

# INGALLS Progress

WINTER 2011  
ANNUAL REPORT ISSUE



## **Concussion Dangers: New Program Targets High School Athletes**

Ingalls Earns National Recognition for Outstanding  
Cancer Care

Breast Imaging Center of Excellence Awarded to Ingalls

Same Day Surgery Center Turns 25

 Ingalls

# Letter to the Community

Every family is unique, and the need to access quality healthcare is not always at the top of their list. But sometimes the need becomes urgent, as with an accident or sudden illness, and sometimes the need builds over time, as pain or other symptoms persist.

Access is something at which Ingalls has excelled for many years. More than 25 years ago, our Board had the vision to develop outpatient centers in locations convenient to where our patients live and work. Our Family Care Centers have blossomed into high-tech, high-touch campuses, providing much of a family's healthcare needs...nearly everything short of an inpatient stay.

Most of a busy family's immediate needs can be met with a visit to our Urgent Aid Centers, which are an extension of our Emergency Department, open 24/7. They have just become even more accessible with the addition of same-day appointments that can be made online at Ingalls.org. Do your waiting at home instead of our waiting room, and we'll promise to see you within 15 minutes of your scheduled time.

When orthopedic pain is unbearable, either from an injury or a worsening chronic condition, we'll help you get a next-day doctor appointment through our new IngallsExpress line at 708.915.PAIN. And as you're searching for a doctor on your own, you'll find our website easier to navigate, with a field that allows you to search by the insurance a physician accepts.

Also easy to access is the Ingalls rehab continuum, which includes a range of therapies in four convenient outpatient locations, plus a highly credentialed

inpatient unit and even home care options. Learn more on the following pages about home care for heart patients, nationally renowned cancer treatments, more experience and more options in orthopedics, a full range of services for the woman who takes care of everyone else in the family...even a life-saving story resulting from our community outreach.

Access is nothing without quality, and at Ingalls, they go hand in hand.

We outfitted our four locations with state-of-the-art digital mammography, and have been recognized by the American College of Radiologists as a Breast Imaging Center of Excellence. Major insurers have also acknowledged that we demonstrate the highest standards, and endorse us to their patients for hip, knee and spine surgeries.

We are proud of these and other forms of acknowledgment, but the most gratifying is when our patients say they would recommend us to their family and friends. We look forward to continuing to serve as your wellness partner, wherever you live or work throughout the Southland.



*Kurt E. Johnson  
President and CEO  
Ingalls Health System*



*Eugene M. Feingold  
Chairman, Board of Directors  
Ingalls Health System*

**On the cover:** Football players at Oak Forest and Rich Central High Schools are just some of the hundreds of south suburban athletes who had access to the Ingalls Concussion Program. Thank you to the students, faculty and administrators at Oak Forest for allowing us to use their stadium to capture our cover photo. **Story on page 6.**

## Welcome New Doctors to the Neighborhood

For more information about physicians on staff at Ingalls, or to make an appointment with any of the physicians listed, please call the Ingalls Care Connection at 1.800.221.2199.

**Martins A. Adeoye, M.D.**, is a board-certified physician specializing in behavioral health. Dr. Adeoye earned his medical degree from the University of Illinois at Chicago, where he also



completed his residency and completed a fellowship in child and adolescent psychiatry. He also completed a fellowship at West African College of Surgeons in obstetrics and gynecology. Dr. Adeoye is the medical director for Ingalls Adolescent Behavioral Health Services.

**Ok-kyong Chaekal, M.D.**, is a board-certified physician specializing in internal medicine, hematology and oncology. Dr. Chaekal earned her medical degree from Indiana University



Medical School, where she served her residency in internal medicine. Dr. Chaekal performed a fellowship in medical oncology and hematology at the University of Illinois at Chicago. Her office is located in Tinley Park.



# Ingalls Honored for Outstanding Cancer Achievement



The American College of Surgeons' Commission on Cancer (CoC) has awarded Ingalls Cancer Care the Outstanding Achievement Award for excellence in cancer care. Ingalls is one of only 80 institutions nationwide to earn the award, along with the CoC's three-year re-accreditation with commendation. Fewer than 20 percent of cancer programs in the United States attain this superior recognition.

"We're thrilled to be recognized as one of the finest cancer programs in the nation," says Mark F. Kozloff, M.D., Medical Director of Ingalls Cancer Care.

Following the commission's survey, Ingalls' cancer program was shown to be in full compliance with all 36 of the care standards. In addition, Ingalls received commendation status for all eight eligible commendation standards.

The CoC assesses cancer programs in six different areas, including cancer committee leadership, cancer data management, clinical services, research, community outreach and quality improvement.

Commission approval is given only to those institutions that voluntarily commit to excellent cancer care and a rigorous review of their performance.

"Receiving care at a CoC-approved cancer program like Ingalls ensures that a patient has access to the full spectrum of high quality, comprehensive cancer care... close to home," he added.

Ingalls offers a full range of cancer care services, from prevention through diagnosis, treatment and rehabilitation as well as survivorship. Ingalls also offers access to more than 50 active cancer research studies, affording patients the most advanced treatments available anywhere.

## Aetna Recognizes Ingalls for Quality Spine Surgery and Total Joint Replacement

Ingalls has earned designation as an Institute of Quality™ in spine surgery, as well as total joint replacement, by the Aetna Institutes of Quality for Orthopedic Care.

The designation recognizes Ingalls as a premier provider for spine and total joint replacement surgeries based on its experience with specific orthopedic procedures, patient outcomes, participation with improvement programs and overall value to the Aetna network.



