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Fall 2014
RUN YOUR WAY TO FITNESS!

Sunday, October 5
Race starts at 8:30 a.m.
Tanger Outlet Center
120 Laconia Road
Tilton, NH

Pre-registration fee is $20 per adult & $15 per child 12 and under. Online registration ends Thursday, October 2 at midnight. Participants may also register from 6:00–8:00 a.m. on race day for $25 per person.

To benefit LRGHealthcare breast cancer awareness initiatives

Register at Tanger Shopper Services or online at www.TangerOutlets.com/race
Dear Readers,

Welcome to our new LRGHealthcare magazine, HealthCheck! At LRGHealthcare, we believe it’s not only important to seek treatment for your ailments, but to better manage your overall health in an effort to prevent illness and have a better quality of life. Life is too short; we want you to embrace it, enjoy it, and live a long and healthy life. We’re here to help!

With this magazine, we hope to remind you of the importance of keeping yourself healthy and educate you on the many ways to do so. We hope you’ll find the magazine informative, uplifting, motivating, and fun! There are also some great events you’ll learn about along the way that are a blast and do wonderful things for our community.

Navigating your healthcare doesn’t have to be overwhelming, or intimidating…just keep calm and read on!

Sincerely,

Liane Clairmont,
Marketing Associate & Editor
It’s now the law to have health insurance coverage in the United States.

LRGHealthcare took a proactive approach to providing healthcare access 20 years ago with HealthLink; a program that provides healthcare assistance to those without insurance coverage. HealthLink has helped many get the care they needed over the years and continues to do so today. For those who have exhausted all their options and have been unable to find coverage that is affordable for them, they may qualify for HealthLink.

With the availability of the Health Insurance Marketplace in New Hampshire, people now have the opportunity to find an insurance plan that suits their needs and income level. Many people who could not afford coverage before are now finding they can. In addition, the New Hampshire State Legislature has passed the NH Health Protection Plan (NHHPP), which will provide even more options to those in need of coverage.

Launched in July of this year, the NHHPP is a program that provides health care coverage to low-income people in New Hampshire. It’s available to people ages 19 through 64 whose income level is between 0 and 133% of Federal Poverty Level – equivalent to one person’s monthly income of $1,294.

Whether coverage is offered through your employer or not, or you are unemployed, you may qualify for one of the plans under the NHHPP. **You simply apply for coverage at the NH Easy website at www.nheasy.nh.gov and the state will determine if you qualify and if so, which plan you qualify for.**

To learn more about the NHHPP, log on to www.dhhs.nh.gov.

LRGHealthcare is actively involved in outreach and enrollment programs; partnering with community organizations to educate, inform, and enroll subscribers. Patient Enrollment Specialists are available to help you learn what options there are and begin the enrollment process.

With open enrollment for the Health Insurance Exchange beginning November 15th, now’s the time to start researching options to find what’s right for you. LRGHealthcare Enrollment Specialists are here to help you make sense of all of it and get you enrolled in the coverage that’s most appropriate for your situation.

**Enrollment Specialists Available by Appointment at 527-7171**

**LRGH: Monday - Friday**

**FRH: Thursdays**
Many Thanks!

On August 11th, the 2014 LRGHealthcare Golf Classic to benefit HealthLink, presented by Bank of New Hampshire was held at the beautiful Laconia Country Club.

The event was a great success, welcoming nearly 200 golfers in two full flights. We would like to extend our heartfelt gratitude to the many sponsors and friends in the business community and beyond who participated in this year’s Golf Classic.

Thank you to everyone who joined us in the day’s festivities!

August 2nd marked the 12th anniversary of Brenda’s Ride with Friends: Fighting Cancer One Mile at a Time!

Nearly 300 friends joined 16-year breast cancer survivor, Brenda Ganong for a ride to Waterville Valley, followed by a cook-out and live music, hosted by the Weirs Beach Lobster Pound. All funds raised benefit patients in the Oncology Department at LRGH.

THANK YOU to the many sponsors, donors, and participants for your great support!
When Margie made the decision last year to have bariatric (weight loss) surgery with Dr. Shariff at the Weight Institute of New Hampshire (WINH), she knew life would change. But she had no idea just how much she would gain from her loss. Just over a year and 125 pounds later, Margie is not only looking at a new her, but a new beginning.

