

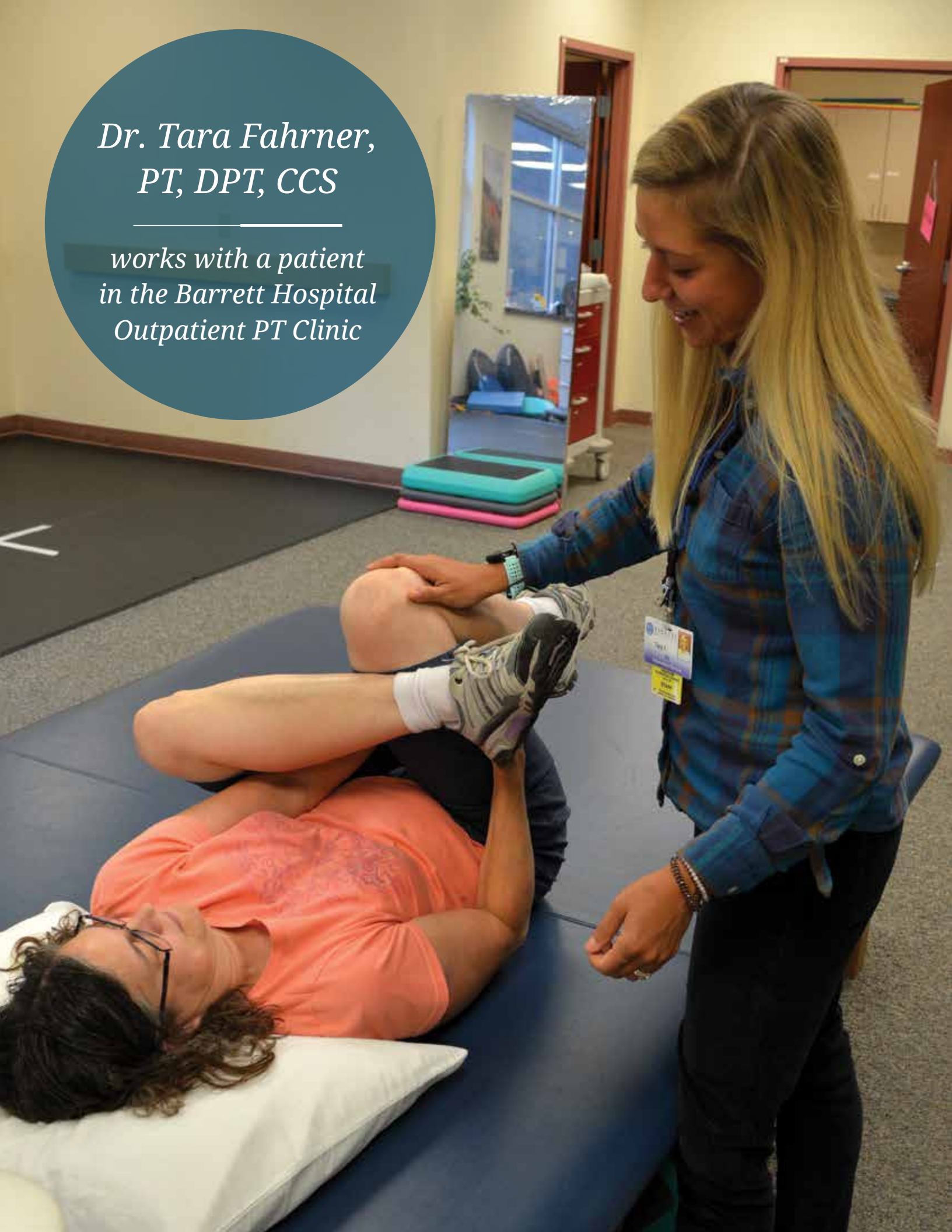
ELEVATE

SUMMER 2017



*Dr. Tara Fahrner,
PT, DPT, CCS*

*works with a patient
in the Barrett Hospital
Outpatient PT Clinic*



At Your Service with Rehab Services

PHYSICAL, OCCUPATIONAL AND SPEECH THERAPY WHEN AND WHERE YOU NEED IT

After a complex rotator cuff surgery, “Dan’s” physician advised him to hang up his fly fishing gear until next year. Needless to say, when Dan started rehab he had little hope of casting a line that summer. But as he worked with his Physical Therapist, Dan began to see a light (or perhaps a largemouth bass) at the end of the tunnel.

“We only saw this patient about four times,” explains Physical Therapist Mo Greenberg. “But every time we saw him, we were able to add to his existing course of care, giving him exercises he felt confident doing on his own. He was back to fly fishing about 10 weeks after a full rotator cuff repair.”

The Rehab team at Barrett Hospital & HealthCare looks at each patient’s unique situation and develops a treatment plan around an individual’s specific needs and goals. This includes the type of therapy that is needed—physical, occupational and/or speech therapy—as well as the setting it will be provided in: outpatient, swing bed (i.e., inpatient rehabilitation), in-home or a combination.

Physical Therapy (PT)

Many people associate Physical Therapy (PT) with treatment for patients recovering from a sports injury, shoulder repair, or knee or hip replacement. But orthopedic PT also greatly benefits patients who

have had a stroke, severe injury, or those suffering from neurological conditions, to name just a few. The Physical Therapists at Barrett Hospital & HealthCare work with patients to restore or improve joint and muscular function, strength and range of motion to help them reach their recovery goals.