To help community members choose facilities that provide consistently high-quality and high-value orthopedic care, Ingalls will now be listed as a participating facility in DocFind®, Aetna's online provider directory. Patients needing spine or total joint replacement surgery can locate and choose Ingalls as an "Institute of Quality" for their surgical needs. Aetna will re-designate the Institutes of Quality Orthopedic Care Total Joint Replacement and Spine Surgery every two years.

**Andy C. Lin, M.D., Ph.D.**, specializes in electrophysiology. Dr. Lin completed his advanced training at New York Presbyterian Hospital – Weill Cornell Medical Center, where he performed fellowships



in cardiovascular diseases and clinical cardiac electrophysiology. He graduated with honors from Harvard College, Cambridge, MA, and earned his medical and doctorate degrees at the University of Chicago Pritzker School of Medicine. Dr. Lin served a residency at Stanford Hospital and Clinics, CA. He joined Advanced Heart Group, with offices in Harvey, Calumet City and Flossmoor.

**Leslie Michaud, M.D.**, specializes in family medicine. Dr. Michaud received her medical degree from the University of Illinois at Chicago College of Medicine and completed her



residency at the renowned Mayo Clinic Family Medicine program in Rochester, MN. Dr. Michaud has special expertise in the management of diabetes and heart disease; wellness and preventive medicine, women's health and contraceptive management; children's health, including asthma management; and men's health. Dr. Michaud's practice is located in Tinley Park at the Ingalls Family Care Center.

**Michael Ward, M.D.**, is a board-certified physician specializing in family and sports medicines. Dr. Ward earned his medical degree from Chicago Medical School/Finch University of Health



Sciences. He served his residency and an internship at Mount Sinai Hospital. He completed a fellowship in primary care sports medicine at Henry Ford Hospital in Detroit. He has offices in Posen, Tinley Park and Merrionette Park.

# Ingalls Annual Report, FY 2010

## Ingalls Health System Operating Expenditures (in thousands)

|  |                  |
|--|------------------|
| Our People                               | \$152,996        |
| Patient Care Supplies & Other            | 74,595           |
| Purchased Services                       | 46,416           |
| Provision for Uncollectible Accounts     | 17,716           |
| Depreciation                             | 17,149           |
| Medicaid Provider Assessment             | 9,959            |
| Insurance & Self Insurance Program Costs | 5,774            |
| Amortization & Interest                  | 4,334            |
| <b>Total Operating Expenditures</b>      | <b>\$328,939</b> |

## Capital Investments **\$13,664**

### Charity Care & Community Service

|  |                 |
|--|-----------------|
| Charity Care Based on Charges Forgone                      | \$27,514        |
| Excess of Cost Over Reimbursement<br>for Medicaid Patients | 15,470          |
| Community Service Provided, at Cost                        | 1,818           |
|  | <b>\$44,802</b> |

|   |         |
|---|---------|
| Foundation Contributions & Restricted<br>Contributions Received | \$3,302 |
|---|---------|

Data shown below is in actual figures:

### Patient Care Services Summary for FY 2010

|                                  |         |
|----------------------------------|---------|
| Admissions (excluding births)    | 17,852  |
| Inpatient Days                   | 86,632  |
| Births                           | 1,128   |
| Emergency Department Visits      | 45,788  |
| Outpatient Visits (excluding ER) | 340,351 |
| Urgent Aid Visits                | 44,598  |

### Home Health

|                          |         |
|--------------------------|---------|
| Intermittent Care Visits | 49,885  |
| Private Duty Hours       | 107,911 |
| Hospice Days             | 18,879  |

### Surgeries

|            |       |
|------------|-------|
| Inpatient  | 2,955 |
| Ambulatory | 7,236 |

# Hold Your Place In Line, Online Through Ingalls Urgent Aid Centers



Have a fever and sore throat, but your doctor's office is closed for the day? Need an emergency tetanus shot after hours? Taking the train home from work when your babysitter calls and says your child has the croup? Not to worry about long ER waits...just hold your place in line, "online!"

Thanks to InQuicker, an innovative online registration and check-in service offered at the Ingalls Urgent Aid Centers in Calumet City, Flossmoor and Tinley Park, a lengthy wait in an emergency department is a thing of the past.

"Patients with non-life-threatening illnesses or injuries can schedule their urgent aid visits online," explains Michael Hicks, vice president of operations. "Then, instead of spending their valuable time in a waiting room, they can wait in the comfort and convenience of their own homes."

InQuicker works on smartphones, too, so you can hold your place in line while you're still on the train.

Then, once you arrive at your designated time at an Ingalls Urgent Aid Center, Ingalls guarantees that you'll be seen within 15 minutes or less by a healthcare professional – or your \$14.99 registration fee is waived.

Ingalls is the first hospital in Illinois to offer the innovative new service, modeled after the "OpenTable" online restaurant reservation program.

Visit [www.ingalls.org/InQuicker](http://www.ingalls.org/InQuicker) for more information or to use the new service.

# Ingalls Same Day Surgery: 25 Years of Exceptional Service

When Ingalls Same Day Surgery made its debut in Tinley Park back in 1985, Ronald Reagan was president, *Back to the Future* was playing at local movie theaters, and the concept of having surgery anywhere but in the hospital was relatively unheard of.

Especially in the South Suburbs of Chicago.

A pioneer in its own right, Ingalls Same Day Surgery was the first of its kind in Illinois, and stayed that way for several years.

And with a huge head start on the competition, it remains the market leader. In fact, the center, which now averages about 4,000 surgeries a year, recently reached another milestone: its 80,000th patient.

