the therapies with the patient is important to recovery. "We work with a lot of very sick stroke patients. When family is absent or unsupportive, it is harder to achieve goals," said Miriam Matson, RN, Sentara Home Care Services.



Lori Donovan assists a patient at Sentara Nursing Center - Norfolk.

Continued from page 5

nursing environment. Observation, evaluation and change are a continuous process in rehab.

Sentara Life Care also offers PACE, which is a pre-paid adult day-care program that offers complete healthcare and supportive services, including transportation and in-home services for frail seniors. It is an alternative to nursing home care for those who remain at home.

Sentara Nursing Centers

Lori Donovan is a speech language pathologist at Sentara Nursing Center - Norfolk. The procedure for speech therapy is consistent throughout the network. It involves a re-programming of the brain to learn how to read, write and even swallow.

"We start with evaluating three

main areas: the patient's ability to swallow and eat, ability to communicate and speak, and the ability to handle higher level tasks like money management and cognitive skills. We focus on safety, for example, the ability to read and understand medicine labels and any written instructions for a patient's own care.

"We work with physical therapy and occupational therapy to carry these skills to functional mobility and daily living activities with a goal of a safe transition to home. It is one of the most important areas of helping patients restore greatest functionality and often, the area patients are most self-conscious about and most motivated to recover," Donovan said.

Outpatient rehab involves physical, occupational and speech therapies, nursing care, vocational rehabilitation, social work and neuropsychology. Locations

1993

• Sentara Home Care Services integrates Hampton office under main operations.

1995

• Smithfield Physical Therapy outpatient rehab services opens.

1996

• Sentara Senior Community Care opens in Virginia Beach.

1997

• The Hand Therapy Center outpatient rehab services opens near Sentara Leigh Hospital.

throughout the community allow patients to receive rehab close to home and while living at home.

"One of the trends of rehab is moving inpatient rehabilitation services from centrally based urban centers to community-based facilities, making care more convenient and accessible to patients," said Kurt Hofelich, Vice President, Sentara Rehabilitation Network.

Sentara Home Care Services

Sentara Home Care Services rehabilitation is for patients who are capable of receiving all medical-nursing and rehabilitation care in their own homes, with assistance by Sentara-trained family members.

According to Rhonda Chetney, Regional Director of Clinical Operations for Sentara Home Care Services, "The freedom that comes with working in a home environment is really appealing. Our employees feel they really make a difference in patient and family recovery," she said.

It is also very popular with patients. "Increasingly greater numbers of patients qualify for and request home care rehabilitation services for recovery from joint replacement surgeries and sports injuries. Until recently, these kinds of conditions always required in-hospital rehabilitation. Sentara Home Care Services rehab speeds the healing process as well, between the comfort of the home environment, and the one-on-one therapeutic attention. Patients get better faster, although patients with more severe conditions are being discharged home sooner than ever before," said Ray Darcey, Vice President, Sentara Enterprises.

Hospital for Extended Recovery

The Hospital for Extended Recovery (HER) is an affiliate of Sentara. It is an independent hospital, although it offers the benefit of having Sentara's Level I Trauma Center nearby if needed. HER is on the seventh floor of

SNGH. It is for patients who require a considerable recovery period due to severe illness or extensive injury.

"The level of care provided is higher than at skilled nursing, or many other rehabilitation facilities, but does not require the surgical or emergency services of a traditional hospital. The average stay is 25 days or more. Patients with serious health conditions such as wounds, infectious diseases, post-surgical issues and heart, circulatory and respiratory conditions are treated here," said Linda O'Neil, CEO/Administrator for HER.

HER opened in 2001 and is licensed for 35 beds. It has a 1-to-3 nurse/patient ratio, and occupancy ranges from 70 to 80 percent. The hospital averages 335 discharges a year.

HER staff assesses each patient to determine if the person qualifies for

care in the facility and to establish goals after evaluation. Physicians refer all patients to the hospital. Still, each patient is different.

"Most of our patients can't tolerate a three-hour daily therapy session like those in an acute rehab setting," said O'Neil. "So we walk the balance of what is tolerable and will also make steady progress toward recovery goals. All goals are designed to move patients to the next level of health and healing, with the objective of returning home," she said. According to O'Neil, this happens for 52 percent of all HER patients.

"I have worked at Sentara for many years and with HER since it opened five years ago. Patients are here for a minimum of two weeks, and receive very individualized attention. It lets us meet and anticipate their needs," said Denise Spellman, LPN, Hospital for

Extended Recovery.

"If you can make a patient comfortable with small things," Spellman continued, "like knowing how he likes his meal tray set up, it is easier for the person to accomplish the big things."

"I think the conscientious care and attention to detail for each patient is a big part of why our success rates are so good and why patient and staff satisfaction is so high. We are able to deliver the care we believe in. Care we'd want our family or friends to receive."

Outpatient Rehab Facilities

"One major trend in rehab is specialization. Our therapists are now discipline-specific, whether in hand care, spine care, neurological disorders, pelvic pain, urinary incontinence. It means whatever the condition, patients have an expert to help. This approach is critical and expedites healing and recovery," said Hofelich.

To provide all patients with the latest and greatest care, Sentara offers several condition-specific therapies in 11 locations in four South Hampton Roads cities.

"We have eight outpatient facilities on the Southside. Sentara continually invests in new technologies like new bicycles that allow spinal cord injury patients to pedal with the assistance of electrical stimulation to the leg muscles. The new Balance Master system with a computer-controlled platform helps patients test and regain their balancing abilities," said Rita Brereton, Operating Center Manager for Ambulatory Rehabilitation Services.

