

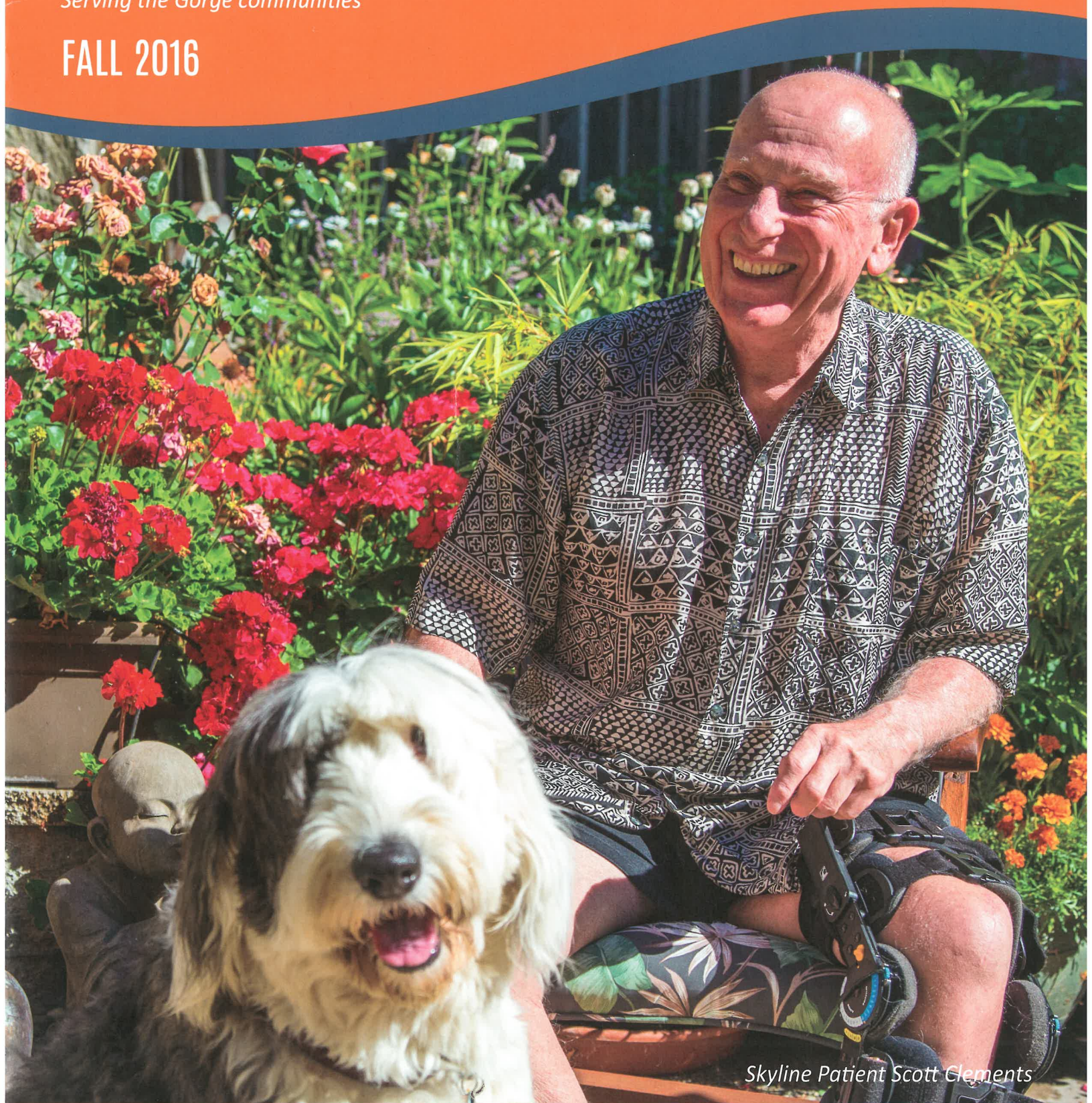
GIVING HEALTH



Skyline Hospital

Serving the Gorge communities

FALL 2016



Skyline Patient Scott Clements



SCOTT CLEMENTS

Kickstart to recovery

"The collaboration of care was remarkable..."