“When Ingalls Same Day Surgery began, the notion of doing outpatient surgery outside of the hospital was truly a new frontier,” explains Frank Kniffen, M.D., medical director and head of the center’s anesthesia department. “Today, 70 percent of surgeries are now done on an outpatient basis. From day one, our mission has been to offer safe, convenient, cost-effective care, and we have stayed true to that.”

Initially, the center performed less complex surgeries like vasectomies, simple biopsies and tonsillectomies – to name a few. But with rapid technological advances and growth in minimally invasive surgical techniques, the center now offers a wide range of surgeries covering nearly every surgical specialty. (For a full list of available surgical procedures, visit [www.ingallssameday.com](http://www.ingallssameday.com))

Orthopedics, in particular, has experienced tremendous growth. Shoulder reconstruction, arthroscopy, complex hand and foot surgeries, and ACL and PCL repair are a sample of same-day procedures that once required an inpatient hospital stay.

## A Popular Choice for Patients

Patients are admitted to a private room before surgery. Once their surgery is complete, they recover in the same private room, are cared for by the same nurse and are discharged directly to their homes.

Parents especially appreciate Ingalls Same Day Surgery. They can stay with their child until they are taken to the surgical suite, a mere 30 feet from the waiting room.

“We provide very personalized care,” added Nancy Baczewski, R.N., who’s been with Ingalls Same Day Surgery since it opened.

And it shows. Ingalls Same Day Surgery regularly ranks in the 98th percentile for patient satisfaction.

## South Holland Man Touts Convenience of Ingalls Same Day Surgery

Fifty-three-year-old Robert Boomsma of South Holland said his knee arthroscopy at Ingalls Same Day Surgery in June went so smoothly, “it was a non-event.”

Robert, who had injured his left knee at work, thought the pain would go away on its own. When it didn’t, he consulted board-certified orthopedic surgeon Daniel Weber, M.D., a physician on staff at Ingalls who diagnosed a torn meniscus and recommended arthroscopy to treat it.

Robert chose to have the outpatient procedure done at Ingalls Same Day Surgery in Tinley Park.

“I had knee surgery at Ingalls Memorial Hospital three or four years ago and had a great experience,”



he recalls. “But this time I chose Same Day Surgery for the added convenience.”

“Same Day Surgery still has all the professionalism of being in the hospital, it’s just simpler and more convenient,” he explained. “The whole experience was just slightly more complicated than going to the dentist. If you’ve got a choice, I would definitely recommend it.”

An avid boater and water-skier, Robert was back on skis eight weeks after surgery.

“A wide range of orthopedic surgeries that once required an inpatient stay are now available on an outpatient basis,” Dr. Weber added. “When given a choice, most patients prefer the convenience.”



# Our Experts Take Cancer Personally

Can cancer treatments be tailored like clothing? Can cancer medicine be matched to “fit” an individual patient? Increasingly, the evidence is saying yes.

A wave of new research is shifting the direction of cancer treatment away from a one-size-fits-all approach towards more tailored therapies based on a tumor’s genetic makeup. And the good news for residents of the South Suburbs is that researchers at Ingalls Cancer Care are at the cutting edge of this promising trend.

“We’re moving much more in the direction of personalized cancer medicine,” explains Mark Kozloff, M.D., oncologist/hematologist on staff at Ingalls and medical director of Ingalls Cancer Care. “At Ingalls, we work to identify the unique cancer signature for each and every patient and design a customized plan of attack that fits them right down to the molecular level.”

Personalized cancer treatment at Ingalls matches patients to a specific treatment based on the molecular characteristics of their tumor. Through study and analysis, doctors are able to use important information from the tumor itself to create a more effective treatment with better overall results.

“Not so long ago, most lung cancers were treated the same way; colon cancer was treated one way; breast cancer was treated one of two ways,” explains Dr. Kozloff. “But through research, we’ve discovered that even among patients with the same type of cancer, the behavior of the cancer and its response to treatment can vary widely. By exploring the reasons for this variation, we’ve begun to pave the way for more personalized cancer treatment.”

Sixty-eight-year-old Patricia Levine of Crete credits personalized cancer treatment at Ingalls as the reason for her successful battle against advanced lung and bone cancers. Patricia is on Erbitux, a targeted therapy shown to extend the lives of patients with this type of cancer.

“I have a friend who has been going through the same thing, but I have been so much more fortunate,” she explains. “I feel very blessed to have the chance to get better. This treatment has worked out well for my particular cancer.”

**Ingalls Cancer Care.**  
**Well respected. Well connected.**  
**708.915.HOPE (4673).**



## Pioneering Cancer Research at Ingalls

At Ingalls, targeted therapies are now in use for certain types of colon, lung, ovarian and liver cancers, and research is underway in many other types.

“Our cancer specialists are constantly improving the standard of care,” Dr. Kozloff added. “And because we focus on individualized care, we provide the resources our patients need to fight, win and move on with their lives. At Ingalls, we tell our patients that we treat one kind of cancer: theirs.”

# Ingalls Designated as a Breast Imaging Center of Excellence

Ingalls Memorial Hospital and the Richard K. Desser, M.D., Comprehensive Breast Center in Tinley Park have been designated a Breast Imaging Center of Excellence by the American College of Radiology (ACR).

“A center of excellence designation is awarded to breast imaging centers that have demonstrated excellence and achieved full accreditation in mammography, breast ultrasound-guided biopsy and stereotactic breast biopsy,” explains Lavanya Chekuri, M.D., board-certified diagnostic radiologist on staff at Ingalls.

Ingalls is the first and only hospital in the South Suburbs to achieve the designation.

The ACR is recognized as a leader in the accreditation of medical imaging and radiation oncology. Ingalls voluntarily underwent the ACR’s rigorous review process and was certified as meeting nationally accepted standards.

