

H C

HOUSE CALLS

SUMMER 2008



WEST
HOUSTON
MEDICAL
CENTER

HCA AFFILIATED HOSPITAL

Helping Patients to
Live Independently

Offering Support
When You Need It

Seconds
Count:
Committed to
Stroke Care

WHMC awarded for excellence in
pulmonary and maternity care.

See page 3.





Nationally Certified Stroke Care

When a stroke occurs, seconds count. During a stroke, blood and oxygen supplies are cut, leaving the brain without essential nutrients. In March 2007, West Houston Medical Center received Primary Stroke Care certification from The Joint Commission for its exceptional efforts to foster better outcomes for stroke care.

“Certification means that we know how to take care of our patients,” says Diana Seebock, APRN, BC, director of Neuroscience at WHMC. “We not only promise to do our best, but we also have the knowledge and experience to do it. Above all else, we are committed to the care and improvement of human life.”

WHMC’s protocol for stroke care begins

when a potential stroke victim first enters the hospital. The Emergency Department physician immediately evaluates the patient and begins appropriate treatment, which may include medication to bust clots blocking blood and oxygen flow.

“Time is key in treating stroke victims, so it is important to recognize signs of stroke,” says Diana. “If you experience sudden confusion, numbness, problems with vision or coordination, or severe headaches, seek medical attention immediately.”

Strokes are medical emergencies. If you think you or someone you know is suffering from a stroke, call 911 immediately and ask to be taken to WHMC’s Primary Stroke Center.

Get In, Out, and On with Your Life

Outpatient therapy services at West Houston Medical Center help patients return to doing what they love—living independently.

WHMC offers comprehensive physical therapy, occupational therapy, and speech services in one place, making it easier for patients to receive the care they need to get on the road to recovery. Treatment is individualized based on goals established by a licensed therapist and carried out by the rehabilitation care team.

The Outpatient Therapy services are conducted in 60-minute sessions, so patients are treated every hour, on the hour. Special features of the program include:

- » aquatic therapy
- » bilingual therapists
- » certified ergonomics specialists
- » hand therapy
- » lymphedema treatment by certified therapists
- » physical therapy

- » vestibular rehabilitation
- » VitalStim therapy for patients with swallowing difficulty

NEW LOCATION FOR YOUR CONVENIENCE

WHMC’s Comprehensive Outpatient Rehabilitation Services facility—open Monday through Friday from 7 a.m. to 7 p.m., except from noon until 1 p.m. for lunch—is now located at 12606 West Houston Center Boulevard, Suite 180. The new location has first-floor access and a circular drive so therapy staff members

can help transport patients from their vehicles to the building.

“All of our services are very user-friendly for patients and their caregivers, and we have a 99 percent patient satisfaction rate,” says Michele Capello, OTR, director of Rehabilitation Services for WHMC. “We are happy to provide patients with continuity of care from a central location because we can exclusively meet their needs and provide better outcomes.”

For more information about Outpatient Therapy Services at WHMC, call 281.588.8593 or visit www.westhoustonmedical.com.

WHMC’s Comprehensive Outpatient Rehabilitation Services program features specially trained speech, occupational, and physical therapists, as well as clinicians who:

- are working toward McKenzie certification for spinal care
- are certified in ergonomics
- specialize in weight reduction through individualized exercise programs in conjunction with ear, nose, and throat specialists

House Calls is published by the Marketing Department at West Houston Medical Center.

The information contained in this publication is for informational purposes only and should not act as a substitute for medical advice or treatment. We recommend you consult your physician or healthcare professional for proper diagnosis and treatment.

You received this publication as part of a purchased mailing list. If you would like to be removed from our mailing list, please call the Marketing Department at 281.588.8387.

Recognized Excellence



West Houston Medical Center is the proud recipient of two 2008 HealthGrades® awards for excellence in pulmonary and maternity care.