When it comes to cardiopulmonary PT, Barrett is among a select few hospitals in the world to have a cardiovascular and pulmonary specialist on staff. Patients who benefit from this type of therapy include those with heart disease, COPD, emphysema and lung cancer.

Women’s health is also included in the rehab services offered by Barrett Hospital & HealthCare. One area of focus is prenatal/postpartum PT, which helps women respond to the changes in their body before and after pregnancy. Physical therapy can help reduce pain and address a symptom before it becomes chronic. Another area of focus is pelvic floor physical therapy. This treatment helps women with incontinence gain control of their symptoms. (Other treatment approaches are offered for men as well.)

The Physical Therapists at Barrett Hospital & HealthCare also work with individuals who suffer from vertigo, dizziness or balance issues. Vestibular rehabilitation can help relieve primary and secondary (e.g., nausea) problems caused by vestibular disorders.

While many people think rehab is only for adults, Barrett's Physical Therapists work with children of all ages—with all types of special needs. Pediatric physical therapy helps kids with physical challenges maximize their independence and improve their mobility, self-care and motor skills necessary for daily living.

Physical Therapist Seth Wiley believes Barrett offers a unique benefit to patients. "As an inpatient physical therapist, I work directly with swing bed patients. That allows for close-knit communication between myself, the nurses, physicians and the patients and their family members. I think that directly translates to better, more personalized care."

Occupational Therapy (OT)

Often, a serious illness, injury or disability can make it difficult for people to engage in everyday life. Barrett's experienced Occupational Therapists help patients improve their ability to perform daily activities and do the things they need—and want—to do.

"Occupational therapy deals not just with muscles or tissues but with what the person wants out of life," shares Occupational Therapist Dorothy DeHart.

Barrett's Occupational Therapists work with patients who have had a serious injury or stroke, or suffer from chronic conditions, like MS and Lymphedema. The therapists help these individuals improve their ability to do day-to-day tasks that are part of a patient's larger life role, such as being a parent, a student or being employed.

Although children don't have occupations, their main job is to play and learn. Pediatric occupational therapy helps kids with developmental delays and other conditions, such as autism and CP, develop skills to help them reach their full potential.

Older adults with cognitive issues, such as early dementia, can also benefit from occupational therapy. Therapists will often do a home assessment and recommend changes to make their living

environment safer. Individuals are also taught organizational and other skills to help them stay in their home for as long as possible.

In June 2017, Barrett Hospital and HealthCare added a new program to the rehab services offered: Les Silverman Voice Treatment (LSVT). LSVT-BIG® provides people with Parkinson's disease specialized coordination and cognitive rehabilitation.

"We work with people to increase their amplitude and strength with movement so they can have a better quality of life," explains Occupational Therapist Tawni Harper. "We address very specific things the individual is having difficulty with. It could be anything from getting in and out of the car to improving their handwriting."

Speech Therapy

The new Les Silverman Voice Treatment program also includes LSVT-LOUD®. Speech Language Pathologist Tanya Curtis works with individuals with Parkinson's and other neurological conditions to bring their voice to an improved vocal loudness (without straining) to maximize speech intelligibility.

Speech and language therapy can also help children and adults who have difficulty communicating, eating, drinking or swallowing, or have cognitive or memory issues. A swallow study is often used to determine which muscles are performing abnormally. An individualized treatment program can then be developed to facilitate improved feeding and/or swallowing.

Physical Therapist Marybeth Wilson sums up Barrett's Rehab services this way. "Because of the different types of therapy we offer and the multiple settings that we provide it in, we can follow patients through each step of care. From the hospital (swing bed) to their home to outpatient—whatever care they need, we'll be with them every step of the way. Our goal is to help them get back to whatever it is they desire to do."

Meet the Rehab Team



Mo Greenberg, PT, DPT, OCS, CSCS

- Orthopedic Certified Specialist
- Chicago native but loves the small town life
- Likes to ski and hike with his wife, Kija
- Serves in National Guard



Tara Fahrner, PT, DPT, CCS

- Board Certified Cardiovascular and Pulmonary Clinical Specialist
- New England native
- Enjoys traveling with her husband, Jonathan
- Completed 100K on Continental Divide Trail



Seth Wiley, PT, DPT

- Provides swing bed (inpatient) PT
- Enjoys fly fishing, mountain biking and skiing
- Has an identical twin



Marybeth Wilson, PT, DPT, OCS

- Orthopedic Certified Specialist
- Moved to Montana five years ago with her partner, Ben
- Has one cat
- Likes to backpack, ski and "anything" outdoors



Dorothy DeHart, MOTR/L

- Certified Lymphedema Therapist
- Enjoys gardening
- Likes long walks with her two dogs—and husband, Steve
- Has a small farm with a llama, goat and donkeys



Tawni Harper, OTR/L

- Specializes in LSVT-BIG® therapy
- Enjoys biking and hiking
- Likes to read and write
- Loves hanging out with family and co-workers



Tanya Rose Curtis, M.S. CCC-SLP

- Master's Degree in Education/ Speech-language Pathology
- Reading and music are two of her passions
- Likes to spend time with family
- Enjoys raising llamas

DID YOU KNOW?