Margie, of South Tamworth, NH has struggled with her weight through most of her adult life. She was always thin; the smallest of her siblings. Then, like most of us, life happened. Between getting married and starting a family, Margie’s health took the back burner to caring for her husband and children. Before she knew it, the weight had packed on.

At a time in her life when she should have been enjoying her retirement, she found herself sitting at home quite a bit; there was no energy to do much else! The reality of her situation really hit home when she went on a cruise. Touring the beautiful islands proved to be difficult as she found she could barely walk the islands…it was too painful and exhausting.

What really sprung Margie into action though was the toll her weight was taking on her health. Her diabetes was getting out of control. She spoke with her Primary Care Provider (PCP), Dr. Ashley Warner about her concerns and Dr. Warner suggested the program at WINH. Weight loss is a key component in diabetes management and when one is at a healthy weight, their blood sugar levels can get back in the normal range meaning fewer or no medications.

After meeting with Dr. Shariff and the rest of the team at WINH, Margie made the life-changing decision to move forward with surgery and on July 16, 2013, the first day of her new life began. Since her surgery, Margie has lost 125 pounds, shrunk from a size 26 to 14, and her insulin dosage has been drastically reduced!

Clearly, surgery has made a difference on the scale and with her health, but the quality of her life has changed immensely. Margie’s energy is back! Rather than sit at home, she got back into the working world and now has a job where she’s on her feet eight hours a day and she loves it!

She’s found a new lease on life outside the workplace too. With her new found energy, Margie can be seen dancing at parties, taking walks with her husband, and working out at the Wellness Center. Even better, she now has the energy to play with her young grandson and was so proud to take him to a Red Sox game where she was able to run the bases at Fenway with him.

Margie also has a whole new relationship with food. Working with the staff at WINH and learning about nutrition was a huge help in
So pleased with her results; Margie recommends WINH to friends. “It’s a change of lifestyle. You’ll get out more and do so many things you couldn’t do before. And now that I’ll be around a lot longer, I look forward to celebrating many more birthdays with my grandson whose birthday is just before mine.”
Walk-in treatment for every age and season

Offering fast, convenient and affordable care

7 Days a Week / No Appointment Necessary
Located Through the Main Entrance at LRGH

603-527-2896
lrgh.org/care

Open Everyday from 8:30 am to 8:30 pm
Many have a certain idea when they think of what it means to have a midwife providing prenatal and delivery care. It’s likely thought of as giving birth in uncommon places and without medicine, or medical care. While this might be the approach for some types of midwives, the midwives at Caring for Women take a different approach and may give you a fresh view of what it means to have a midwife by your side.

The Certified Nurse Midwives (CNMs) at Caring for Women care for women throughout their lifespan providing comprehensive women’s healthcare from pre-menstruation through menopause. They provide a more holistic, social approach to how they care for their patients and they prefer to look at all aspects of a woman’s life to get a better view of how they may be impacting their health. Your midwife will often times become more like a friend, or part of your family. They want to know what you do for work, what you do for fun, your family dynamics and so on. Those aspects of your life outside the provider’s office are just as important in knowing how best to care for you.

In a CNM, you’re getting the care of a physician with the comfort and nurturing of a nurse who has been trained to do almost everything a doctor does.

CNMs also put a strong focus on educating their patients. It’s important to them that their patients have options in how they want their birthing experience to be and that it’s the best experience possible. Your CNM will typically take a little extra time with you to explain things to you, answer your questions, and help you in making the decisions that you feel are best for you.

Caring for Women is proud to have a talented team of CNMs. As CNMs, Erica, Darlaine, and Lucy bring a wide arsenal of support to providing care to women. They are all Registered Nurses who have also received their Masters of Science in Nursing, and have gone through the midwife certification process, which has the most formal education and strictest licensure and credential requirements. This education is what sets them apart from other midwives.

Being providers at Caring for Women means that they also work closely with all the providers there. In the event they have a patient who’s having complications, they will collaborate with the other providers including OB/GYNs and Nurse Practitioners as necessary.

