

Healthy Visions

America's 50 Best Hospitals

PBGMC makes the grade
two years in a row



Award-winning care



David A. Pettit,
CEO

I am extremely proud to announce that Palm Beach Gardens Medical Center (PBGMC) has been recognized as one of America's 50 Best Hospitals by HealthGrades for the second year in a row. This is an incredible achievement and my sincere thanks go out to our dedicated employees, physicians and volunteers. We received this award largely because of their unwavering commitment to quality patient care. I am also pleased

to announce that HealthGrades has bestowed numerous other awards on our hospital this year, including Excellence Awards™ for cardiac care, cardiac surgery and coronary intervention.

HealthGrades is the nation's leading independent health care ratings company. In order to provide the public with the means to research and compare the quality of health care providers, HealthGrades has analyzed patient outcome data for virtually every one of the approximately 5,000 hospitals in the United States since 1999.

The study shows that America's 50 Best Hospitals, including PBGMC, have achieved better survival rates and lower complication rates in dozens of medical procedures and diagnoses. In other words, PBGMC has consistently ranked among the top 5 percent in the nation for overall clinical outcomes

the most consecutive times during the last five years.

At PBGMC we continually strive to cultivate and nurture an environment focused on providing patients with the best quality care. This award recognizes the hard work of our physicians, nurses, technicians, staff and volunteers. Our medical staff plays an integral role in the high level of quality patient care we provide and we thank you for your ongoing efforts and continued support.

"This is the first time that any organization has identified the best hospitals in the country purely in terms of the clinical outcomes of their patients. HealthGrades' America's 50 Best Hospitals are the best of the best—they have clearly found a way to 'hardwire' quality into systems and processes so that patient outcomes are superior year after year and across a range of procedures and treatments."

—Samantha Collier, MD, chief medical officer for HealthGrades

We are proud to be listed as one of America's 50 Best Hospitals along with well-known facilities such as Cedars Sinai in Los Angeles, the Mayo Clinic and the Cleveland Clinic. We hope that as a community you find pride and comfort in knowing that you have access to nationally recognized treatments and outcomes, right here at home in Palm Beach Gardens.

David A. Pettit, CEO



Free physician reports on HealthGrades

Today, more than ever before, consumers are evaluating research and quality information before choosing a hospital or physician. Nearly 35 million people visit the HealthGrades website each year looking for information about health care providers. That's because almost all licensed physicians practicing in the United States are included in the HealthGrades website.

"Consumers routinely use quality ratings to comparison shop for cars, appliances and travel accommodations," says Sarah Loughran, HealthGrades executive vice president. "Our research provides patients with the information they need to make informed decisions about where to seek medical care—a decision that could mean the difference between life and death."

Palm Beach Gardens Medical Center (PBGMC) has entered into an agreement with HealthGrades to provide you with free reports on all of our hospital-affiliated physicians. You will see basic information such as name and address, as well as additional information, such as photos, education, areas of clinical specialty and accepted insurance plans. Some physicians even allow you to make an appointment online.

Approximately 140,000 people in our community visited HealthGrades last year seeking information about PBGMC and its physicians. We encourage you to take a look and see what makes us so special.



ON THE WEB

To find out more information, visit www.healthgrades.com. When you perform a physician search by "City & State/Specialty," a list of all Tenet-affiliated physicians will appear. Simply click on the "Free Report" button under their names. This is just one more way we are working to prove our commitment to quality and to our community.

It's truly an honor...



...to have such an outstanding staff.

For the second year in a row, Palm Beach Gardens Medical Center is proud to be a recipient of HealthGrades America's 50 Best Hospitals Award™. Why such a distinguished honor? Because it reflects the heart-felt efforts of every single

one of our 400 doctors and an additional 900 dedicated staff members who serve patients and deliver positive outcomes. What's more, it represents 40 years of commitment to our work and our community. Here's to 40 more.

PALM BEACH GARDENS
Medical Center

Also recipients this year of:

HealthGrades Distinguished Hospital Award – Clinical Excellence (6th straight year)

HealthGrades Cardiac Care Excellence Award™ (2nd straight year)

HealthGrades Cardiac Surgery Excellence Award™

HealthGrades Coronary Intervention Excellence Award™



The Cardiology Department at PBGMC has 39 cardiologists committed to providing quality care. The Chairman of the Cardiology Department is Simie B. Platt, MD, who is board-certified in cardiology and cardiac electrophysiology.