Our clinic is open for expanded hours from **7:30 a.m. until 7:00 p.m.** and we do not require a doctor's referral to schedule therapy services. Call **(406) 683-3098** to schedule an appointment today.

Employee Spotlight

Jenny Given,

Licensed Clinical Social Worker & Addictions Counselor



Jenny Given Helps Patients Find Their Way to a Better Quality of Life

Look at Jenny Given's resume and you'll see she earned degrees from major universities. Her training and expertise are impressive as well. But what truly sets her apart is personal experience—experience that allows her to connect with individuals on a deeper level.

As a child, Jenny lived on the campus of the psychiatric hospital in Warm Springs, MT, where both of her parents were employed. "Our neighbors were people dealing with mental health issues," shares Jenny. "So I became an advocate for people with significant needs. I chose this field intentionally because it's the best fit for what I love."

At Barrett Hospital & HealthCare, Jenny's passions unite daily. As both a behavioral health therapist and crisis social worker, she treats the whole person, not just one aspect of an individual's life. "The therapist part of my job is mental health treatment but the social work part is really recognizing the other part of the person and the needs that they have," she explains.

Since joining Barrett, Jenny has helped integrate other avenues of behavioral health into the services offered. The new Health Improvement Program (HIP) is one example. The science-based program focuses on improving health and quality of life for participants. This includes supporting emotional wellbeing as well as behavioral changes in nutrition and physical activity.

Jenny also provides mental health crisis care for ER patients and works with people of all ages who are suffering from addiction. "It's really fulfilling because I've found that once people learn about their addiction and find their way to a healthier place, they can make tremendous changes in their life."

With a passion for helping people and a love of the great outdoors, Jenny followed her heart back to Montana after spending time in Virginia and Idaho. And she couldn't be happier.

"I love my job," shares Jenny. "I have such admiration and respect for the people in this community. We live in a complicated and sometimes frightening time. But throughout my life and my career, I've learned that fundamentally, as human beings, we're more alike than we are different—and there's always a reason to be hopeful—always."



Annual Community BENEFIT REPORT

Barrett Hospital & HealthCare has been providing healthcare value to southwestern Montana since 1922. There is more to value than cost, although BHH's costs are very competitive as well.

When considering the value BHH brings to our community, one can't overlook our safety record, our quality results, the breadth of services offered, and the way we treat our patients - our family, our friends, our neighbors, and our visitors.

Check out the following pages for a snapshot of some of the value BHH brings to our corner of paradise here in Montana.



Value =



SAFETY



QUALITY



ACCESS



PATIENT
EXPERIENCE



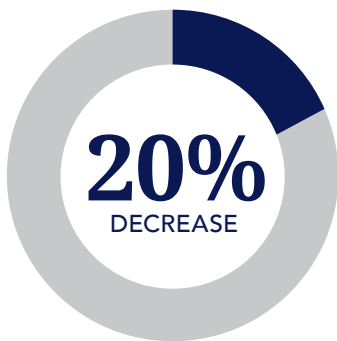
Cost



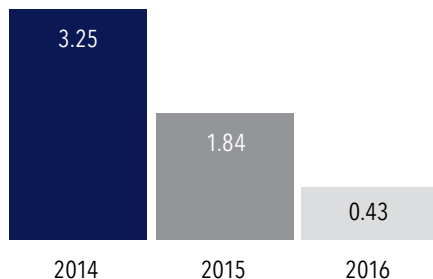
SAFETY

The safety of our patients is our #1 priority

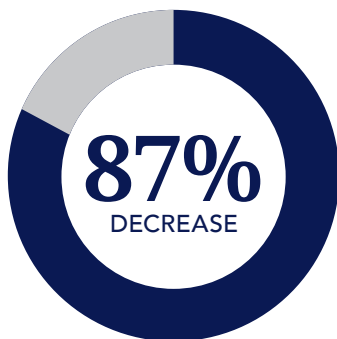
Ten years after publication of the Institute of Medicine’s report “To Err Is Human”, researchers identified rates of medical harm –that is, injuries to patients associated with their care–in excess of 25 events per 100 admissions. A recent study by the Office of the Inspector General found that 13% of hospitalized Medicare beneficiaries experience adverse events resulting in prolonged hospital stay, permanent harm, life-sustaining intervention, or death. Almost half of those events are considered preventable.



Reduce event incidence by at least 20% in 3 other HACs



Fall Related Injuries Per 1000 Patient Days



Our nurses and physical therapists reduced BHH’s rate of fall injuries by 87% over 3 years.

BHH has a proven track record of safety.

BHH Participated in the National Partnership for Patients Campaign to reduce the incidence of HACs (Healthcare Acquired Conditions) and were able to achieve ideal results (no events) in 10 of the most common HACs and to reduce event incidence by at least 20% in 3 other HACs.

BHH Is Dedicated to Continuously Improving.

Patient falls – an unplanned descent to the floor with or without injury to the patient – affect between 700,000 and 1,000,000 patients each year and rank among the most frequently reported incidents in hospitals and other health care facilities.

Between 30 and 51 percent of those falls in hospitals result in some injury and 6-44 percent of those injuries are ones that may lead to death (e.g., fracture, subdural hematoma, excessive bleeding).