"Hands-on care has been a constant throughout Sentara's history. You see caring, committed expertise in everyone from new graduates to seasoned 'veterans' – it's timeless. At the same time, we pride ourselves on learning about every new specialty as it becomes available, including refinements in current therapies," Brereton said.

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Denise Spellman

1998

- Sentara Home Care Services acquires Beverly Home Care in Elizabeth City, N.C.
- Sentara Home Care Services merges with Tidewater Healthcare's AtHome Care.
- Hilltop Therapy Center outpatient rehab services opens.

1998

- Sentara Hampton Health & Fitness Center outpatient rehab services opens.
- Sentara Home Care Services relocates to its main office in Chesapeake.

1999

- Sentara Home Care Services acquires Obici Home Health in Suffolk.
- Sentara outpatient rehab at Sentara Norfolk General Hospital opens.

1999

- Battlefield Therapy Center outpatient rehab services opens.
- Wakefield Physical Therapy outpatient rehab services opens.



Holly Becker

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Specialized Rehabilitation

Well-informed patients and family support contribute to successful rehabilitation and recovery. When patients know what to expect, and how particular therapies work and how they will benefit their condition, they are less anxious and more compliant.

Sentara nurses and rehabilitation employees make this their mission. They learn through professional certification programs, and teach through conversation and questions that arise as part of the patient-therapist relationship.

"I work in a highly specialized

area of rehabilitation, focusing on orthopedics, injuries to the back, neck and spine. Sentara's emphasis on continuing education and the therapists' eagerness to grow and learn has impressed me during the 19 years I have worked at Sentara," said Holly Becker, PT, Certified McKenzie Therapist.

"I would not do anything else anywhere else. And I am not alone. There are a number of experienced practitioners at every level of the rehab network. To help people get well and sometimes avoid the need for surgery altogether is a feeling unlike any other," Becker said.

Sentara Rehab Network Specialized Therapies

- **Aquatic Therapy** conditioning is for those with arthritis, chronic pain syndrome, degenerative joint disease, obesity and other conditions.
- **Continenence and Pelvic Floor Rehabilitation** is for those with urinary incontinence.
- **Driver Evaluation and Training Program** prepares patients who are ready to drive. It is the only DMV-certified, adaptive driving program in South Hampton Roads.
- **ERGYS Bicycle** is for individuals paralyzed from spinal cord injuries. The bicycle uses electrical stimulation to create muscle contractions and is Hampton Road's only ERGYS bike that has been made possible through a Commonwealth Neurotrauma Initiative (CNI) grant awarded to Woodrow Wilson Rehabilitation Center. Benefits from regular use of the ERGYS include improved muscle tone, increased circulation, and improved range of motion.
- **Hand Therapy Center** provides treatment approaches for hand and upper extremity rehabilitation for conditions including fractures, scleroderma, osteoarthritis and tendinitis.
- **Lymphedema Treatment** corrects conditions that cause fluid buildup in tissues, resulting in swelling and reduced mobility of the extremities.
- **Manual Physical Therapy** combines hands-on treatment with exercise to improve joint motion, maximize muscle strength and restore efficient movement.
- **McKenzie Therapy** treats common neck and back problems with a proven therapeutic system that promotes the body's own potential to heal itself.
- **Osteoporosis Program** provides treatment and services to improve quality of life for those suffering from osteoporosis.
- **Pulmonary Rehabilitation** treats emphysema, chronic obstructive pulmonary disease (COPD), chronic bronchitis and asthma.
- **Vestibular Rehabilitation** treats patients with dizziness and balance problems, often caused by inner ear disorders.
- **Work Rehabilitation Center** combines the skills of physical and occupational therapists, rehab nurses, psychologists and other rehab experts to return workers to health and productivity.

2001

- *ExploreHealth with Sentara Center outpatient rehab services opens (formerly SVBGH Cardiac Fitness Center).*
- *CarePlex Therapy Center outpatient rehab services opens.*

2001

- *Hospital for Extended Recovery (HER) opens in a wing of Sentara Norfolk General Hospital.*
- *Sentara Currituck Therapy Center outpatient rehab services opens.*

2002

- *HER becomes licensed as a Long-Term Care Hospital (LTCH).*
- *Great Bridge Therapy Center outpatient rehab services opens.*

2003

- *HER implements ventilator capabilities for patients, increasing ventilator capacity.*
- *Portsmouth Therapy Center outpatient rehab services opens.*
- *Sentara Home Care Services integrates with Williamsburg Home Care.*

2004

- *Indian River Therapy Center outpatient rehab services opens.*

2007

- *Princess Anne Therapy Center outpatient rehab services opens.*
- *Sentara Home Care Services opens two locations in Richmond, Va.*
- *Inpatient rehab unit to open at Sentara Williamsburg Regional Medical Center.*

Future

Sentara outpatient rehab facilities for the future:

- *North Suffolk*
- *Deep Creek – Chesapeake*
- *Moyock – North Carolina.*

For more information about the Sentara Rehabilitation Network, visit www.sentara.com



Front row (L-R): Smita Samudre, Sally Sauer, Mike Brockhoff, June Rice, Tina Baucom, Clarrissa Gaither, Minnie Carroll, Sarah Darling, Kristine Kiley and Sylveria Hernandez. Back row (L-R): L. Ann Crowley, Michael Griffin, Dorothy McCullough, Charles Perkins, Kathleen Winters, Laquisha Frost, Lynthis Kearney and Angella Lott. Not pictured: Frances Davidson and Janet Jamison.

Congratulations to the most recent Sentara Promise winners who were recognized at the Semi-Annual Leadership Conference on October 30.