Top-notch cardiac care

PBGMC EARNS FIVE-STAR RATING FOR PATIENT OUTCOMES

According to *The Tenth Annual HealthGrades Hospital Quality in America* study, Palm Beach Gardens Medical Center (PBGMC) ranks among the top 5 percent in the nation for overall cardiac care and cardiology services and the top 10 percent for cardiac surgery and coronary interventional procedures. The study—the largest of its kind—analyzed patient outcomes at virtually all of the nation’s 5,000 hospitals.

“Five-star patient care is our top priority,” says David A. Pettit, CEO of PBGMC. “Recognition from an objective, independent source such as HealthGrades reflects the hard work that our physicians, nurses and staff perform every day to ensure that we provide the best care possible for our patients.”

The Cardiology Department at PBGMC has 39 cardiologists, 14 of whom are interventional cardiologists, and two electrophysiologists. There are also five cardiothoracic surgeons on staff who perform open-heart surgery. The physicians, along with nurses, physical

therapists, respiratory therapists, dietitians, and pharmacists, take the multi-disciplinary team approach to provide quality patient care in a multitude of cardiac settings.

What is it that makes cardiac care at PBGMC exceptional enough to be ranked in the top 5 percent of hospitals nationally? According to Simie B. Platt, MD, chairman of the Cardiology Department, commitment plays an important role.

“It is the commitment of the people—the nurses, ancillary staff, physicians and hospital administration,” he says. “We as physicians—in conjunction with the members of the cardiac team—are committed to the delivery of lifesaving care in the most expeditious way that we can. This is reflected in the fact there is an interventional cardiologist on call 24 hours a day, allowing us to promptly perform cardiac catheterizations and stenting for patients presenting with heart attacks.”

In addition to a highly committed staff, PBGMC is also the only hospital in northern Palm Beach County to offer a full continuum of care for its cardiac

patients—including diagnostics and surgical intervention, open-heart surgery, dedicated nursing units, and outpatient cardiac rehabilitation. When you enter PBGMC you can rest assured that all of your cardiac needs can be taken care of in one location. More important, your needs will be taken care of quickly.

Speed is essential during a heart attack. There are typically two forms of heart attack—either a vessel has closed preventing blood flow or a blood clot is restricting flow. “Time is muscle,” and the goal of the cardiac team is to stop the heart attack using whatever interventional means are necessary—as quickly as possible. The Cardiac Catheterization Lab plays a vital role in the diagnosis and treatment of heart attacks. In cases where surgery is required, the hospital has five cardiothoracic surgeons who can perform open-heart surgery.

Post-surgery recovery

Immediately following surgery the patient is admitted to the Cardiovascular Recovery Unit. Nurses are trained in



Neerav Shah, MD, medical director of the Cath Lab. Dr. Shah is board-certified in cardiology and internal medicine.

the recovery and care of patients who have had open-heart surgery. The nurse-to-patient ratio on this unit is one to one, and patients remain here until they are ready to move to the next level of care—the PCCU, or Progressive Cardiac Care Unit. While on the PCCU, patients are cared for by nurses who have received specialized cardiac training and the unit also has a dedicated telemetry educator who facilitates the close monitoring of all cardiac patients. Patients are also seen by physical and respiratory therapists and dietitians in order to discuss dietary and social changes needed for optimal recovery. Before going home, each patient is assessed by a member of the outpatient

NEW CATHETERIZATION LAB

Better treatment, faster recovery

Patients receiving treatment at the new Catheterization Lab at Palm Beach Gardens Medical Center now have access to leading-edge technology with the introduction of the GE Innova 4100—the world’s first large-format digital flat panel imaging system. The system provides extremely detailed images which can help doctors more accurately diagnose and treat their patients.

“The large format panel allows the system to cover more anatomy in a single series and for the patient this means fewer images, shorter imaging times, less x-ray dose and contrast dye, and quicker recovery time,” says Neerav Shah, MD, medical director of the Cath Lab.

The GE Innova 4100 provides physicians with real-time digital imaging for interventional radiological procedures that require exacting precision. The technology allows physicians to see clearly inside a patient while guiding catheters and other medical devices to areas of the body needing treatment. “Images created by the Innova 4100 provide us with the most detailed and efficient information we have ever had,” Dr. Shah says.