“We know that we have an excellent team of radiologists, technologists and support staff dedicated to providing superior breast imaging services,” added Deb Kowalczyk, lead technologist. “And now we have been recognized for it by the nation’s leading imaging accreditation organization.”

Ingalls performs more than 15,000 mammograms every year, along with approximately 1,500 breast ultrasounds. Other services include breast MRIs, and stereotactic and ultrasound-guided needle biopsies.



## The Latest Digital Mammography

Ingalls is among the first in the nation to acquire the Selenia® Dimensions™ two-dimensional full-field digital mammography system, which offers superior imaging quality as a part of the newest generation of Hologic digital mammography technology. The equipment is available at the main hospital campus in Harvey and at the Ingalls Family Care Centers in Tinley Park, Calumet City and Flossmoor.

**To schedule a screening, call 708.915.3333.**



## Understanding Digital Mammography

Digital mammography is especially helpful for women with very dense breasts, making it easier to penetrate through the tissue.

Deb Kowalczyk said the patients are pleased. “The new machine has a paddle that conforms to the patients; they say it is a much more comfortable experience.”

One such patient, Pat Ratliff, underwent a new digital mammogram at Ingalls in May. “I used to dread when it was time to have my yearly mammogram,” she explains. “I was pleasantly surprised. There was a lot less pressure. I would definitely recommend the new digital mammograms.”



## Cover Story

# Ingalls Making an ImPACT on Concussion

Concussion. It is a hot topic in the NFL, on playing fields across the country and right here in the Southland with heightened concern about the brain health of players in contact sports.

“An estimated 10 percent of all athletes who participate in contact sports sustain a concussion during their season,” says James Krcik, M.D., a participating physician with the Ingalls Concussion Program and a member of the Ingalls Medical Staff. Dr. Krcik specializes in pediatric and adolescent sports medicine. “Most parents think of football when there’s talk of concussion, but more and more athletes in other sports such as soccer, ice hockey, wrestling and basketball are experiencing them, too.”

A concussion is a brain injury, caused by a blow to the head or body that causes the brain to “bounce” back and forth in the skull. Even mild force can trigger a cascade

### Understanding Concussion

*The American Academy of Pediatrics (AAP) recently released a 20-page article on sport-related concussions in children and adolescents with the following highlights: All pediatric patients who sustain a concussion should be evaluated by a doctor. Athletes should never return to play in the same game after a concussion. To fully recover from concussion, athletes must rest physically and cognitively, which means a break from schoolwork, video games, computer use and watching TV. In most cases, concussion symptoms are resolved in seven to 10 days. If your child sustains a loss of consciousness for greater than 30 seconds, has a severe headache, seizures, repeated vomiting, significant drowsiness, difficulty awakening, slurred speech, significant irritability, neck pain or is confused, they should be seen in a hospital emergency department for further evaluation, including imaging.*



Ingalls Sports Network Coordinator Julie Carlson with participating physicians of the Ingalls Concussion Program (from left): Michael Ward, M.D.; Tim McManus, Psy.D.; and James Krcik, M.D.

of symptoms, including headaches, nausea, dizziness, double vision, confusion and tiredness. Concussions can alter an athlete’s quality of life and prove life-threatening without proper medical management that guides treatment and return-to-play decisions.

In conjunction with the Ingalls Sports Network, the Ingalls Concussion Program has taken a proactive approach to safeguard area athletes who may be prone to concussions by offering a computer-based cognitive test called ImPACT (Immediate Post-Concussion Assessment and Cognitive Testing). This comprehensive assessment tool provides standard measures on brain processing, speed, memory and visual motor skills that help medical experts determine when or if it is safe to return to play. Through its Community Benefits program, Ingalls has reached out to multiple schools and sports organizations in the area to provide them with the first year of the ImPACT concussion management software program.

Area high schools that received the ImPACT program from Ingalls include Andrew, Hillcrest, Homewood-Flossmoor, Marian Catholic, Oak Forest, Richards, Rich Central, Rich East, Rich South, Shepard, Thornridge, Thornton, Thornwood, T.F. North and T.F. South. Ingalls also provided ImPACT to the Tinley Park Bulldogs and Orland Park Pioneers Youth Football organizations.

The goal of the program is to provide a comprehensive, evidence-based approach to sport-related concussions, making sure that athletes are thoroughly evaluated, properly diagnosed and treated, and monitored for safe return to play. Ingalls concussion experts work closely with injured athletes and their families, schools, coaches, school nurses and referring physicians to facilitate a complete recovery.

**Hurt now? Call now!**  
Ingalls Sports Network 708.915.0UCH (6824).





## Flossmoor Woman Walking Tall Again After Anterior Hip Replacement

Before anterior hip replacement surgery at the Ingalls Advanced Orthopedic Institute, 66-year-old Linda Wittig of Flossmoor said she walked like Quasimodo, the fictional “hunchback of Notre Dame.”

“I couldn’t stand up straight anymore,” the energetic educational software consultant recalls. “I just kept taking more medications to mask the pain. Sometimes we ignore things until we can’t ignore them anymore.”

For Linda, that time came when she realized she could no longer walk from the Midway Airport parking garage to her usual departure gate, B-25.

“I travel for my job, and that involves a lot of walking through the airport,” she explained. “This past spring, I realized I couldn’t walk that far anymore and had to ask for a wheelchair. It was totally humiliating.”

Linda’s primary care doctor referred her to board-certified orthopedic surgeon David Smith, M.D., who performs a special type of hip replacement surgery called the anterior hip. Dr. Smith was the first to bring the procedure to Ingalls – and to the South Suburbs – back in 2007. Now, surgeons on staff at Ingalls have more experience than anyone in the state in this procedure.