Grand Prize Winner

Charles Perkins
Maintenance, Sentara Nursing Center - Norfolk

Charles is committed to keeping everyone and everything he encounters safe from harm. His warm, happy smile and cheerful step are respected and anticipated by residents and co-workers. He is always very caring and compassionate toward the residents, always taking the time to talk and help out.



Tina Baucom
Nursing 6K, SNGH

Tina's co-workers call her a great Wingman, and her patients often remark "how wonderful she is." She is efficient and calm, especially when facing emergencies. Tina's pride in her work is a model for the Sentara Promise.

Mike Brockhoff
Respiratory Care, SNGH

Mike is the Member of the Team! His colleagues never have to call because he's always there. His positive outlook is consistent day in and day out; it's an important attitude in his role as a mentor.

Minnie Carroll
Claims Administration
Optima Health

Minnie is regarded as a respectful, dynamic individual who regularly goes beyond the call of duty. She is a proud example of what a representative of Optima should be for members and colleagues.

L. Ann Crowley
Administration, SLH

Ann is often referred to as the "Front Door" at Sentara Leigh, supporting the administration and staff alike. She always exhibits a smile and cheerful heart as the face of SLH.

Sarah Darling
Sentara Home Care Services

Sarah exemplifies the Sentara Promise in her commitment to her patients. She organized a field trip for a sick young boy to attend a Peninsula Pilots baseball game and arranged for him to throw out the first pitch. Her compassion, skills and attitude are contagious.

Frances Davidson
Radiology, SOH

Frances' positive attitude, ready smile and team approach have won the admiration of many. She is thoughtful, resourceful and always places the welfare of patients, their families and her co-workers first.

Laquisha Frost
Central Scheduling, SNGH

Laquisha's "service with a smile" is unmistakable in every call and personal engagement with her patients. She goes the extra step to provide exemplary customer service. Physicians, patients and their families always take notice.

Clarrissa Gaither
Sentara Medical Group

Clarrissa's model attitude is a gift to those she works with and cares for. She's a patient advocate who is dedicated to seeking the best solution. She's a forthright communicator who exhibits honesty and integrity.

Michael Griffin
Sentara Medical Transport

Michael recently was the first to arrive on the scene of a fatal crash on I-95, finding several people

trapped in a burning vehicle. He bravely kicked in the sunroof and saved an eight-month-old infant and his mother. His spirit is selfless, and we are grateful he is a member of the Medical Transport team.

Sylveria Hernandez
Catering Services, SCH

Sylveria regularly provides special support by unfailingly assisting patients who don't speak English. She engaged with a new mother who was concerned for the safety and welfare of her newborn.

Janet Jamison,
Nursing 3A, SLH

Janet is an attentive, comforting, quiet, unobtrusive professional, consistently embodying and delivering excellent care.

Lynthis Kearney
Infusion Center, SCH

Lynthis is a true team player and serves many roles in the Infusion Center, including notary, nursing assistant, supply clerk and registrar. She takes great pride in comforting and accommodating patients and their loved ones.

Kristine Kiley
Nursing LDRP, SWRMC

Kris strives to provide the support, information and encouragement that new mothers need. Her compassion exemplifies her commitment and labor of love to those who rely on her most – mothers and their children.

Angella Lott
Clinical Effectiveness, SNGH

Angella is a shining example of high standards, dedication and service. She's a skilled, fast learner who exceeded expectations immediately and has quickly risen to a leadership position.

Dorothy McCullough
Patient Service Center, SVBGH

Dorothy is a dedicated caregiver who drives home patients in need of a ride and eats lunch with children of patients who are having procedures. Her compassion is unmistakable.

June Rice
Surgical Services – OR, SNGH

June is an Operating Room veteran who was instrumental in developing and implementing the internship program, encouraging students to "love the OR." Her compassionate approach represents the Sentara spirit.

Smita Samudre
Case Management, SLH

Smita is known for her thoroughness, cheerful and tireless approach and reliability. Her quiet competence is most assuring to patients and their families.

Sally Sauer
Nursing 4AB, SBH

Sally consistently shows compassion for patients by being thorough in explaining procedures. She never leaves a patient without asking whether there is anything additional she can do. Her commitment to quality care is unwavering.

Kathleen Winters
Disease Management
Optima Health

Kathleen is a nationally recognized nurse. She is available night and day to Optima members and delivers medical equipment to patients who are unable to pick it up themselves. She's a key member of the award-winning Life Coach (youth asthma) Program.

Sentara Princess Anne Brings Comprehensive Health Campus to Southern Virginia Beach

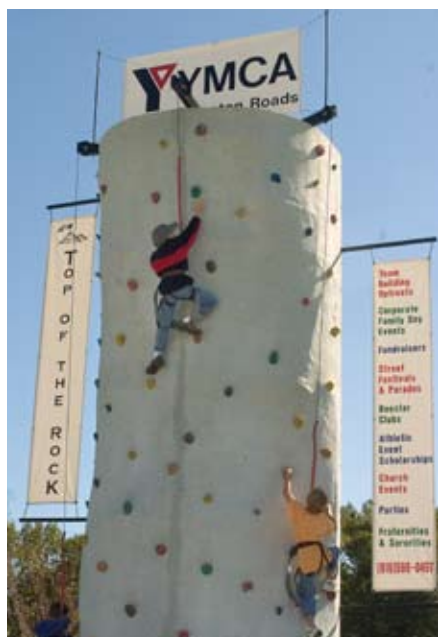
On September 18, the first freestanding Emergency Department in South Hampton Roads opened on the Princess Anne campus in Virginia Beach. The 72-acre health campus offers advanced imaging services, a full-service pharmacy, laboratory, physician offices, a comprehensive cancer center, ambulatory surgery center, women's services and physical therapy. The 24-hour emergency center also offers imaging equipment and a lab to offer patients testing for emergency care. Plans for the campus include a full-service hospital.