In a midwife at Caring for Women, you’ll find excellent healthcare, a strong support system, and a friend. If you’re interested in the midwifery team or any of the providers at Caring for Women, call 527-1855.
Most of you are probably thinking, “Why is there a question? Of course women should be screened for Breast Cancer!” In actuality, however, there has been some controversy surrounding this very issue. While Screening Mammography has been shown to catch cancer and catch it early, some experts argue that there may also be some risks involved in getting screened.

At LRGHealthcare, we encourage ALL women aged 40 and over to get screened on a regular basis. However, we’re here to help you make your own informed decisions.

A Screening Mammogram is an x-ray exam of the breasts of women who are currently showing no symptoms or signs of breast cancer. The goal of the mammogram is to find breast cancer when it’s too small to be felt by a woman or her healthcare provider, therefore catching it early before it has grown or spread. Catching it early greatly improves a woman’s chance for treatment to be successful.

There are a few risks involved in getting a Screening Mammogram. While a mammogram can help to diagnose breast cancer early; it also carries the risk of getting false-positive results, overdiagnosis, and unnecessary treatment.

When something is caught on a Screening Mammogram that looks abnormal, the woman may get called back in for additional exams such as a “Diagnostic Mammogram”, or possibly a biopsy. All this causes much stress and anxiety for a woman. If the result turns out to be a “false-positive” (not cancer), that woman may have undergone additional medical procedures and stress, which could possibly
have been avoided.

Additionally, there is some risk of “overdiagnosis”. In overdiagnosis, it is possible that a low grade cancer could be discovered, which might possibly never have caused symptoms in a patient’s lifetime.

Regardless of the risks involved in having a Screening Mammogram; there is good evidence that they still save lives! Breast cancer is diagnosed in more than 200,000 women each year and kills almost 40,000 women annually in the United States. With mammography, the cancer is detected at a much smaller size and earlier stage. When mammography was introduced in the mid-1980s, the breast cancer death rate dropped dramatically. Since then, more than 30 percent fewer women die of breast cancer each year, thanks in part to screening.

At LRGHealthcare we’ve taken great strides in providing the women in our community with the most advanced technology possible for screening and the most convenient ways to get screened. In the near future, LRGHealthcare will be looking to integrate Breast Tomosynthesis, or 3-D Mammograms for mammography screening. The 3D mammogram looks at each plane of a breast individually and gets a three dimensional picture of the breast using x-rays. This new technology would help us continue to screen the women in our community in an effort to catch cancer as early as possible.

When should I get screened?

Age 40 or over

Where are screenings available?

Lakes Region General Hospital
Franklin Regional Hospital
Caring for Women

Concerned about paying for your mammogram? Don’t let that keep you from getting screened! With most insurance plans, Screening Mammograms are covered. If yours doesn’t cover the cost, or you are without insurance, we have other programs available that may help you with the financial burden. Just give our Women’s Imaging Department a call and they will work with you.

GET READY TO SHOP!

LRGHealthcare and the Tanger Outlets are teaming up again to sell PinkStyle Packs – providing great discounts while supporting an important local cause. Cards will be available for purchase and redemption from Sept. 15 - Oct. 25, 2014 and can be found at Tanger Outlet Shopper Services or individual participating retailers. Receive 25% off a single item at participating stores with every Pink Card!

A portion of Pink Card sales will benefit LRGHealthcare Breast Cancer Awareness Initiatives
In recent years gifts to LRGHealthcare have been used to support important programs, building renovations, and to bring state-of-the-art medical technology to our community.

Thanks to your generosity we are able to constantly raise the bar to offer the very best healthcare to our community. And when you experience first-hand the cumulative impact gifts large or small have - be it an Oncology patient who is in a more comfortable state due to the gift of free pain medication, the experience of a private recovery room after a colonoscopy, or meeting the deeply grateful wife of a heart attack survivor – you really understand why more and more people are inspired to give.

A GLIMPSE OF OUR ACCOMPLISHMENTS:

**1,610**
Number of outpatient procedures in Endoscopy in FY2013. In January 2013 we celebrated the grand opening of our new Endoscopy Suite.