After meeting with Dr. Smith, Linda planned her surgery for June. By August, she was back to work and walking 100 percent on her own.

### What is Anterior Hip Replacement?

Traditional hip surgeries are often referred to as posterior or lateral approaches because incisions are

made in the side or back of the hip. These procedures are more extensive because they require a lengthy ten- to twelve-inch incision through the buttock muscles and tendons to get to the hip joint. That means more post-operative pain, and a longer recovery.



Traditional surgery also requires limited hip motion for up to eight weeks after surgery, complicating normal activities like putting on shoes, getting into a car or climbing stairs.

During the anterior approach, however, surgeons reach the hip joint from the front using a specially engineered operating table that places the pelvis in a stable position. This allows them to work between the muscles and tissues without detaching them from either the hip or thigh bones, leading to a quicker recovery and preventing hip dislocation.

Following surgery, patients are allowed to immediately bend at the hip and bear full weight when comfortable, which means a more rapid return to normal function. Other benefits include a shorter hospital stay, smaller incision and less pain.

“I’m so glad to have normalcy back in my life,” she added. “I can walk to gate B-25 again.”

**Move again. Live again. Call IngallsExpress at 708.915.PAIN (7246) for a next day appointment with an orthopedic specialist.**

## Ingalls Rehabilitation

### Ingalls Stroke Care Helps Indiana Man Regain Independence

During the winter of 2008, Tom Lendi remembers ordering lunch at an area fast-food restaurant. Then, nothing.

When he woke up in a hospital room, he began to fire off questions to determine what had happened. "I thought I was talking as plain as I'm talking now, but none of what I was saying made any sense," Tom explains. The doctors told the 55-year-old that he had suffered a stroke, and after a brief hospitalization, he began his rehabilitation at the Ingalls Center for Rehabilitative Medicine.

When he began his journey back to independence at Ingalls, Tom was in a wheelchair, could not move his right arm or leg and could not speak. "Ingalls therapists gave me a sense of confidence," Tom explains. "They

never gave up on my ability to accomplish tasks." Tom exceeded his own and the specialists' expectations while he worked to adapt to his impairments. He strengthened his weakened right side, and he improved his word-finding skills and pronunciation with a speech therapist.

At Ingalls Day Rehabilitation in Calumet City, Tom fine-tuned his ability to walk, talk and drive. After having his car modified, Tom was able to go back to work despite a 26-mile drive each way. "I was constantly challenged during rehabilitation and I feel good about how far I've come."

## Munster Woman Achieves 'Medical Miracles'





# Ingalls Physical Therapy Helps Oak Forest Man Overcome Dizzy Spells

Vertigo is the false sensation that you or your surroundings are spinning, but Mark Carman from Oak Forest would not exactly use the word “false.”

While at work in the fall of 2008, the 46-year-old was unable to walk straight, and felt extremely dizzy. “I could not snap out of it. When I walked, I kept rolling to the left,” Mark recalls.

Symptoms of vertigo can be triggered by something as small as a change in the position of your head, such as lying down, turning over, or sitting up suddenly. When Mark woke up one morning and could not get out of bed, his wife called an ambulance that took him to Ingalls Memorial Hospital.

Mark’s symptoms remained severe until doctors diagnosed his condition as BPPV, or Benign Paroxysmal Positional Vertigo, and he began to undergo physical therapy at Ingalls Family Care Center in Flossmoor.

“Ron Rivera (physical therapist) put me through some positions,” Mark explains, “and he did what they call a modified Epley’s maneuver on me, and it completely took the dizziness away.” The disorder can often be cured by the Epley’s maneuver by redistributing the particles in the inner ear.

“One visit to Ron; that’s all it took,” Mark added. “He was absolutely amazing. I’ve never felt the dizziness again.”



In the span of 15 years, Kathryn Jackson has faced breast cancer, strokes, multiple sclerosis and a brain aneurysm.

Fortunately, with help from the Ingalls Center for Outpatient Rehabilitation (ICOR), she has become nothing short of a medical miracle. The courageous 50-year-old Munster, Ind., woman has regained her independence after suffering multiple minor strokes in 1995 that weakened her right side. Shortly after, she was diagnosed with multiple sclerosis and used a cane to walk. Kathryn recalls, “There was a time when a whole day seemed too overwhelming,” but the specialists at Ingalls helped her overcome seemingly insurmountable odds.

“My motto is ‘Keep moving forward,’” Kathryn explains, and that positive outlook was not affected by a diagnosis of an aggressive breast cancer or a brain aneurysm that required emergency surgery, a lengthy hospital stay and confined her to a wheelchair for two years. When she was ready for her rehabilitation, she turned to the experts at ICOR again. Now, Kathryn has taken up boxing and strength training, and she is free of the walkers, wheelchairs, and canes that were signs of her illnesses. “I’m so grateful for the progress I’ve made,” Kathryn adds. “There are no words to describe how I feel. My doctors tell me I’m amazing.”

# Tele-Monitoring Helps Reduce CHF Hospitalizations

Every morning at 7:15, Joan Hergenrother is greeted by a friendly computerized voice that reminds her to step on a “smart” scale.



*CHF telemedicine nurse Samantha Vanderlinde monitors Joan's vital signs remotely from Ingalls Home Care office while Joan relaxes in her home in Homewood.*

Once her weight is measured, the voice directs her to place her arm in an attached blood pressure cuff and her finger in an oxygen monitor. Once her vitals have been checked and recorded, they are immediately and securely transmitted to Ingalls Home Care, where a registered nurse monitors Joan's daily check-ins and can quickly react to any unexpected changes.