Sentara Princess Anne (SPA), located near the intersection of Princess Anne and Dam Neck roads, offers medical care for many Virginia Beach residents closer to home.



On Oct. 14, an open house was held for the community. The event featured Landstown High School Junior ROTC and the school choir.



(Left): The YMCA was on hand at the community open house with a rock climbing wall. Future plans for Sentara Princess Anne include a YMCA Family Fitness Center.



(L-R): Steve Porter, Billy George of the YMCA and Councilman Bob Dyer - Virginia Beach, at the Oct. 14 event.



(L-R): Kathy Meeink, Gail Wilson and Michelle Paul review notes in the Emergency Department at Sentara Princess Anne.



Jodi Wanstreet reviews CT scans in the Advanced Imaging Center at SPA.



(L-R): Jeanette Donovan, Gladdys Marsh, Beatriz Rodriguez and Ruth Gondreau in the Reference Lab at Sentara Princess Anne on Sept. 18, opening day.



On Nov. 13, an open house was held for the Comprehensive Cancer Care Services at Sentara Princess Anne. The cancer center on campus is a partnership between Virginia Oncology Associates and Sentara. Pictured at the event are (L-R): Jim Spore, Virginia Beach City Manager; Lynne Bolick, practice manager for Princess Anne Virginia Oncology Associates; Maureen McGrath, Virginia Oncology Associates; and Ed George, MD.



The community open house on Oct. 14 featured guided tours via a trackless train to highlight current and future features of the campus.



Nightingale was on hand for tours on Oct. 14.



Margie Barnes (left) provides information to event participants about Sentara Home Care Services at the SPA open house on Oct. 14.



More than 1,587 people attended the community open house. Free skin cancer, cholesterol and bone density screenings were offered along with brown bag medication reviews with pharmacists.

MEDICAL BEAT

Virginia's First Robotic Thoracic Surgeries Performed

Surgeons at Sentara Heart Hospital recently performed Virginia's first robotic major thoracic procedures using the daVinci™ surgical robot. The three procedures – two robotic lobectomies removing tumors from lung cancer patients and one surgery to remove a mass from the thymus gland – are innovative new procedures designed to minimize trauma to patients.

Dr. Joseph Newton, cardiothoracic surgeon and medical director of the thoracic surgery program at Sentara Heart Hospital, completed the three robotic procedures.

State-of-the-art procedures like robotic lobectomies are just one part of the services performed at SHH's thoracic surgery program. Patients receive extensive pre- and post-operative education, with established clinical protocols. Surgeons at SHH expect to use the robotic procedures primarily for esophageal work, lung cancer and other complex thoracic surgeries that can't be done at community hospitals.

SHH is also one of only two programs in the state that tracks its

quality thoracic outcomes against data from the Society of Thoracic Surgeons. "For the past two years, we have had zero mortality for lobectomy versus a national 2 percent mortality rate," Newton said. Most patients treated surgically for lung cancer have a lobectomy (removal of one of the lung's five lobes.)

FDA Clinical Trial on Neocartilage at Sentara

Beginning in January, orthopedic surgeons at Sentara Leigh Hospital began participating in a Phase I clinical trial of Neocartilage – a living tissue graft designed to repair cartilage defects, restore joint function and relieve pain in the knee. Sentara Leigh Hospital is one of four sites in the country participating in the clinical trial.

The trial is designed to study the safety of Neocartilage – living tissue grown from donor juvenile cartilage cells. The resulting implant is a thin, solid disk the size of a quarter that resembles natural articular cartilage.

"This procedure is not for people suffering from terrible arthritis," said Dr. Kevin F. Bonner, orthopedic surgeon with the Jordan-Young

Institute and principal investigator of the study at Sentara Leigh. "It's for younger people with a focal cartilage defect in the knee which has not yet progressed into diffuse arthritis. The goal is to decrease pain, improve function and to potentially prevent or postpone the need for knee replacement."

It is hoped that this regenerated cartilage will reduce the need for cartilage transplants. In some cases, patients wait over a year before receiving donor cartilage.

It is expected that complete rehabilitation will take 18 months in four phases. Success of the cartilage regeneration will be monitored with MRI (magnetic resonance imaging).

Sentara Unveils Region's First Cardiac CT scanner

Sentara has unveiled the GE LightSpeed VCT, the region's fastest and most accurate CT scanner, at the Advanced Imaging Center – Sentara Heart Hospital, the area's only dedicated heart imaging center.

Using this state-of-the-art instrument, thousands of crystal clear images of the heart and its vessels are possible for even unlikely

heart patients. Sentara physicians have information to know almost instantly the cause of chest pain or shortness of breath.

"SHH is the only institution within about 100 miles with this imaging capability, and a top authority to interpret the images," said cardiothoracic surgeon Dr. Glenn Barnhart.

Under the direction of Dr. Mohit Bhasin, cardiologist at Sentara Heart Hospital, the Advanced Imaging Center will serve as a national training site for cardiac imaging.

"Dr. Bhasin has the highest level of training possible in cardiac CT and MRI imaging. He's evaluated nearly 1,000 CT and MRI studies of the heart with stunning accuracy," Barnhart said.

"Every invasive procedure has potential risks; we don't like to do them on every patient. Cardiac CTs allow us to quickly assess patients with one noninvasive test. Using this tool, Sentara will begin to identify patients in some of the earliest stages of heart disease," said Dr. Bhasin.