*A very generous gift from a local family made this a reality.*

The suite features two procedure rooms and eight beautiful private patient rooms for pre-procedure and recovery.

**820**
The number of donors – grateful patients, staff, doctors, big-hearted community members – who gave in 2013. 140 were first time donors.

**10-15**
Patients (per month) battling cancer who receive medication free-of-charge from the Anderson Pharmacy Fund, or assistance from the Brenda’s Ride Fund in the form of gas cards, prosthetics, perhaps a paid utility bill - during an already stressful time.
It’s at the heart of why we exist – to keep our community healthy. the foundation of our Mission. Every gift makes a difference. THANK YOU
With support from you, our community, we have achieved so much.

$1,843,830
Total dollar donations in 2013.

2,970
Number of books distributed at Well Child Visits in 2013, made possible by donations to our Reach Out & Read program.

284
Number of digital mammograms performed, free of charge, in 2013 for patients who otherwise could not afford the service.

13
Number of life-saving Lucas Chest Compression Units purchased for local EMS partners’ ambulances and the Emergency Departments in Franklin and Laconia from Red Dress Gala proceeds. Ultimate Reward: a growing list of families able to share survival stories.

47
Percentage of LRGHealthcare staff who have made a gift to their hospital in the past five years. Our friends, our family.

*This includes mammograms through both the Screening Bridge Program funded by a grant from the National Breast Cancer Foundation and ‘Let No Woman Be Overlooked’ in conjunction with the NH Dept. of Health & Human Services.
LRGHealthcare is the first and only hospital in Northern New England to offer hip and knee replacements using MAKOplasty (MAKO). MAKO is an innovative, robotic arm-guided surgery that’s less invasive and more precise than a traditional joint replacement surgery allowing for less pain and a quicker recovery for its patients.

Many patients have reaped the benefits of MAKO. Here are two of their stories.

Meet Paul from Plymouth, NH! Before his hip replacement through MAKO, Paul was in a lot of pain. It was difficult for him to walk, use the stairs, or even sit in the car. It also took a toll on one of his favorite hobbies…playing golf.

Just a couple of weeks after surgery, Paul was pain free and thrilled. The folks in Rehabilitation Services wanted him to use a cane, but he didn’t feel the need. He no longer had trouble walking, getting in or out bed, or taking the stairs. And, most importantly, he could get back on the course and work on his golf game!

Meet Sarah from Moultonborough, NH! Sarah’s knee caused her so much pain that she couldn’t go anywhere, or do anything, including working in her beloved garden. No stranger to joint replacement, Sarah had a traditional knee replacement done on her right knee just over a year ago and now it was her left knee that was causing trouble.

After surgery, the speed of her recovery was tremendous compared to her traditional knee replacement. With MAKO, rehab took only two weeks versus one month and just six weeks after surgery, she was independent at home and without her cane. Now she’s back tending to her garden!

**Where Can I Go for MAKO?**

Advanced Orthopaedic Specialists: Dr. Jeremy Hogan & Dr. John Grobman  
Laconia Clinic Orthopedics: Dr. Arnold Miller  
Lakes Region Orthopaedics: Dr. Christopher FitzMorris
her success. She now reads labels and knows what’s good to eat and what isn’t. She’s grown so used to eating right, that it’s actually what her taste buds now prefer. Her weight loss success has even motivated her to quit other bad habits such as caffeine and smoking!

Much of Margie’s success can be attributed to her determination to get healthy, but without the support of the team at WINH, she might not be where she is today. With WINH, patients not only get a talented surgeon to give them that weight loss head start, but they get a full team backing them 100%. On staff at WINH are a general/bariatric surgeon, weight loss physician, dietician, exercise specialist, psychologist, patient care coordinator, and other support staff. The team works together with each patient to establish the best course to take to lead them to healthier living.

For bariatric patients, surgery is only the beginning. After surgery, you can expect full support every step of the way during your journey to weight loss. You’ll attend nutrition classes, learn about exercise, join a support group, and attend follow up appointments for the first year post surgery.