White Salmon resident Scott Clements will not soon forget that summer afternoon this past June. What should have been a fun and relaxing bike ride – during a well-deserved camping trip – turned into quite a different journey.

Clements was camping with his wife and friends on the Metolious River in Central Ore., when a seemingly harmless bike ride got the best of him. "The front wheel of my bike slipped in loose gravel and I crashed," says Clements. "In trying to break the fall, I unfortunately tore the quadriceps off my left kneecap. It was extremely painful and looked pretty ugly."

He was taken to a local Bend, Ore., hospital and eventually released home for orthopedic surgery. The surgery to reattach the tendons to his knee cap was performed within a week of the accident through an outpatient procedure and Clements was discharged the same day. "The first night was rough," said Clements. "I was in a lot of pain, unable to move and couldn't sleep. At the advice of my primary care provider, Debra Short, FNP, White Salmon Family Practice, we decided I needed immediate medical assistance. I ended up in an ambulance headed to Skyline Hospital."

Once at Skyline, the Emergency Department team went to work to ease Clements' pain. They then collaborated among several departments within the hospital and therapy group, to get him admitted to the hospital's Transitional Care Program. "The collaboration of care was remarkable," continued Clements. "The team worked together and in sync to ensure I received

WHAT GOES AROUND COMES AROUND

Team Bedside Rounds with Patients and Families

For the past year, Skyline has been making enhancements to its new Transitional Care Program. Transitional care is a high quality, evidence-based program for patients who are well enough to leave a traditional hospital setting but still have nursing, therapy or respiratory needs that may not be optimally met in their homes or skilled nursing facilities.

“The hospital-based resources we can offer our transitional care patients set our program apart from other care options. However, to use those resources to their full potential they must be coordinated to meet the needs of our patients. That’s where team bedside rounds come in,” says Robb Kimmes, Skyline Hospital chief executive officer.

Each week – or more often if necessary – the care team meets with the patient and their family right in their room to identify short-term and long-term goals. They talk about the plan of care, identify risks to the patient’s recovery and put plans in place to address those risks, and plan for the patient’s after-hospital needs. It’s also a time to celebrate patient and team successes in reaching goals, provide teaching and to listen to concerns. Patients and families know ahead of time when these rounds will be, so they can make arrangements to attend, preventing them from having to sit in the hospital wondering when they will get to talk to members of the care team. The rounds even include a physician, nurse, physical therapist and pharmacist so specific medical questions can be addressed through the process.

“Our patients and their families absolutely love it,” says Stefanie Boen, Skyline Hospital chief nursing officer. “In addition to happy patients and families, team bedside rounds have been shown to have a number of benefits, including better understanding and participation from patients and families in the plan, as well as improved collaboration and communication among care team members.”



the most appropriate and highest quality of care. For this I’m extremely thankful.”

Clements spent 10 days at Skyline, recovering from his surgery. “They were the most attentive staff I’ve ever experienced. From the nurses to the physicians to the physical therapists, everyone personalized their interactions with me,” he said. “They were so friendly and gentle, and did everything they could to manage my pain and get me moving.”

It didn’t stop there. “Each procedure along the way was done with great care and precision. I simply knew I was getting the best treatment available,” he added.

Months after the ordeal, Clements is healing and is looking forward to getting back to normal and resuming normal activities. And he is happy to report, “It’s about time to start negotiating with my wife to get me back on my bike!”

The Clements say thank you

Dear Dolores,

What a gift you are to the hospital. On behalf of Scott and I, we want to thank you and all the staff for your extraordinary kindness and support through this very difficult time we have experienced.

Your efforts did not go unnoticed and I intend to write letters to all concerned to let them know how deeply we appreciate the coordinated and professional care we received at the hospital.

We all know that working within our American medical system is a challenge at best these days, but somehow you and the staff have managed to rise above the normal bureaucracy and chaos and “put Scott’s need first”. We are indebted and again cannot tell you how much we have appreciated the sincere, thoughtful, kind and sensitive way we were treated.

My best regards to you and thanks again,

Myrna Clements