Visit www.sentara.com for more information.

Sentara Williamsburg Regional Medical Center Opens

On August 17, Sentara Williamsburg Regional Medical Center opened in York County, replacing Williamsburg Community Hospital built in 1961. The facility offers patients increased privacy and patient-centered care with large all-private rooms, expanded emergency, surgery and maternity departments and advanced diagnostic imaging capabilities.



Sentara Williamsburg Regional Medical Center is a 5-story, 339,000-square-foot facility that adjoins the Geddy Outpatient Center and is situated on a 120-acre campus.



The patient move day on Aug. 17 was a community event with coordination by Williamsburg and York County fire departments of 25 ambulances and 60 rescue personnel from as far away as Sterling in Loudoun County.



Tricia Foley-Beatty, one of the first patients moved between the old and the new facility, is interviewed by WVEC-TV 13. She is holding her daughter, Tatum Foley Beatty.



Sophia Brienne Spurlin was the first baby born in the new Sentara Williamsburg Regional Medical Center on Aug. 17.



Heritage Day was held at the new SWRMC on Sept. 8. Pictured at the Healing Garden are Auxiliary president Gail Alburn (far right), and her three grandchildren.

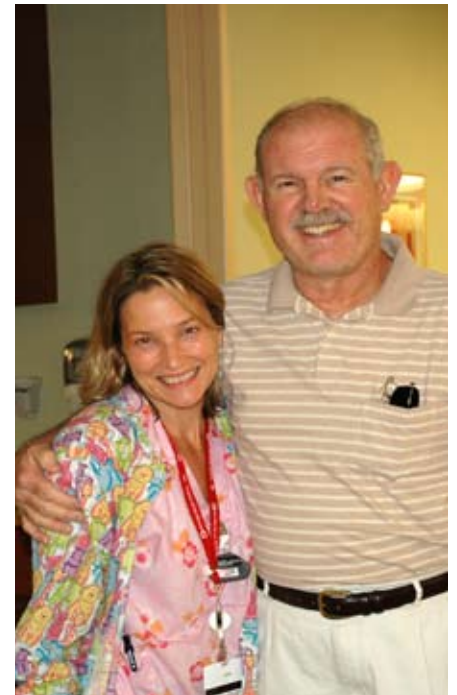


(L-R): Nicole Miller and Bob Graves deliver muffins to employees on the move day.



Staff and student volunteers worked together on the patient move day. Early on in the facility design, clinical caregivers provided input to ensure that design elements kept patients and families in mind.

Planetree designs have been incorporated throughout the facility with an emphasis on patient safety and education.



(L-R): Michelle Schmidt and William Rizy are pictured before he leaves the hospital. Rizy was the first patient treated in the cath lab on Aug. 17.



The new hospital features expanded cardiac and vascular services with a full-time dedicated cardiac cath lab and special procedures room for interventional radiology and vascular procedures. Pictured are members of the cath lab staff. Front row (L-R): Sharon Seaborne-Bunn, Terri Morris and Ruth Williams. Back row (L-R): Chuck Graham, Timothy Catchings, MD, Alicia Powell and Daphne Harris.



During the Heritage Day events of Sept. 8, the Pineapple Gift Shop celebrated its grand opening. Pictured (L-R): are Gale McCune, Lori Bastian, Betty Williams and Jane Underhill.



On Aug. 13, an employee, volunteer and family event was held to celebrate the opening of SWRMC. More than 1,900 people attended the fun-filled event.



The celebrations featured fun activities.



Nightingale was on hand for tours at the employee and community celebrations.



On Aug. 17, beginning at 6 a.m. ambulances from 10 Virginia jurisdictions, Sentara and the Air Force transported 80 patients from the old hospital to the new medical campus.



(Left): On Sept. 16, a community open house for the new SWRMC was held. More than 725 people attended the event and got a chance to tour the first floor of the facility.

Congratulations

Optima Health Plans have ranked 50th among the nation's top health plans in the second national survey by U.S. News & World Report and NCQA; 684 plans across the nation were surveyed. Optima Family Care placed 25th among Medicaid products in a national survey. The U.S. News & World Report Web site and magazine referenced the ranking.

Optimahealth.com has received the URAC Health Web site Accreditation. The seal of approval means that Optima Health's Web site is a trusted source of health content and services. The site was evaluated against 50 standards for content, privacy, security and quality oversight.

Sentara Healthcare has received a 2006 Wellness in the Workplace award by the Virginia Business Coalition on Health for the Healthy Edge program. The award recognizes Sentara's excellence in employee health promotion and the use of incentives to improve employee health. Sentara won in the category of "employers with more than 10,000 employees."

Sentara Home Care Services has won a national award from the Disease Management Association of America (DMAA) for preventing sickle cell crises and reducing emergency department visits and hospitalizations. EVMS and Sentara pioneered the program.

Sentara Norfolk General Hospital is among the nation's 50 top hospitals based on a quality and safety survey of 1,200 hospitals by The Leapfrog Group for 2006. Leapfrog is a third-party organization encouraging hospitals to adopt high standards for ICU staffing and best practices in patient safety. Sentara Virginia Beach General Hospital also achieved the highest score in Virginia in the Leapfrog category of Urban Hospitals.

Sentara Norfolk General Hospital's Bariatric Surgery program has received national accreditation as a Center of Excellence from the American College of Surgeons. SNGH is the second in Virginia to receive this distinction, following the University of Virginia Health System in Charlottesville. Sentara

CarePlex Hospital is also a bariatric surgery, Center of Excellence, designated in 2005 by the American Society for Bariatric Surgery, the other national accrediting body.