Since 1998, HealthGrades has provided healthcare facility ratings of various hospitals, nursing homes, and physicians to assist you in selecting the best choice when it comes to the health care of you and your loved ones. Fortunately, this high quality of care is now being offered right here in West Houston.

“The HealthGrades ratings are particularly meaningful for two reasons: first, because they are based solely on clinical outcomes and, second, because they reflect a full three years of risk-adjusted patient care data from Medicare, the most comprehensive and accurate publicly available source,” says Todd Caliva, chief executive officer of WHMC. “That means that HealthGrades focuses on the most important aspect of hospital performance—clinical outcomes—with a high degree of statistical reliability and validity.”

QUALITY CARE MEASUREMENTS

WHMC was the recipient of the 2007/2008 HealthGrades Maternity Care Excellence Award™ and a recipient of the 2008 HealthGrades Pulmonary Care Excellence Award™. A few of the other fine ratings are:

- » **Best Rated in the Houston Area** for Cardiology Services*
- » **Five-Star Rated** for Carotid Surgery
- » **Five-Star Rated** for Treatment of Heart Attack
- » **Five-Star Rated** for Treatment of Heart Failure
- » **Five-Star Rated** for Treatment of Atrial Fibrillation
- » **Five-Star Rated** for Appendectomy

“We have worked very hard to exceed the national recognized standards for door-to-balloon times, and we have made great progress in achieving this goal,” says Naim al-Adli, MD, cardiologist at WHMC. “WHMC can credit this to the outstanding availability of cardiologists and cardiovascular team members and communication with the emergency room (ER) physicians. All we have in mind is working together to provide the best care possible for you, treating you like our family members with compassion and dedication.”

Women’s Health Services also has a few things of which to be proud. Along with their 2008 HealthGrades Maternity Care Excellence Award™, the department has also received a five-star rating for maternity care, is ranked in the top 10 percent in the nation for maternity care, and has a five-star rating for Women’s Health Services.

“Being able to listen to our community is one of the biggest reasons we are able to make available services with awarded excellence,” says Magdy W. Rizk, MD, obstetrician and gynecologist, chief of staff at WHMC. “Our experienced and knowledgeable medical staff work hard to provide quality care, and we will strive to continue to do so in the future.”

For more information about services offered at WHMC, visit www.westhoustonmedical.com.

*Information about designated “area” can be found at www.healthgrades.com.



Offering Support

West Houston Medical Center isn't just about treating your body. Thanks to a variety of support groups, local residents can find the support they need to face the emotional and social issues in their lives.

WHMC offers the following support groups:

West Houston Stroke Warriors

Boulevard Medical Plaza

12606 West Houston Center Blvd.
Suite 180

Houston, TX 77082

Meets every Saturday at 10:30 a.m.
at Comprehensive Outpatient
Rehabilitation Services.

Contact Kathy Carrico at 281.588.8517.

Diabetes Support Group

West Houston Medical Center

Private Dining Room

12141 Richmond Ave.

Houston, TX 77082

Meets every second Thursday at 6 p.m.

Contact Kathy Sanders at 281.588.8076.

New Mother's Support Group

West Houston Doctors' Center

12121 Richmond Ave., Suite 201

Meets every Wednesday at 10 a.m.

Contact Stephanie Nahavandi at
281.588.8065.

Cancer Support Group

Sugar Land Cancer Center

15500 Southwest Freeway

Sugar Land, Texas 77478

Registration is required.

Contact Linda Lavinson, LMSW, ACP,
LCDL, at 281.277.1221.

Trigeminal Neuralgia Support Group

West Houston Doctors' Center

12121 Richmond Ave., Suite 201

Houston, TX 77082

Meets quarterly in May, August,
and November from 7 to 9 p.m.

Contact Diana Seebeck at
281.584.7400.

A Great Place to Work, a Great Place to be a Patient, a Great Place to Practice Medicine.



12141 Richmond Avenue
Houston, TX 77082

PRSRT STD
U.S. Postage
PAID
West Houston
Medical Center