As for Margie, she’s made great new friends at WINH. She is so pleased with her results; Margie has recommended the surgery and WINH to friends. “I have no intentions of turning back.” She says. “It’s a change of lifestyle. You’ll get out more and do so many things you couldn’t do before. It was hard in the beginning, but it gets easier and once you realize how it’ll change your life, you’ll stick with it. And now that I’ll be around a lot longer, I look forward to celebrating many more birthdays with my grandson whose birthday is just before mine.”

Not ready for surgery? WINH can still help!

• Lifestyle & nutritional counseling programs
• Behavioral weight loss & management programs
• Support programs

www.winh.org
The Flu: Don’t Get Caught in the Cold

It’s that time of year again: Flu season! Influenza, commonly referred to as “the flu,” is a respiratory illness that’s been around for many years and affects hundreds of thousands of people in the United States each year. The flu is caused by a virus that infects the nose, throat, and lungs; however it should not be confused with the common cold.

Symptoms of the flu include the abrupt onset of various ailments including a fever, muscle aches, extreme exhaustion, headache, sore throat, dry cough, and a runny or stuffy nose. When one catches a cold, they may have some of these symptoms; however it is a gradual onset whereas with the flu the symptoms come on rather suddenly.

The flu is usually spread from person to person through the air. When someone coughs, sneezes, or talks, the virus can be spread. You may as well stay away from people right? WRONG! There’s no need to go to that extreme. There are ways you can help to defend yourself against the virus.

Get vaccinated! The Center for Disease Control (CDC) and the state of New Hampshire recommend that anyone aged six months or older gets the flu vaccination. This is your strongest defense in preventing the flu and you must receive it annually to defend yourself against it each year.

Wash your hands! By keeping your hands clean, you are preventing any germs you may have picked up from being ingested by you, or being spread to others.

Stay home when you are sick! Don’t be the boss’s superhero by working even though you are sick. Instead, be your co-workers’ superhero and stay away. By staying home, you are further preventing the spread of the flu to others.

Cover your mouth! Don’t forget, the flu is spread through the air. Prevent the spread by covering your mouth with your arm if you are coughing or sneezing.

Sometimes, no matter what you do, you may still get sick. If you start experiencing the symptoms of the flu, CALL YOUR DOCTOR! They can advise you on whether or not you should be seen by them and if appropriate, they may be able to prescribe you an anti-viral medication.

TIPS

• Singing “Happy Birthday” while you wash your hands will give you the best results for killing germs. It’s important to wash your hands for 15 – 20 seconds!

• You cannot get the flu from receiving the vaccine.

• There’s no such thing as the “stomach flu,” though there are other viruses out there that cause the symptoms of your typical “stomach bug.”

• If you don’t have a PCP (Primary Care Provider), be on the lookout for flu clinics being offered by LRGHealthcare throughout the Lakes and Twin River Regions starting in mid-October.
Have you ever considered seeking out natural remedies for your ailments or the overall management of your health? LRGHealthcare has a Holistic Health practice available to you that can offer you these alternatives to standard medicine.

Naturopathic medicine blends centuries-old natural, non-toxic therapies with current advances in the study of health and human systems, covering all aspects of health care. Naturopathic medicine attempts to find the underlying cause of the patient’s condition rather than focus solely on symptomatic treatment. In Holistic Health, the physician considers the whole you; the psychological, physical, and social.

The Holistic Health Center at Hillside Medical Park in Gilford offers a variety of complementary and alternative therapies which can be highly effective in both treating illness and maintaining wellness. The staff at the Holistic Health Center restores health by first looking at the specific underlying imbalances that are causing your illness and then, working in close collaboration with your primary care provider, they offer you natural medicines and gentle therapies that will stimulate and improve your own innate healing abilities.

Brian Paterson, ND, LAC is a Naturopathic Doctor and has been affiliated with LRGHealthcare since 2002. Practitioners of naturopathic medicine prefer to use natural remedies such as botanical tinctures/medicinal herbs and foods rather than synthetic drugs. Dr. Paterson emphasizes a holistic approach to patient care. In addition to being a New Hampshire licensed Naturopathic Doctor; Dr. Paterson has a Master’s Degree in Acupuncture.