Sentara Norfolk General Hospital's Heart and Urology programs are among the top 50 in the annual U.S. News and World Report survey. Heart and heart surgery rated 27th and urology, 47th (the only urology program in the state to make the top 50).

Sentara Norfolk General Hospital's Organ Donation and Transplant Team has received the Department of Health and Human Services Medal of Honor for meeting and exceeding nationally established donation goals. In order to be eligible, hospitals had to achieve a 75 percent or higher conversion rate for at least one consecutive 12-month period during the designated time frame. SNGH was one of 371 hospitals to receive this distinction.

Sentara Obici Hospital has received the Initiative Award by the American Society of Health System Pharmacists for innovative and visionary pharmacy approaches. Using existing MediTech software, the hospital devised an electronic program that creates a computerized

record of patient medications compiled during admissions and throughout the patient's hospitalization.

Sentara Obici Hospital has been recognized by the Virginia Paternity Establishment Program with its Community Outreach Award for efforts to educate patients and the community on the importance of establishing paternity.

Sentara Virginia Beach General Hospital has become certified as a Primary Stroke Center by The Joint Commission (formerly JCAHO). Sentara Norfolk General Hospital and Sentara Leigh Hospital achieved the certification in 2005.

Sentara Virginia Beach General Hospital has received two Planetree awards. The first award, "Information and Education," honored the Patient-Centered Care Team, for developing a Personal Health Information Book for chronically ill patients that help them better organize their medical information. The second award, "Move the Model," recognized the SVBGH team for creating a comprehensive tool in book form for patients that provides information about the Patient Assistance Liaison Program.

Bernd to Serve on New Panel

Commerce Secretary Carlos M. Gutierrez has named Dave Bernd, CEO, Sentara Healthcare, to serve on a new panel to better understand how U.S. innovation contributes to American economic prosperity and high living standards. Bernd is part of an advisory committee that includes 15 business and academic leaders – including six Fortune 500 executives.

The Measuring Innovation in the 21st Century Economy Advisory Committee will help develop better ways to measure innovation so that the public and policy makers can better understand its impact on economic growth and productivity.



(L-R): Audra Wilkins, Debbie Nagovich, John Mihalkovic at the NERD tournament.

United Way

On Oct. 30, Sentara employees participated in the annual NERD golf tournament to raise money for the United Way. Dressed for Halloween, tournament participants raised \$2,337 for the system's United Way efforts.

Sentara employees "gave it their all" in the 2006 United Way campaign. Employees donated \$819,960 to the cause, meeting the established goal by 101 percent.

Sentara in the News

Sentara has been in the news for a total of 143 print articles and 26 broadcasts including Sentara features in trade publications, local,



Members of Sentara Living program, 850 seniors, attended a luncheon on Dec. 11 at the Founder's Inn. Pictured is WVEC-TV 13's Joe Flanagan, who spoke about "Aging to Perfection."

regional and international press over the past few months. Key placements have included:

- Sentara Cardiovascular Research Institute – Dr. Jeffrey B. Rich and Dr. John M. Herre – January cover of MD News. The article focused on the Sentara Cardiovascular Research Institute and studies that both physicians are performing.

- "Commentaries on Ten Best Practices for Measuring the Effectiveness of Nonprofit Healthcare Boards," article written by Dave Bernd. It appeared in Modern Healthcare on Dec. 4.

- An article in Business Week about Sentara's first-in-the-nation eICU program. The article focused on the ways technology can leverage limited personnel resources and save lives.

- Two mentions in Consumer Digest about Sentara Urgent Care and Sentara Medical Group.

- An article in the Daily Press featuring Dr. John Kaiser from Sentara Williamsburg Regional Medical Center. The article focused on declining Medicare payments and its impact on private practitioners.

- "Lack of Sleep Can Pack on the Pounds," study conducted by the Division of Sleep Medicine at Eastern Virginia Medical School. It appeared on the national Web site DrKoop.com and on national TV stations, in daily newspapers and trade publications.

Sentara Home Care Services Expands to Richmond

Sentara Home Care Services is expanding to Richmond with clinical, administrative and sales staff and a durable medical equipment service. Two new offices will open in the Richmond area in 2007.

Optima Health and Quicken for Health Project

In 2007, Optima Health will make a version of Quicken for Health available to members. Quicken for Health is a new set of products and services that will help consumers view and organize all the healthcare financial information they receive, including medical bills and insurance payments, in one easy-to-use system. Quicken for Health will simplify the process of managing information, saving time and money, and help

consumers make better healthcare decisions. Consumers will be able to access Quicken for Health via the Internet.



Flu shots at Sentara Norfolk General Hospital.

'Don't Bug Me!' Campaign

Sentara offered flu shots to employees throughout the fall. From October – November, 7,900 Sentara employees got their flu shots. Thanks to Occupational Health and Workers' Compensation staffs for coordinating the most successful flu shot campaign to date.

Expansion at Sentara Port Warwick

Construction is under way on Sentara Port Warwick III, the third phase of Sentara's comprehensive outpatient campus off Jefferson Avenue in Newport News. The latest building includes Virginia Oncology Associates' Port Warwick Cancer Center. The concept follows the same model as Virginia Oncology's Lake Wright Cancer Center, which opened in 2004 in Norfolk.

"We have designed and located the Port Warwick Cancer Center to address the need for a more convenient and accessible environment for our Peninsula patients," says Dr. John Mattern. "By having a cancer center in Newport News, we will be able to provide the most technologically advanced care to a broader geographic base."

Other outpatient services at Sentara Port Warwick include an ambulatory surgery center and procedure rooms, the area's only freestanding emergency center, advanced imaging and diagnostic services, the Peninsula's only hyperbaric oxygen therapy center and physician offices.