Outstanding Safety: No 90-Day Surgical site infections in any total joint surgeries in the past 5 years.

The national rate for total hip and total knee arthroplasty surgical site infections is estimated to be between 0.67% and 2.4%.

At BHH our surgeons’ and surgery staff’s #1 priority is patient safety and our excellent outcomes are a direct result of that dedication.



BHH Has an Above Average Quality Rating of 4 Stars.*

*by Medicare

What is the Hospital Compare overall rating? The overall rating summarizes up to 57 quality measures on Hospital Compare reflecting common conditions that hospitals treat, such as heart attacks or pneumonia. The overall rating shows how well each hospital performed, on average, compared to other hospitals in the U.S. and ranges from one to five stars. The more stars, the better a hospital performed on the available quality measures.

BHH Has Ranked in the Top 100 Critical Access Hospitals in the Nation for the Past 5 Years (6 times total).

Rankings are based on more than 50 individual indicators and a composite measure of inpatient and outpatient market share, quality and outcomes, patient perspective, charges, cost, and financial stability.

BHH Has Lower Than Average First-Time C-section Rates and Excellent Maternal and Newborn Outcomes.

BHH has an average first-time c-section rate of 12.6%, while the rate in Montana is 20.8%, and nationally 21.5%. The American College of Obstetricians & Gynecologists credits patience as the key to successfully preventing first-time c-sections when possible.

Our OB doctors exercise patience skillfully and with the help of top-notch labor & delivery nursing care, give mothers every opportunity to avoid surgical birth when possible.

BHH has a New 3-D Mammography That Improves Images, Decreases Worry.

Studies have shown that 3-D mammograms have fewer “false positives” - causing unnecessary worry and better cancer detection rates than traditional mammography.

BHH upgraded to this new technology in 2016 and is already showing the positive benefits of fewer follow up mammograms (less radiation exposure) and quicker ultrasound evaluation of abnormalities. More detailed images mean better care for our patients.



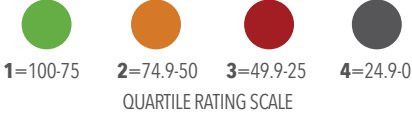
St. James Healthcare	★★★★☆
Bozeman Health Deaconess Hospital	★★★★☆
Community Hospital of Anaconda	★★★★☆



Named Top 100 Critical Access Hospital among more than 1,300 similarly sized hospitals across the nation



Hospital Strength Index® Index Performance Report





ACCESS

Barrett Hospital and Healthcare is more than a hospital



It's close and convenient care, just a short drive away



A broad selection of primary care providers



Personalized Care



Integrated team approach across the healthcare continuum



Partner with specialists on-site & off-site



Your records available to you when you need them - MyChart®

Comprehensive Medical Care

- Acute Care (*with Hospitalist expertise*)
- Swing Bed (*skilled restorative & rehabilitative care*)
- Surgery (*general, orthopedic, urology, gynecology, ophthalmology*)
- Obstetric & Newborn Care with Epidural Service, Childbirth Education, & Lactation Consultation
- Emergency Care
- Walk-in Clinic
- Internal Medicine Clinic
- Family Medicine Clinic
- General Surgery Clinic
- Gynecology Clinic
- Behavioral Health Counseling
- Pharmacist-run Clinics (*coumadin, heart failure, hypertension, asthma, medication management*)
- Outpatient Infusion Services (*including Chemotherapy*)
- Physical, Occupational, & Speech Therapies (*with advanced training*)
- Cardiac & Pulmonary Rehab
- Diagnostic Imaging (*CT, MRI, Ultrasound, Nuclear Medicine, Mammography, Bone Densitometry, Radiography, Fluoroscopy*)
- Interventional Radiology
- Clinical Laboratory
- Cardiopulmonary Diagnostics & Therapy
- Nutritional Counseling
- Health Improvement Program
- Home Health & Hospice

Walk-In Clinic:

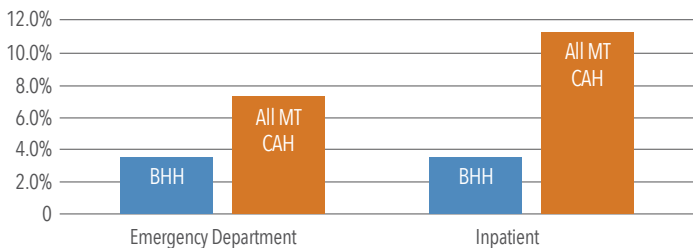
One of Dillon's Best Values.

- Convenient care without an appointment Monday through Friday 7:30 am to 4 pm.
- On-site x-rays and blood draws.
- Accepts all major insurance health plans including Medicare.
- Integrated medical record.
- 10,000+ satisfied patients since opening in 2014.

Low Transfer Rates Help Patients Stay Close to Home.

Fortunately for our community, BHH's medical staff can care for most patients but occasionally specialty services are required to provide optimal care. Air services are used for those critically time sensitive patient needs. Of the approximate 4,500 visits seen annually in Barrett's Emergency Department, on average only 1 patient per week requires air transport. Ground services are more commonly used at Barrett, averaging 1-2 transfers per week. This means that only a small percentage of patients presenting to the ED have to leave their community for care.

Patient Transfers





BHH Places Our Patients at the Center of Everything We Do.