Like nearly five million other Americans, Joan has congestive heart failure (CHF), a chronic condition in which the heart is unable to pump enough blood to the body's other organs. While its causes are varied – coronary artery disease, previous heart attack, problems with the heart's valves – its symptoms are the same: shortness of breath, fatigue, swelling in the feet and ankles, and fluid buildup in the lungs.

If the condition isn't controlled through proper diet and medication, frequent hospitalizations result. In fact, nearly 30% of people with CHF find themselves back in the hospital within 30 days of a prior hospital stay.

Ingalls Home Care, however, is doing its part to keep CHF patients at home through an innovative new telehealth-monitoring program.

The Honeywell HomMed's Genesis DM equipment measures vital signs such as heart rate, blood pressure and weight on a daily basis. The information collected is then transmitted to Ingalls Home Care, where a nurse reviews and, if necessary, reacts to any changes.

Following a December hospital stay at Ingalls, Joan's doctor recommended the special monitoring device, compliments of Ingalls Home Care.

If Joan's daily check-ins show fluctuations from the previous day, Ingalls Home Care nurses know about it immediately. Then, if necessary, they can work with her doctor to adjust medications right away – keeping her comfortably at home, not in the hospital.

“It's keeping me alert to what's going on,” Joan says. “I'm becoming aware of a lot of things (related to my health).”

“Since we implemented the program, we've seen a large decrease in the number of patients who need to be readmitted to the hospital because of CHF complication,” explains Sharon Casey, R.N., M.N., A.P.N.-B.C., coordinator of the Heart Failure Readmission Prevention Program. In fact, in just one three-month period in 2010, 36 Home Care patients were monitored using the at-home equipment, and only 9 percent required readmission within 30 days – considerably lower than the 27 percent national average.

“It's been very helpful,” Joan adds.

For more information on telehealth monitoring available through Ingalls Home Care, please call 708.331.0226.



# Ingalls/Rotary Fair is a Lifesaver for Hazel Crest Village Clerk

For Mary Grant, the 2010 Ingalls Health System & Homewood Rotary Club Health Fair proved to be a real lifesaver.

This past April, Mary was talking to a friend at work who told her about the 27th annual Free Family Health Fair, which offers area residents the opportunity to get checked from head to toe with more than 35 screenings and health services. Mary's friend encouraged her to get checked out.

Mary, who has a family history of heart problems, was particularly interested in the free 12-lead EKG (electrocardiogram), a simple painless test that records the heart's electrical activity.

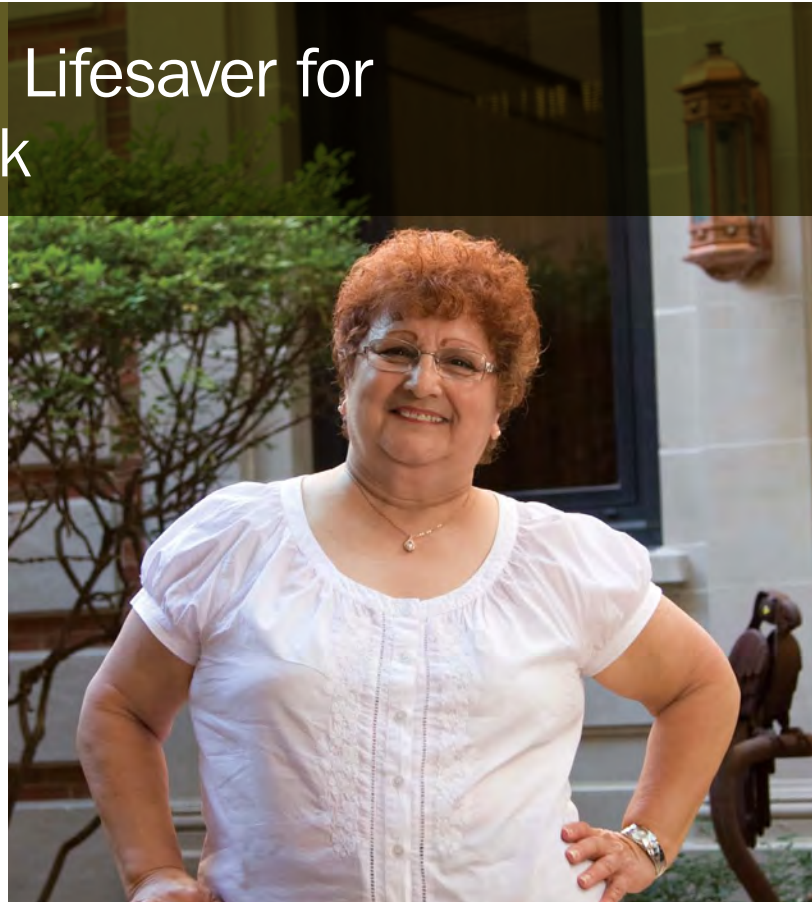
"An EKG provides important information about a person's heart rhythm, a previous heart attack, increased thickness of the heart muscle, and signs of decreased oxygen delivery to the heart," explains Dilip Shah, M.D., board-certified cardiologist on staff at Ingalls who interpreted EKGs at the annual health fair. Dr. Shah has been a dedicated volunteer at this event for many years.

"I'd never had an EKG before, so I was intrigued," Mary admits. "I went online to find out more about the fair and where it was."

The morning of the event, Mary went to church and then considered skipping the health fair altogether.

But she went, had the test, and to her shock, the EKG was abnormal.

"Dr. Shah took one look at it and said 'You need a stress test,'" she recalls.