"We're thrilled to have our partners in cancer care joining us at Port Warwick," said Kenneth Krakaur, President of Sentara Peninsula. "Virginia Oncology Associates is helping to complement

the services already assembled at Sentara Port Warwick for patient convenience," he said. Currently, more than 85 percent of all cancer care is delivered in the community setting.

Scheduled to open in fall 2007, Port Warwick Cancer Center will comprise 22,615 square feet in a two-story building.

Sentara Behavioral Health Services Now Online

The services of Sentara Behavioral Health Services (SBHS) are now available online at sentarabehavioralhealth.com SBHS is committed to providing quality healthcare to all members. Visit sentarabehavioralhealth.com today.

Speedier Lab Results

Sentara Laboratory Services invested \$800,000 in diagnostic technology that produces the fastest return times for biopsy results anywhere in Hampton Roads. Patients hear the results sooner and physicians can make more timely medical decisions. Sentara Laboratory Services is Hampton Roads' only full-service reference lab, employing about 600 throughout the region. It performs more than 5 million tests each year.



New Town, New Complex

Sentara Medical Group is constructing a new facility in New Town that will house Williamsburg Community Urgent Care as its anchor tenant. The approximately 40,000-square-foot building will also include 15 physicians from various specialties, and full health services. Construction will be completed by the end of the year.

WaveNet Redesign

In December, Sentara employees saw the new WaveNet design. The new page design simplifies the look, enhances search capability and offers clearer links to personal information such as payroll, benefits, etc. The redesign continues in 2007.



Mobile CT/MRI in Smithfield.

Imaging Services in Smithfield

Mobile CT/MRI is available at the Sentara Obici Outpatient Center in Smithfield. The mobile service is available two days a week at the Obici Outpatient Center for Smithfield and Isle of Wight County residents. Services include digital mammography, ultrasound, X-ray and now mobile CT/MRI.

Generic Drug Campaign

In 2006 Optima Health launched a 'Choose Generics' educational campaign to help consumers choose wisely and save significantly. A study by the Food and Drug Administration concluded that consumers who replace all their branded prescriptions with generics could save up to 52 percent on daily drug costs.

Ethical Matters

The Sentara Center for Healthcare Ethics and the Sentara Ethics Advisory Council held an Ethics 2006 conference in October. The topic, "Ethics and the Human Condition," reinforced the importance of being a presence in the lives of those we care for versus treating patients as non-entities or as the sum total of their disease. More than 140 attended.

Patient Safety

Sentara has joined the Surviving Sepsis Campaign (SSC), an effort by the Society for Critical Care Medicine aimed at reducing hospital deaths from sepsis, a deadly blood infection. SSC strives to create protocols to speed diagnosis and intervention and increase a patient's chance for survival.



(L-R): Jeymie Mitchell, Paige Crunk and Jeymie's brother.

Sentara Virginia Beach General Hospital Donation

The hospital's neonatal intensive care unit (NICU) received a special donation. For her scouting project, Jeymie Mitchell created 50 hand-sewn tote bags for babies and parents. Each bag included a stuffed animal, a hand-sewn preemie shirt, and a book Mitchell wrote and published about the preemie experience. Mitchell was inspired to write the book because of her brother's premature birth. He was born at 27 weeks' gestation in 1994.

eCare Update

Sentara continues to make progress to move toward a paper-light environment, with the

Optima Family Care Girl's Basketball League

Optima Family Care held its annual girl's basketball challenge November 3 – 5. Approximately 170 players and 800 spectators attended the weekend event held in Norfolk. Teams from the Optima Family Care Central Virginia and Hampton Roads teams participated. The seven teams on the Central Virginia League are from Richmond, New Kent County, Petersburg, Charles City, Fluvanna County, Emporia and Williamsburg. The seven teams on the Hampton Roads League are from Norfolk, Portsmouth, Newport News, Chesapeake, Hampton, Virginia Beach and Suffolk.



Teams from Optima Family Care Central Virginia and Optima Family Care Hampton Roads participated in the annual challenge.

The program has recently added the Southside Regional League, which is made up of teams from Halifax County, Danville Parks and Recreation, Danville Girls Club, South Boston and Charlotte Courthouse, Va.

Optima Family Care created

the Girl's Basketball League in the Hampton Roads area in 1999. The program was created in an effort to educate at-risk girls about key health and wellness issues while providing them wholesome competition and character-building opportunities. More than 5,000 girls throughout Virginia have participated in this program since 1999.

upcoming EPIC launch. The eCare initiative is more than a hospital electronic medical launch. It will assist physicians as well. Here is a look at the eCare project:

- All medications given at bedside will be bar-coded and scanned.
- Through My Chart, patients may access their medical records.
- Eight of 10 academic health systems have chosen EPIC as their electronic medical record software solution.
- Four Sentara Medical Group

practices plus Urology of Virginia will be the first to implement and use eCare by the end of 2007. The groups include Family Practice Specialists and Urgent Care; Chimney Hill Medical Associates and Urgent Care; Chesapeake Medical Associates and Providence Road Family Practice and Urgent Care.

- Sentara hospital emergency departments will implement eCare during 2007.
- Sentara Leigh Hospital will be the first hospital to "go live" in early 2008.

AUXILIARY UPDATE

Sentara Bayside Hospital Auxiliary held a jewelry sale on Nov. 14. The sale netted \$1,053.16 for the auxiliary to donate to the hospital. The annual Festival of Lights fundraiser was held Dec. 5 in the hospital. The event also included a Grand Illumination ceremony and a Memory Book, which displayed every donor and honoree's name on the tree through New Year's Day.