From allergy sufferers to people wanting to quit smoking, repetitive motion injuries and muscle strains to pain management, Dr. Paterson will collaborate with your primary care provider to blend the use of traditional and non-traditional treatments which best meet your needs.

The Holistic Health Center offers:
- Lifestyle Counseling
- Acupuncture
- Nutritional Therapies (including functional medicine approaches)
- Herbal Therapeutics
- A Wide Variety of Massage Techniques
- Frequency-Specific Microcurrents (FSMC)
- Alternative Diagnostic Tests
- Homeopathy

For More Info or an Appointment: 524-9261
“As an oncology nurse, my work feels much more like a calling than a job. To be part of a patient’s life at such a difficult time is a privilege” says Sue Falcinelli, RN-OCN of the Hematology/Oncology (Hem/Onc) Department of LRGHealthcare.

A department that started in an old patient room over 20 years ago, now has its own wing at Lakes Region General Hospital (LRGH) and is restoring hope to those fighting cancer or blood disorders every day. And it’s likely due not only to the exemplary care that patients get for their illness, but for the manner in which they are treated by the staff.

In Hem/Onc, patients are treated like a part of the family; they always come first. There are many cancer treatment places where patients have been left feeling like a number; just another patient in a busy treatment facility. But, at LRGH they are treated like themselves. In Hem/Onc, it’s the little things that have made a difference between the coffee, games, and TV in the waiting room and treatment area and even more simply, the relationships the staff forms with each and every patient.

The patients see the human side of the staff sharing funny stories, photos of new grandchildren, or other happy moments, but even sharing in the sad times. When a patient or family member is having a tough time, the staff members carry that load with them offering a hand to hold or shoulder to cry on. The bonds the staff forms with the patients are so strong and inspiring; the staff feels like the patients are teaching them how to live life to the fullest. As Sue put it, “A fingerprint of who they are is with us forever.”

A perfect example of this is a pair of black suspenders hanging at Judy Fisher, RN-OCN’s work area. Earlier this year, she had a patient who always wore suspenders and they had a fun thing where when he arrived for each appointment, she had to snap his suspenders twice. It was fun for them and it turned out to be even more special than Judy thought. Sadly, this patient passed away, but to Judy’s surprise, a few months later, his wife arrived at Hem/Onc with these suspenders… for Judy. He wanted her to have them.

As special as these relationships are, the obvious focus is on treating the patient and the Hem/Onc Department is doing wonderful things. They provide Chemotherapy as well as treatment for various blood disorders. While any radiation therapy needs to be done in Concord, your entire treatment plan can be overseen at LRGH.

Every new patient will see a dietician who will advise them on how to eat in a way that keeps their weight on and helps with their appetite as they go through treatment. Physical Therapy is also available for those who need it, and they are working on offering Reiki treatments to patients in the near future.

Fundraising efforts have even been put in place to help patients with financial needs. Both Brenda’s Ride and the Anderson Pharmacy Fund benefit patients who need help with
certain expenses while in treatment. It could be as simple as gas money to get to and from appointments, or as big as the purchase of a piece of furniture that will help ease some of their physical pain.

Hem/Onc is proud to have an exceptional staff that includes two medical doctors, a physician’s assistant, clinical trial nurse and data manager, social worker, oncology certified RNs, a pharmacist, and office staff. All providers collaborate with others to ensure they are up to date on the latest treatments available and are providing their patients with the best care possible.

LRGH’s Hem/Onc Department in collaboration with New Hampshire Oncology/ Hematology and Dana Farber Cancer Institute offers a large menu of industry, cooperative group and DFCI clinical trials that were once only available at larger tertiary cancer centers. The research program at LRGH was recognized by the American Society of Clinical Oncology for its outstanding work in improving cancer care through clinical trials in a community setting. The clinical trials program originated in 2003 and has steadily grown with hundreds of patients enrolled through the LRGH trials program.