Mary followed up with her family doctor, who discovered her stress test was abnormal too. Within weeks, Mary underwent a cardiac catheterization at Ingalls, where she was given two stents to open up an artery that was 95 percent blocked.

Today, the energetic public servant feels better than ever and even managed to walk the parade route of the Hazelnut Festival last August.

"I wasn't able to do that the previous year," she said. "When I look back, I guess I was having symptoms, but I blamed my shortness of breath on being overweight. Now I'm thinking that the indigestion I had been feeling wasn't indigestion at all."

"The Ingalls Health Fair saved my life," Mary added. "If you haven't had an EKG, have it done. It takes so little time and is well worth it."



## SAVE THE DATE:

Ingalls/Rotary Family Health Fair

**Sunday, April 10, 2011**

*Online advance registration available at [Ingalls.org/HealthFair](http://Ingalls.org/HealthFair)*

# Breathe Easier with Ingalls Asthma Education

Asthma makes breathing difficult for more than 23 million Americans, including seven million children. With staggering numbers like these, there is a good chance you or someone you know has been affected. Venita Jones understands.



That is why the Ingalls Wellness Center has introduced a comprehensive Asthma Education Program. Following the guidelines of the National Heart, Lung and Blood Institute/National Asthma Education and Prevention Program, the Ingalls program focuses on asthma management and offers individualized sessions with a certified asthma educator.

"I was hospitalized four times in the last three years with my asthma," explains Venita Jones, 52, of Calumet City. "It was scary."

Since Venita started the Ingalls Wellness Center program in 2010, she has stayed out of the hospital and kept her asthma under control.

"I've learned a lot and I feel better," she added. "I don't wheeze or get short of breath like I used to. So far, so good."



*Jerry Itkonen, M.D.*

## About Asthma

Asthma is a disease that causes repeated episodes of wheezing, breathlessness, chest tightness, and coughing. Symptoms often vary, but one thing is consistent: When airways come into contact with an asthma trigger, the airways become inflamed, narrow, and fill with mucus. The good news is that asthma can be controlled by taking medicine and avoiding the triggers that can cause an attack.

If you or a family member has asthma, it is important to understand asthma triggers (or causes). It is also important to quit smoking if you have asthma.

"People who smoke cigarettes are more likely to get asthma or have worse symptoms," explains Jerry Itkonen, M.D., board-certified pulmonologist on staff at Ingalls and medical director of the Ingalls Asthma Education Program. "If you have asthma and you're a smoker, quitting is the most important step you can take to protect your lungs."

If you or someone you know has uncontrolled asthma, the Ingalls Asthma Education Program can help.

For more information, call the Ingalls Wellness Center at 708.206.0072.



# Dialysis Access Experts at Ingalls Create Lifeline for Alsip Man

Unchecked high blood pressure can have dire consequences. Thirty-nine-year-old Christopher Heard knows that firsthand.

By the time he discovered he had dangerously high blood pressure, his kidneys were already failing him. Unfortunately, undiagnosed high blood pressure can wreak havoc on the body without any signs or symptoms.

“I had high blood pressure and didn’t even know it,” Christopher recalls. “By the time I found out, it had already done a job on my kidneys.”

Three-times-a-week dialysis was the only way to replace the function of his failed organs.

While lifesaving for individuals with kidney failure, long-term dialysis – which purifies the blood through the use of a hemodialysis machine – is not without its own complications. The ongoing need to access veins can cause serious problems, including blockages, blood clots and life-threatening infections.

When Christopher began to have problems with his dialysis access point, he was referred to the Dialysis Access and Fistula Maintenance program at Ingalls – run by highly trained, board-certified interventional radiologists.

While it is the surgeons at Ingalls who are experts at creating arterio-venous fistulae and grafts, it is the interventional radiologists who are skilled at using minimally invasive techniques to keep them open and functioning well. When fistulae and grafts are no longer an option for dialysis patients, interventional radiologists can be quite creative in finding new sites to place dialysis catheters.

“As interventional radiologists, we are uniquely skilled at working with the vascular system,” explains Perry Gilbert, M.D., a member of the Ingalls Medical Staff and medical director of the program. “Regardless of how challenging an individual’s needs may be, we can successfully preserve vascular access for dialysis patients. Access truly is their lifeline.”



As a long-term dialysis patient, Christopher has required the creation of several new access points over the years when existing ones failed him due to infection or blockage. And the experts at Ingalls have always come through for him.

“The doctors at Ingalls are always discovering new ways to create access for me,” he said. “They’ve been amazing.”

Christopher, who is on the waiting list for a new kidney, hopes to get good news soon. In the meantime, the energetic Alsip resident who is no longer able to work stays active by coaching a men’s softball team.

“I had to retire from playing when I got sick, but I enjoy coaching,” he added.

His advice to those with a history of high blood pressure: “Get it checked out and take your medication. All I would have had to do was go to the doctor and been told I had high blood pressure. It could have been kept under control (with medication). Don’t wait.”

If you or a family member needs vascular access for dialysis, call the Dialysis Access and Fistula Maintenance program at Ingalls at 708.915.5200.

# Ingalls Behavioral Health Expands Adolescent Services

Located in the Wyman-Gordon Pavilion, the program added 20 beds to meet increased patient demand, and now offers occupational, art and music therapies to further enhance treatment.

“As the only inpatient adolescent behavioral health program in the South Suburbs, we want to make sure that we have both the bed capacity and quality of treatment that our patients need to succeed,” explains Jeff Bergren, executive director.

The program added two child/adolescent psychiatrists that specialize in treating patients aged 12 to 17 years, as well as a certified teacher.

“We want to ensure they’re better equipped with the proper tools and coping mechanisms they need to be successful once they leave our very structured environment,” he said.