Our goal is to reduce suffering. We understand that there are 3 levels of suffering our patients may experience: inherent suffering associated with their medical condition; inherent suffering associated with necessary treatments; and avoidable suffering arising from defects in care and service.

We want to do everything we can to alleviate suffering by responding to inherent needs and to prevent suffering by optimizing care delivery.

Patient Surveys Are a Voice We Listen To.

BHH continuously asks for feedback from our patients for two main reasons: 1) we want our patients to have the best experience possible when receiving services and 2) the Centers for Medicare & Medicaid Services (CMS) require it in some instances.

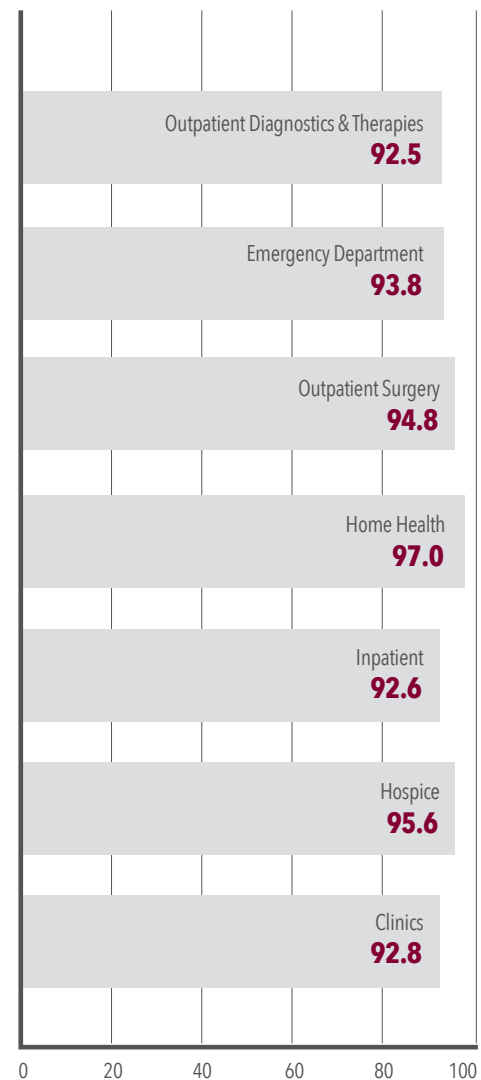
We appreciate all who take the time to complete surveys and provide us with comments.

New MRI Helps Reduce Suffering.

When a patient is having pain or is anxious about their health, the last thing we want is to add to their suffering. Our new MRI facility now has its own suite within the hospital, eliminating the need to take patients out in the elements to a parked MRI trailer. In addition, the new state of the art equipment is shorter and wider, causing less feelings of claustrophobia.

Patient Financial Experience Committee Focuses on Patient Education.

Insurance deductibles, co-pays, co-insurance, and pre-authorization requirements are daunting to a well person, let alone someone who is experiencing health issues. Our dedicated financial staff help patients navigate this maze and work with insurance companies to make sure patients receive the benefits they are entitled to. Every effort is made to inform patients about what they can expect financially for those planned "big ticket" items. Our staff work tirelessly to ensure bills are accurate and complete. The result: an amazing 95% of the 82,000 claims submitted last year went without a hitch - and 80% of denied claims were pursued and successfully appealed on behalf of our patients.



Last Year's Patient Survey Results: BHH gets an A

Thank you to our Patient & Family Advisory Council for their input and feedback on issues important to our patients.



COST

MYTH: BHH Is More Expensive Than Other Facilities.

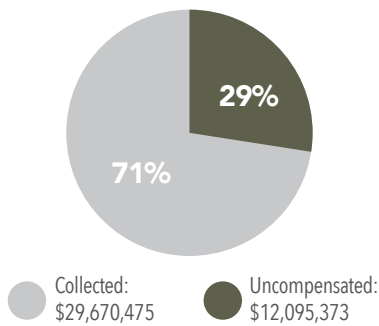
The Montana Hospital Association and COMPdata Informatics is our mythbuster on this one. We are not the cheapest provider for all services but we are very competitive. When setting our charges, our managers and fiscal staff go through a rigorous process of comparing our prices on a regional and national level. Our goal is to cover our costs and make a small profit to re-invest back into our staff, our equipment, and our facilities - to sustain access to safe, quality, and personalized healthcare for our community.

3 Examples of How BHH Compares To Other Hospitals' Prices

PROCEDURE	BHH AVERAGE CHARGES (without surgeon fees)	AVERAGE CHARGE FOR OTHER HOSPITALS IN WESTERN MONTANA (without surgeon fees)
Cataract Surgery	\$4,830	\$5,530
Diagnostic Colonoscopy	\$2,313	\$2,210
Knee Arthroscopy	\$9,276	\$13,486

Uncompensated Care

(Charity, Bad Debt, & Contractuals)



Financial Assistance Policy

Our patient financial services staff is available to assist our patients to interpret bills and make the payment arrangements that fit any budget. We offer a prompt pay discount for balances paid in full within 30 days and convenient payment arrangements with our managed payment partner for longer term payments. We have an extensive financial assistance program that includes helping patients find payment programs that they qualify for as well as partial or full debt forgiveness. Bad debt ("collections") is always our last resort, after all other options have been explored.