It’s evident in the way current patients are treated and the visits from former patients who have been cancer free for years that the Hem/Onc Department is a special place. While the department supports the patients they are treating now, they remember to celebrate those who have survived with their annual Cancer Survivorship Day. Survivors are invited to join the party where they’ll be treated to delicious food, great company, and have the opportunity to sign the cancer survivor day banner touting how long they’ve been cancer free. This year, approximately fifty people attended and it was a great afternoon for all.

Judy concluded, “I’m so proud to be a part of this unit and be a part of these patients’ lives. As much as we give to them, they give back just as much. We’re actively making a difference and that’s what makes me love what I do.”
It can be difficult for chronically ill or high risk patients to navigate their health. They might be working with several different doctors, specialists, nurses, etc. who each serve different needs, and have them taking various medications. It’s a lot to keep straight! Perhaps they’ve imagined having a personal assistant to manage all this for them. With the Embedded Care Program at LRGHealthcare, that’s what they get.

The goal of the Embedded Care Program is to improve the overall patient process and help these patients navigate the healthcare field where they otherwise would not be able to do so. Currently, the Embedded Care Program is comprised of 5 Registered Nurses (RNs) who are in both the office and Emergency Room settings with a sixth one to be added to the roster in the near future. These RNs have been named Embedded Care Coordinators (ECCs) and are responsible for identifying those patients with high care needs and working with them to improve their access, knowledge, and overall use of the healthcare system. A pharmacist is also a part of the team to work closely with the ECCs to review patients’ complicated medication lists, work with insurance companies, and serve as a resource to primary care providers.

With just one year under its belt, over one thousand patients have been contacted and assisted by the Embedded Care Program. If you believe you, or a loved one could potentially benefit from having an Embedded Care Coordinator, please contact your or their Primary Care Provider.

The ECC’s objectives are to:

- Improve access to healthcare appointments.
- Assist the patient in navigating the healthcare system and process in the community.
- Improve patient health by:
  - Decreasing their ER visits and readmissions to the hospital.
  - Arranging financial solutions when appropriate.
  - Helping the patient with prescription needs.
- Utilizing community resources for transportation, housing, etc.
- Developing programs in collaboration with the primary care providers to improve care for diabetic patients.
- Communicating with all patients after they’ve been discharged from the hospital to confirm appropriate services are in place and medications have been reconciled.

SAVE THE DATE:
Spalidays Celebration
Hosted by Cascade Spa
Church Landing, Meredith
Wednesday, December 3, 2014
to benefit LRGHealthcare
The Society for Hospital Medicine (SHM) created BOOST (Better Outcomes for Older Adults through Safe Transitions) to improve the care of patients as they transition from the hospital to the home.

The BOOST approach provides a national consensus for best practices and provides all participating sites with a “toolkit” to help implement them. Providers use various checklists to assess the risk factor of each patient and get a better understanding of what their needs might be upon discharge and after they are home.

BOOST Aims to:

• Reduce 30 day readmission rates for general medicine patients
• Improve patient satisfaction
• Improve communication between the hospital and outpatient physicians and services
• Identify high risk patients and ensure plans are in place to mitigate their risk
• Improve patient & family education

If a patient appears to be at high risk, then the LRGHealthcare team works together to ensure the patient is ready to go home and will be well taken care of going forward. One such way is through Franklin Regional Hospital’s “Almost Home” program.

LRGHealthcare created (and is the ONLY hospital to offer) “Almost Home.” Through this program, LRGHealthcare staff provides patient education in a home-like environment where patients can practice their skills to care for themselves at home. They provide the education and experience to improve the patient’s ability to understand the purpose of their medications and how to take them correctly, manage wound care, prepare meals, care for any respiratory needs, do laundry, walk, climb stairs, get in/out of bed, any of those simple “at home” tasks many take for granted. With “Almost Home,” staff can assess the patient’s abilities and send them home if ready, or get them further assistance if needed.

Stephen Austin, LRGHealthcare Rehab Services/Activities Coordinator commented, “As caregivers, we truly want to see folks succeed as they navigate toward reaching their goals; whether that’s returning to normal activities, or learning to embrace a ‘new normal’.”

In July, 2013 LRGHealthcare was one of three organizations around the country recognized by the American Hospital Association (AHA) for their efforts to achieve the goal of reducing readmissions by 20%.