Approximately 9,000 cardiac catheterizations are performed each year in the four Cath Labs at Palm Beach Gardens Medical Center. Other diagnostic procedures performed include nuclear medicine, echocardiograms, ultrasounds and electrocardiograms.




For 2008 PBGMC received Excellence Awards™ from HealthGrades for Cardiac Care, Cardiac Surgery and Coronary Intervention.

Cardiac Rehabilitation Department.

PBGMC is proud of its Cardiac Care, Cardiac Surgery and Coronary Intervention Excellence Awards and has worked hard to be ranked in the top 5 percent of hospitals in the nation for cardiology services. From education and prevention to diagnostics, treatment and rehabilitation,

PBGMC provides comprehensive care to address all aspects of heart health and helps patients learn to live heart-healthy lives.

 **Thinking about taking the first step toward a heart-healthy lifestyle? Walking is great exercise. Call 561-625-5070 for a free pedometer to help get you on your way.**

[Specialized nurses provide quality care]

Palm Beach Gardens Medical Center’s commitment to quality cardiac care includes two dedicated staff educators: Deborah Hilliard-White, RN, critical care educator, and Melissa Byrne, RN, BSN, telemetry educator. Both nurses can be found close to the Cardiovascular

Recovery Unit and Progressive Cardiac Care Unit where they are readily accessible to staff and patients.

Hilliard-White trains the nurses on core competencies for cardiac care and new equipment, and regularly holds skills fairs. Byrne provides training and oversight for

nurses in the area of telemetry monitoring. In addition, a quality team performs daily rounds and meetings to ensure that patients are receiving appropriate cardiac care. It is part of our core values at Palm Beach Gardens Medical Center to ensure that each patient receives the best care.



“Emergency medicine is becoming more specialized and efficient every day,” says Scott McFarland, MD, medical director of the Emergency Department (ED) at PBGMC. He is pictured in the ED with Michael Linett, DO, (right) emergency medicine.

In an emergency, count on us!

By Scott McFarland, MD

Forty years ago when Palm Beach Gardens Medical Center (PBGMC) was built, there were cows across the street and the Emergency Department (ED) was only a room staffed by retiring physicians and moonlighting interns. There was no 911 system. Emergency medicine was not yet a specialty.

All that has changed. Just as PBGMC has grown, so has the art of emergency medicine. Research proved that a patient’s outcome is often dictated by the initial care provided in the first few hours and this sparked a revolution in the way we treat the acutely ill and injured. The “golden hour” of trauma, “time is muscle” in heart attacks and “time is brain” in strokes, are now catch phrases emphasizing that speed of treatment may help increase survival rates and subsequent quality of life. Calling 911 now ushers you into a sophisticated system of health care delivery that is becoming more specialized and efficient every day.

Technology has improved dramatically even in the last decade—and so have emergency physicians. PBGMC has 14 emergency physicians, 13 of whom are board-certified in emergency medicine. In addition, eight of them have completed eight years of postgraduate training and the remaining six have completed seven years.

Our ED is designed to rapidly and

accurately assess, diagnose and treat patients in the shortest amount of time possible. When a patient arrives with a heart attack, stroke or other life-threatening event, a precision, team intervention ensues. An emergency physician, multiple

If you have an emergency, you can count on PBGMC’s five-star-rated services to provide timely, quality care.

nurses and technicians attend to the patient, each skilled with a specific life-saving contribution.

In order to continue providing leading-edge emergency medicine services, PBGMC has plans to build a new, state-of-the-art ED in 2008. It will be more

than double the size of the old department, allowing us to meet the growing needs of our community. It will also offer modern diagnostic and treatment capabilities. Digital imaging will replace the old x-ray machine; electronic medical records will minimize error and ease portability of critical information; and individual exam rooms will provide privacy, security and comfort. The new ED will be adjacent to our new multimillion-dollar Cardiac Cath Lab, which opened in October 2007, and will have its own dedicated CT (computed tomography) scanner. This is all designed to offer rapid, quality care to our patients and families.

The new ED will also have a Fast Track program to expeditiously treat less critical patients, but will still be integrated within the main department. This program is designed to diagnose and treat complex issues like headache, shortness of

breath, chest or abdominal pain, wounds, and orthopedic problems.

At PBGMC we are renowned for our HealthGrades five-star cardiac care, but we get equally high patient satisfaction ratings for our Emergency Services. That is because we put the care in emergency care.