Barrett Hospital and Healthcare is a **community partner**



Hospital Professionals Volunteer to Provide Free Comprehensive Sports Physicals to Student Athletes – Money Donated to BCHS Booster Club

Family Medicine providers, nurses, medical assistants, physical therapists and other BHH staff volunteered their time and expertise to offer free comprehensive sports physicals to student athletes at Beaverhead County High School. Donations in the amount of \$1140 went directly to the BCHS Booster Club.

Investment in the Future: Physician Residents, Medical Students, other Professional Students

Last year, BHH invested in the education and training of physician residents, medical students, and other professional students as a clinical site. Twenty-three physician residents/students and PA students and 14 pharmacy, physical therapy, nursing, laboratory scientists, and diagnostic imaging students benefited from working side by side with our competent caring staff.

Community Emergency Preparedness Planning

BHH Leadership is an active participant in Beaverhead County's Local Emergency Planning Committee. The group worked through scenarios over the past year around extended highway closure due to severe winter storm and Clark Canyon dam breach with flooding in order to be prepared to effectively support the community in case of disaster.

AHA "Hospitals are Economic Anchors in their Communities" 2017 Report

According to the American Hospital Association, every hospital job in Montana produces 1.9471 additional jobs, which means BHH jobs support more than 400 additional jobs, most of which are local. Similarly, a conservative estimate of the financial impact of the Hospital's expenditures of \$31M is over \$53M in economic activity.

Walking Trail Maintained – Site of Annual Relay for Life Event

BHH Maintenance Crews work hard to maintain the 0.7 mile south campus walking trail free and clear for outdoor exercise year round. BHH is also proud to offer our grounds and walking trail as the site of the annual American Cancer Society Relay for Life Event. Along those lines, BHH also facilitates the local cancer support group.

Annual Low Cost Lab Screenings

BHH offers free routine lab work to all its employees on an annual basis and greatly reduced prices on the same lab work for all of our community members. Last year 223 employees and 193 community members took advantage of this great service.

Community Behavioral Health Initiative Partner

BHH has taken an active role in the Local Advisory Council to increase collaboration across all facets of mental/behavioral health care across our community. Improvements in response to crisis situations have been implemented and communication between Behavioral Health professionals at all levels has significantly improved.

Health Improvement Program

The HIP for Life is an incredible value of nutrition, exercise, and behavior modification instruction and support combined with progress measurement of lab tests and other indicators offered for one amazing low price. 80 community members benefited from this program last year and have the lab results, weight loss, discontinued medications, and brighter outlook to show for it!



MY CHART®

Introducing MyChart® Happy Together Pilot Program

We have exciting news to share. MyChart® Happy Together will be rolled out in a pilot to Montana Epic users on September 9, 2017. MyChart® Happy Together will allow patients to access data from other organizations through Providence MyChart® websites.

Beginning on August 14, 2017, ALL patients will be required to change their password the next time they sign into MyChart®, even if they already meet the new password requirements. These new requirements will help keep the MyChart® website and patient data more secure. Patients can contact the MyChart® Help Desk at **1-877-569-7768** for assistance with updating their password.

MyChart® Patient Password Requirements
• Minimum password length must be at least eight characters.
• Maximum password length is twenty characters
• MyChart® username and password must be different
• Passwords must require at least one letter and one number
• Maximum number of failed login attempts must be 5 or fewer.



Access Your Health Information

MyChart® gives you free, secure, online access to your health care team and medical information—any time—anywhere.



Communicate with your doctor

- Get answers to your medical questions from the comfort of your own home



Access your test results

- No more waiting for a phone call or letter – view your results and your doctor's comments within days



Request prescription refills

- Send a refill request for any of your refillable medications



Manage your appointments

- Schedule your next appointment, or view details of your past and upcoming appointments

ASK YOUR CARE TEAM TO HELP YOU SIGN UP TODAY!
CALL 406-683-3000 OR GO ONLINE TO WWW.BARRETTHOSPITAL.ORG



Community Spotlight

Leaf Magnuson

Leaf Magnuson promotes the importance of reducing, reusing and recycling

Say the word, “biodegradable” and you’ll see Leaf Magnuson’s face light up. Her passion for protecting the environment started at a young age. She joined the Costeau Society in high school and her concern for the environment grew from there. Today she is a Team Leader with the Dillon Ranger District Office and avid volunteer.

“When I joined the Forest Service, I became a member of the Green Team,” explains Leaf. “That got me involved with Beaverhead Recycling and Earth Day. Even though I work for the Forest Service, my co-workers and I are all part of the community, so we want to do our part to help people reduce their environmental footprint here.”

Leaf says she is concerned about what is happening to our planet but is also encouraged by initiatives she has seen in the community.

“Barrett Hospital was the first LEED (Leadership in Energy and Environmental Design) GOLD hospital in the state,” says Leaf. “So I connected with them to see if anything they were doing could be incorporated at our Forest Services offices.

It became obvious in talking with their LEED Team that we needed more recycling options in Dillon.”

Determined to help fill that need, Leaf got involved with Beaverhead Recycling. As volunteers, she and Beaverhead Recycling members with the help of Garth Haugland, convinced Beaverhead County Solid Waste department to take over recycling in Dillon locations, Glen, Dell, the hospital, and Forest Service office.