Sentara CarePlex Hospital Auxiliary continues to support the Sexual Assault Examiner program. The Auxiliary provides clothing and toiletries to victims and decorates the exam room.

In support of the new Breast Imaging Center at Port Warwick, the auxiliary is sponsoring the first Sentara CarePlex Auxiliary Inaugural Golf Classic on May 3, 2007. The auxiliary donated \$1,000 to the United Way, and held its Hospital Festival and Dinner with Santa fundraiser on Dec. 1.

Sentara Leigh Hospital/Sentara Norfolk General Hospital Auxiliary sold a commemorative Christmas ornament called Retreat for the Sick in the hospitals' gift shops during the holidays. It is based on a historic photograph of The Retreat for the Sick, the forerunner of SNGH. The auxiliary continues to make chemo

caps for women, children and men who have lost their hair due to cancer treatments. The hospital's oncology departments distribute the caps to patients. The Festival of Lights annual fundraiser was held in November.

Sentara Obici Hospital Auxiliary brought 2006 to a close with the annual Tree Lighting Ceremony held on Dec. 7 in the Rose Garden. In addition, a fine jewelry fundraiser was held on Dec. 13 and 14. A new record of volunteer hours was achieved last year with 29,800 volunteer hours provided in 36 departments on the hospital campus.

Sentara Virginia Beach General Hospital Auxiliary raised \$5,000 from jewelry sales held in September and October. The Tree of Lights fundraiser and the outdoor Love Light Tree, both held in December, helped attract memorial gifts to benefit the hospital's Resource Center. A fashion show, auction and luncheon will be held April 18 at the Princess Anne Country Club, with proceeds to benefit the Beach Health Clinic. May 4-6 marks the Ace of Hearts tennis tournament, held each year at the Virginia Beach Racquet Club. All monies raised from this event benefit the hospital's cardiac programs.

Sentara Health Foundation News

The Sentara Health Foundation has received the following gifts:

- A \$500,000 gift from Dorothy G. Hoefer to support the opening of a comprehensive breast center at Sentara Port Warwick in Newport News. The new center will provide everything from diagnostics to surgical consultation by physicians who are fellowship trained in their clinical specialty. Construction will begin in early 2007 on the Dorothy G. Hoefer Comprehensive Breast Center. The facility is expected to open in the second quarter of 2007.

- A \$500,000 endowment from the Christian Broadcasting Network (CBN) to establish the CBN Endowment for Heart Research at Sentara Cardiovascular Research Institute. Proceeds from endowment investments will fund cardiac studies at Sentara, primarily original studies focused on Hampton Roads cardiac care. The gift will provide financial resources for Sentara doctors to conduct leading cardiac research in our community.

Community Health Center

The Peninsula Institute for Community Health (PICH) is developing a primary care community health center in a medically underserved area of Virginia Beach in 2007. Sentara Health Foundation awarded a \$300,000 grant to fund startup costs for the community health center.

PICH has also applied for a \$650,000 federal grant two years earlier than planned to expand that proposed center.

"We are pleased to support PICH in its efforts to seek federal funding at a higher amount than our grant," said Gina Pitrone, director of the Sentara Health Foundation. "These funds will be used to provide direct care to those who need it," she said.

This new Community Primary Care Center is the result of an effort between Sentara and other community organizations, from large institutions like Eastern Virginia Medical School and Access Partnership, to small faith-based groups and even individual residents.



Nightingale Celebrates 25th Anniversary

In February Nightingale celebrates its 25th anniversary. Nightingale, Virginia's first hospital-based air ambulance service, began in 1982, as the nation's 38th air medical program. It serves a 125-mile radius, flying as far north as Washington, D.C., as far south as Ocracoke Island, east to the Eastern Shore and west to Charlottesville, Va.

Here are a few Nightingale facts:

- Sentara Nightingale flew 742 missions in 2006 and so far has flown more than 14,000 safe missions.
- Sentara Nightingale has transported thousands of critically ill patients, primarily

from Hampton Roads, from the scene of an accident, or from one medical facility to another.

- Nightingale is called into service when time is critical to the patient's survival and air transportation is the best method. It is often able to reach areas with limited access or assist communities where long transports would tie up limited EMS resources.

- Each mission involves a three-person crew: certified pilot, flight nurse, and flight paramedic.

- About 45 percent of Sentara Nightingale's missions involve transporting a patient directly from the scene of the accident or medical injury, 55 percent involve moving a patient from

one hospital or clinic to another, and less than 1 percent involve assisting state and local agencies in aerial searches, etc.

- Sentara Nightingale is usually requested for three types of flights: Scene operations, Inter-facility, Mutual aid flights.

- Nightingale offers a Ride Along program to educate referring agencies and facilities. The Ride Along program provides an opportunity to increase the awareness of referring agencies and facilities to the appropriate utilization of air medical transport for the critically ill or injured person requiring transport.

Visit www.sentara.com to learn more about Nightingale.



Clockwise from top: Glenda Donald, Janet Davis, Brenda Benner and Brittney Kippes are pictured in the Open MRI at Sentara Bayside Hospital.

Open MRI at Sentara Bayside Hospital

In October, the region's first high-field 1.5 Telsa Open-Bore MRI opened at Sentara Bayside Hospital. The MAGNETOM open MRI with TIM (total imaging matrix technology) provides CT-like comfort with high-field power, detailed images and sharp resolution. It allows for head-out, feet-first positioning for most exams and whole body coverage with parallel imaging in all directions. The open design accommodates all types of patients, including obese individuals and those who experience claustrophobia or anxiety during conventional exams.