SAVE THE DATE:
11th Annual Red Dress Gala
Dinner at Tiffany’s

Friday, February 13, 2015
Church Landing, Meredith NH

To benefit cardiac services and technology at LRGHealthcare, and in our community.
WHY YOU NEED A PCP
(Primary Care Provider)

You have one trusted mechanic to work on your car and one trusted stylist to do your hair. Perhaps you’ve never even missed a haircut or an oil change! While one would agree your hair and your car are both important; what about your health?

When’s the last time you made your health care a priority? Who do you call when you don’t feel well? What about monitoring your overall health? In any of these instances, unless it’s a life threatening, emergency situation, the best approach is to call your Primary Care Provider (PCP). Doesn’t it make sense to entrust your healthcare to one, dependable provider?

The first step on the road to healthier living is to establish a relationship with a PCP. With a PCP, you can count on one, trusted provider to manage your overall health and the health of your family. Your PCP knows you, your medical history, and your social habits. Knowing the full story of you allows a PCP to provide you with the care you need. Consider him or her the captain of your health team! While the emergency room is best in an emergency situation, your PCP is your first line of defense in managing your overall health and wellness.

Once you have a PCP... Schedule an appointment with him or her whether you are feeling well or not. Your new PCP wants to get to know you and will do an assessment of your current health. This will give them a great jumping off point in establishing the most appropriate way to care for you going forward.

When you’re not feeling well... If it’s not a life threatening emergency situation, the first thing you should do is call your PCP for an appointment. In most cases, your PCP should be able to see you the same day, or the next. They are the best place to start in seeking treatment for several reasons:

• They know you and your health history already!
• Seeing your PCP instead of going to the ER or a walk-in clinic is more cost effective for you.
• A scheduled appointment means less waiting!
• It’s more comfortable! You’ll be in an office setting with someone you already know and are familiar with.

Can’t wait? If your issue is not an emergency, but you can’t see your PCP soon enough, Convenience Care at LRGH is here for you.

To find a provider... LRGHealthcare has an extensive provider network available to care for you and your family. With locations throughout the Lakes Region and north, it’s more than likely that you’ll find a provider that’s conveniently located close to your home or office. And, many providers now offer evening and weekend hours.

**To find a PCP:**
Log on to LRGH.org or Call HealthLink for a referral: 527-7171
LRGH Nursery Guild
Annual Fall Baby/Children’s Boutique

Saturday, Oct 4, 9am – 2pm
Laconia Community Center, Union Ave

Turn your gently used children’s clothes, toys, and furniture into cash!
(currently accepting Fall/Winter clothing - newborn to size 18)

Items can be dropped off on:
Wed., Oct 1 – 6pm – 9pm
Thurs., Oct 2 – 9am – 6 pm

(No car seats, cribs, or stuffed animals will be accepted.)

For more information: 524-3211 ext. 3018 or nurseryguild@lrglh.org

Proceeds to benefit women’s and children’s health services throughout Lakes Region communities.

The LRGH Nursery Guild is always welcoming new membersvolunteers. If you are interested in becoming a member or would like to volunteer at our boutiques, contact us.

LRGH Auxiliary’s 13th Annual Fall Craft Fair

Bake Sale, Raffle Table & Door Prizes
Over 60 Crafters
Refreshments
Free Admission!

Proceeds benefit the LRGHHealthcare Breast Health Program and other Auxiliary Projects

Saturday, October 18
9am-3pm
Laconia High School
345 Union Avenue
Laconia, NH

FRH Auxiliary Fall Craft Fair

Sat., November 8th from 9am - 3pm
Bessie C. Rowell Community Center 12 Rowell Drive, Franklin, NH
Bake Sale, Raffle Table & Door Prizes Over 60 Crafters Refreshments Free Admission!
Proceeds benefit the Auxiliary Projects
Congratulations

Franklin Regional Hospital (FRH) received a 2014 Healthgrades Patient Safety Excellence Award placing them in the top 10% of hospitals as leaders in patient safety. One of only two hospitals in NH to receive this award!

Lakes Region General Hospital (LRGH) is one of only four hospitals in NH to be recognized for outstanding infection control!