Leaf is also a volunteer member of the Solid Waste Board and is involved in Dillon’s annual Earth Day event. “The biggest thing we do is create awareness,” says Leaf. “Then it’s up to individuals. Our everyday choices, what we buy and consume, can help drive our local economy toward sustainable products.”

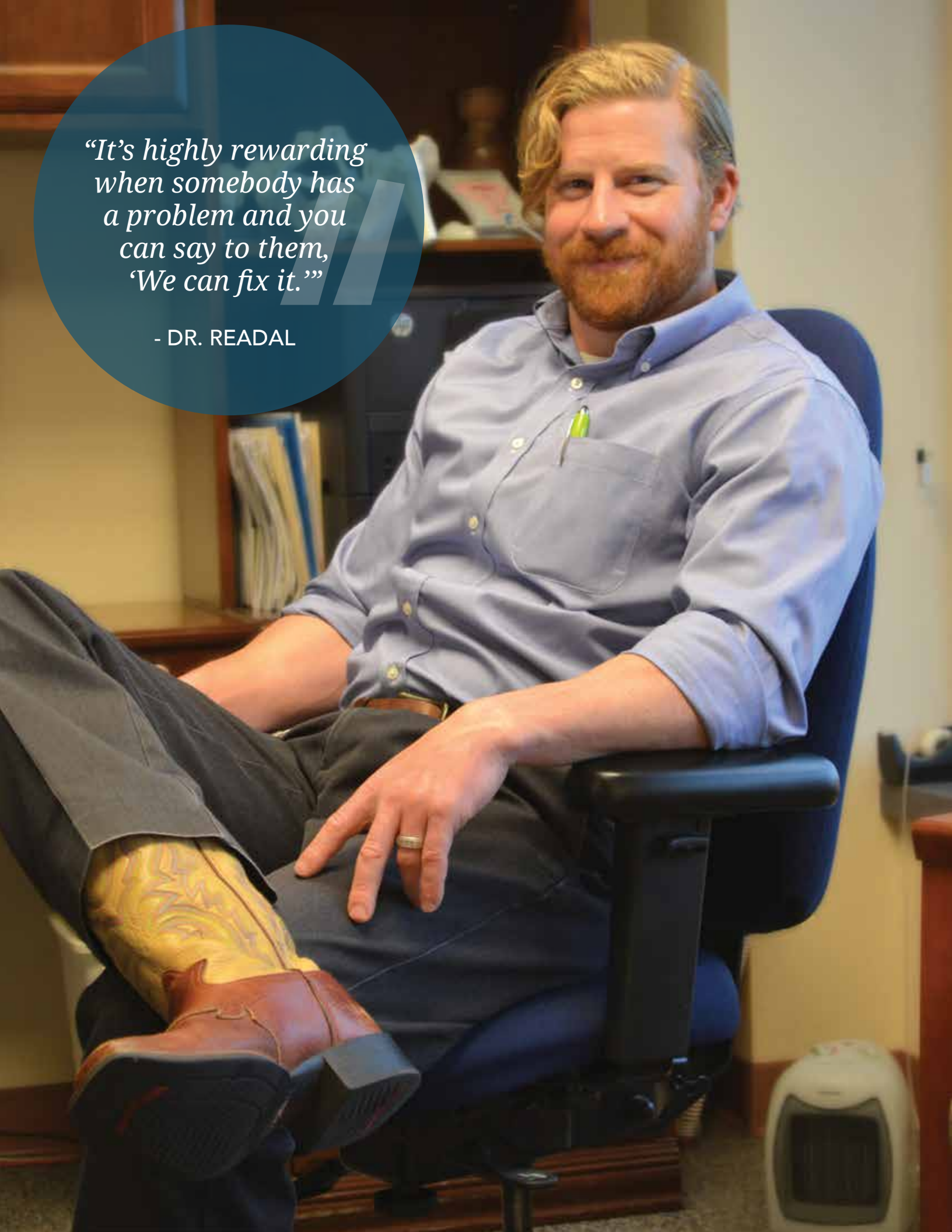
Leaf encourages everyone to ask for—and buy—bio-based products. “Barrett does it at the River Café,” says Leaf. “Los Koritas has bio-based to-go containers, so it’s spreading. And we can all do our part.”

While Leaf takes her environmental work very seriously, she keeps her sense of humor when standing up for a cause she’s passionate about.

“Why save the planet?” says Leaf. “Because it’s the only one with chocolate!”

*“It’s highly rewarding
when somebody has
a problem and you
can say to them,
‘We can fix it.’”*

- DR. READAL



MEET DR. NATE READAL, UROLOGIST

From Johns Hopkins to Barrett, Dr. Readal brings expertise to Dillon area

Medical providers have many reasons for entering a certain specialty. And for Dr. Nate Readal, choosing urology was personal.

Dr. Readal's experience with urology began not as a provider, but a patient. During a year off between college and medical school, he was diagnosed with testicular cancer at age 22. The doctor who diagnosed him was the chief resident who would later become his mentor at Johns Hopkins University School of Medicine.

Readal underwent six months of treatment that included chemotherapy and surgery. Ten years later he remains cancer-free.

"I always knew I wanted to be a surgeon and practice in a community where I could really make a difference," says Dr. Readal. "It's highly rewarding when somebody has a problem and you can say to them, 'We can fix it.'"