Artist’s rendition of the proposed Emergency Department and the new medical office building at Palm Beach Gardens Medical Center.



5 stars, 5 years in a row

STROKE TREATMENT AT PBGMC

Did you know that stroke is the third leading cause of death in the United States? With this in mind, it's reassuring to know that five-star stroke care is available right here at Palm Beach Gardens Medical Center (PBGMC).

In fact, PBGMC has earned this distinction for stroke care for the fifth year in a row. *The Tenth Annual HealthGrades Quality in America* study found that five-star rated hospitals have statistically significantly lower risk-adjusted mortality rates.

According to Charles Schallop, MD, neurologist and stroke medicine champion at PBGMC, rapid assessment and treatment of stroke are critical components of PBGMC's rating. "Two million brain cells die every minute during a stroke, increasing the risk of permanent brain damage, disability or death. To put it simply, 'time is brain,'" he says. "As soon as the patient enters the Emergency Department with signs and symptoms of stroke, the stroke team at Palm Beach Gardens Medical Center immediately assesses and evaluates the patient. Testing and imaging studies are performed and interpreted STAT and a decision regarding appropriate medical treatment is accomplished in under 60 minutes."

PBGMC now uses a picture archiving and communication system, which allows imaging studies such as CT (computed tomography) scans to be viewed instantly.

"This has really revolutionized the speed at which we can diagnose a stroke," Schallop says. "A patient can be in another area of the hospital having the scan done and the results can be seen instantly in the Emergency Department without the need to wait for films. This also allows us to include and educate the family, which is so important. We can show them exactly what is happening and help them in making informed decisions regarding treatment of their loved ones."

The stroke team, better known as CAT (critical assessment team), comprises a critical care nurse, respiratory therapist and




Charles Schallop, MD, (right) neurologist and stroke medicine champion at PBGMC, reviews a digital brain scan with Brian Young, MD, chief of radiology at PBGMC. "PACS [picture archiving and communication system] has revolutionized the speed at which we can diagnose a stroke," Dr. Schallop says.

nursing supervisor. It responds immediately to any stroke alert, whether it's a patient arriving in the Emergency Department or a patient already admitted to one of the nursing units.

"Training is so important," says Gerri DeStefano, director of nursing at PBGMC. "CAT members receive advanced training in the treatment and diagnosis of stroke." In addition, all CAT nurses participate in National Institute of Health Stroke Scale training, the most widely accepted tool for the neurological assessment of stroke.

"We are committed to doing whatever it takes to stay on the leading edge of stroke treatment," Dr. Schallop says. That commitment includes a dedicated stroke coordinator and a dedicated stroke unit. When seconds count, you know you can depend on five-star stroke treatment at PBGMC.


Be sure to join us at PBGMC on Wednesday, March 19, at 9 a.m. for an informative lecture about stroke prevention, presented by Dr. Schallop. Light refreshments will be served and free blood pressure screenings will be offered after the lecture. Please call 561-625-5070 to reserve your spot today!

 **FREE INFORMATION PACKET**
For more information about the signs and symptoms of stroke, please call 561-625-5070 to request a free information packet.

[new physicians]

PBGMC welcomes new physicians

- » Farooq Ahmed, MD, internal medicine
- » Jeronimo Guzman, DMD, oral and maxillofacial surgery
- » Suneet Kukreja, MD, cardiology
- » Gonzalo J. Loveday, MD, cardiology
- » Patrick T. Mangonon, MD, cardiothoracic surgery
- » Julio C. Ortiz, DPM, podiatry

 For more information about these and other physicians on staff at Palm Beach Gardens Medical Center, please call our physician referral line at **561-625-5070** or visit our website at www.pbgmc.com and click on "Find a Physician."

Support group

Join us for our free Heart to Heart Support Group on the second Tuesday of each month at 6:30 p.m. in the Palm Beach Gardens Medical Center cafeteria.



Numbers to know



Main hospital561-622-1411
 Admitting 561-694-7115
 Ambulatory surgery561-694-7145
 Billing561-694-7125
 Community education 561-625-5070
 Development and marketing561-694-7197
 Discharge planning561-694-7135
 Hospice of PB County inpatient unit 561-494-6840

Hospice of PB County admissions561-227-5140
 Human resources561-694-7140
 Laboratory561-694-7167
 Medical imaging561-694-7180
 Nutrition services/dietitian 561-776-7896
 Patient registration561-694-7163
 Social services561-694-7135

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