While most urologists treat both men and women, few have trained with one of the world's foremost pediatric urologic surgeons, as Readal did during his residency at Johns Hopkins.

"I enjoy pediatrics because I did so much of it during my training," says Dr. Readal. "We did everything from major genital urinary reconstruction to taking care of kids who were born with rare birth defects (1 in 500,000 births)."

Today as a visiting specialist from St. James Healthcare, Dr. Readal treats patients of all ages for a variety of issues, including those related to the kidneys, ureters, bladder, prostate, male reproductive tract, obstructions, voiding dysfunctions and oncologic diseases.

"What I try to stress to people is simply that I'm here for them," says Dr. Readal. "Whether you have a big problem, a small problem or just an annoyance, there's probably a lot we can do to help make it better. So I encourage people to just come into my office so we can talk about it."

Dr. Readal has won a place in the hearts of many patients who are enjoying a better quality of life thanks to his skills. But they aren't the only ones who have experienced the softer side of this respected surgeon.

"I have a soft spot for any downtrodden animal that comes across my path," shares Dr. Readal. "My wife and I used to volunteer to help with pit bull rescues in the Baltimore area. I very much enjoy formalized dog training—rehabilitating and training them, and then finding them a good home. And occasionally, some of them just won our hearts and ended up staying with us."



“BABY-FRIENDLY”

Benefits Everyone at Barrett Hospital & HealthCare

Ashley Engesser, RN, IBCLC, was a woman on a mission. She had heard about the Baby-Friendly Hospital Initiative, developed by the World Health Organization (WHO) and the United Nations Children’s Fund (UNICEF) to recognize and support facilities that offer an optimal level of care for infant feeding and mother/baby bonding. Ashley was determined to achieve this designation at Barrett for the moms, babies, and families she and her colleagues served.

“Baby-Friendly recognition was a goal of mine for a few reasons,” explains Ashley. “For one, a lot of the things we were already doing, but there were no processes in place to make sure we continued to do them. But mostly, it’s because the things required by Baby-Friendly are the things proven to be best for moms and babies. We wanted what was best for the families choosing to have their babies here.”

Ashley took up the cause in 2012 and in March of 2017, the hospital was awarded Baby-Friendly status.

“There were a lot of steps to go through,” says Ashley. “The hospital was very supportive during this process. Everyone from administration to the nurses on the floor realized how important this initiative was. Our most significant undertakings were initiating skin-to-skin for moms and babies in our operating rooms when babies are born via C-section and implementing a prenatal education program that begins with our physicians and staff in the clinic.”

Skin-to-skin is probably the most crucial piece of Baby-Friendly, Ashley says. “For many moms, it’s their favorite part. Mom and baby skin-to-skin has been shown to decrease the mom’s pain level and help control her nausea. For baby, it regulates blood sugar, breathing, and temperature. They cry less and transition more calmly from womb to world.”

The educational aspect of Baby-Friendly was harder to implement, but just as important, reports Ashley. "Time is limited, so it was hard to find a way to introduce a whole curriculum to new parents. We found that the more information we give families prior to the birth, the better. We don't want to flood brand new moms with information. They're dealing with a lot of things—including trying to figure out this whole new person they just met!"

Although a primary focus of Baby-Friendly is breastfeeding, Ashley says it's designed to support moms however they choose to feed their babies. "It's been shown to help moms who choose to breastfeed reach their breastfeeding goals and moms who choose to formula feed, feed formula safely. This includes information about sterilizing equipment, mixing formula, and how to pick the right nipple flow for your baby. Our lactation counselors are trained in all of that and more."

For those who might worry that Baby-Friendly comes at the expense of the new mom, Ashley assures this is not the case.

"Moms are inherently baby-friendly! They get to decide what's best for themselves and their own baby

- ASHLEY ENGESSER

"We are simply here to ensure that we give new moms and their families evidence-based information so they can make informed decisions."

Baby-Friendly, says Ashley, is better for everyone. "Evidence shows that when it's done right, Baby-Friendly is also "mom-friendly" and "family-friendly." We are here to make sure we do Baby-Friendly right."



A Mom's Perspective

Shelley Thomas and her husband Patrick welcomed Baby Liam on March 26th. Unaware at the time that Barrett had recently become Baby-Friendly certified, Shelley says they chose Barrett because they were impressed with the meetings they had with their providers.

Q: How would you describe the quality of your care at Barrett Hospital and HealthCare?

A: *Excellent! Our labor nurse barely left my side, and never made me feel rushed or nervous. The other nurses were very respectful and seemed happy to be there. Dr. Tipton was also very caring, and helped lighten the mood when I was feeling like I couldn't go on.*

Q: Did you feel "in control" throughout your labor and delivery? Like you had options?

A: *Very much so. My requests were definitely a priority for the doctor and nurses. We never felt like decisions were forced upon us. We opted out of several things that would be considered "standard procedure" in other hospitals, and the staff were very understanding about it. It was important to me to keep things as natural as possible, and the staff was very accommodating.*

Q: Would you recommend Barrett to friends and family?

A: *Absolutely! I have even recommended them to my family in Idaho. I suggested that they drive here, stay with us, have their baby at Barrett, and then I could drive them back to Idaho. So far they haven't taken me up on it yet, though. :)*



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