A new after-school program allows patients to attend school during the day and receive behavioral care services three days a week from 4 to 6 p.m. The unit also added a certified teacher to help keep inpatients and day-treatment adolescents up to speed on their schoolwork.

“An on-site teacher helps alleviate one more stressor for our adolescent patients – missed schoolwork,” adds Rachel Greenspan, LCPC, licensed clinical professional

Ingalls Behavioral Health Services recently expanded to better meet the needs of all patients, including its adolescent population.



Hand-painted murals by a local artist adorn the walls of the building.

counselor. Area schools work with the unit’s teacher to provide patients with school lessons and assignments.

What’s more, the addition of art and music therapy offers an outlet of expression for patients who may be unable to verbalize their feelings.

“Ingalls Behavioral Health is committed to offering programs and services that target and treat each of our distinct patient populations,” Bergren added.

Call 708.915.6411 for more information and to schedule an appointment.

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DRAWING

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You must be 21 or older to win. Employees of Ingalls Health System and its affiliates are not eligible to win prizes.





Seated 2nd from right, Ed Podgers visits Dr. Timothy Field and the staff of the Ingalls Hyperbaric and Wound Center (from l to r) Tracy Pawlowski, C.H.T.; Kelli Beck, R.N.; and Patricia Mejia, H.T.

# Hyperbaric Oxygen Therapy Helps Heal Foot Ulcer

When Ed Podgers came to Ingalls Memorial Hospital in March 2009, he planned to have surgery for a torn rotator cuff. To his surprise, the 57-year-old learned he had bigger health issues, including an infected foot ulcer.

“Before my shoulder surgery,” explained Ed, “my doctor ordered a stress test. It revealed that my heart was bad.”

A diabetic, Ed was diagnosed with coronary artery disease and high blood pressure. Although his primary doctor brought those issues under control, his podiatrist gave him some unsettling news. Ed, who suffers from neuropathy, had an infected ulcer on the bottom of his left foot.

He was immediately referred to wound care specialist and surgeon Timothy Field, M.D., a member of the Ingalls Medical Staff and medical director for Ingalls Hyperbaric and Wound Center. Dr. Field removed the ulcer and recommended hyperbaric oxygen therapy to help heal the wound. Ed was also given antibiotics.

“Foot problems oftentimes happen when there is neuropathy, or nerve damage,” explained Dr. Field, “and can cause a person to lose his or her ability to feel pain in the affected area.”

To his dismay, the infection had spread, and two toes had to be amputated. But Ed’s outlook slowly improved. His infection was cured, and he started receiving hyperbaric oxygen therapy five days a week to help heal his wounds.

“The thought of being placed in a glass tube for any amount of time scared the daylights out of me,” said Ed, “but on my first day, Tracey Pawlowski (a certified hyperbaric technician, C.H.T.) sat right beside the chamber to make sure I was comfortable.” Eventually, he grew used to the therapy, and enjoyed interacting with the professional, friendly staff.

“My wounds are healed, and I’m very pleased with the results! I’ve already started recommending the Ingalls hyperbaric program to others.”

A year later, the Riverdale resident says he’s back on his feet and enjoying life with family and friends.

## About Hyperbaric Oxygen Therapy

In addition to wound care, hyperbaric therapy is used to treat carbon monoxide poisoning, crush injuries, gangrene, necrotizing soft-tissue infections, osteomyelitis and more. During therapy, a patient breathes pure oxygen while cradled in a special pressurized chamber, which allows greater amounts of oxygen to be carried to body tissues that need healing.

Ingalls Hyperbaric and Wound Center has performed more than 15,000 hyperbaric procedures, and has a greater-than-90% success rate.

For more information, call 708.915.5585.

# Palliative care comforts and improves quality of life

Pain, discomfort and emotional distress are just a few of the issues patients face when diagnosed with life-limiting illnesses. For the palliative care specialist, improving quality of life is paramount.

Yet, few families understand fully the benefits of palliative care services. Stacie R. Ward, R.N., M.S., A.P.N., a clinical nurse specialist with the Ingalls Home Care home-based Palliative Care program says palliative care can improve a patient's quality of life.

In fact, a study in the New England Journal of Medicine found that patients with non-small-cell lung cancer who received palliative care reported an improved quality of life through the final course of their illness. Those patients also lived an average of three months longer.

For patients dealing with any life-limiting illness, palliative care helps relieve symptoms such as pain, shortness of breath, loss of appetite, nausea, difficulty sleeping and anxiety.

Anna Wojcik of Willowbrook agrees. Her mother Malgorzata, who recently died of cervical cancer at the age of 51, was a patient enrolled in Ingalls' Palliative Care program. Along with helping to manage Malgorzata's pain, Anna says the program increased her mother's appetite, eased her anxiety and helped her to sleep better.

"The program was a very valuable resource because it managed my mother's pain and anxiety so well," said Anna. "My mother was coherent and able to continue living her life the way she wanted to, right up until the end. I would absolutely recommend palliative care to any one dealing with a life-limiting illness."

"We know that managing a patient's pain and helping make lifestyle modifications can lead to a better quality of life," said Stacie, "and we support our patients every step of the way."

Palliative care can be provided at any stage in the patient's illness, even if the patient is seeking curative treatment. Ingalls works with the attending physician to support both patients and their families. Services may be as simple as helping families cope with their loved one's illness and preventing caregiver burnout. Patients and their families also get help navigating the healthcare system.

"We provide a comprehensive care plan that may include in-home nursing care, wound care, rehabilitative services, psychiatric services, support groups and hospice care," continued Stacie. "Our goal is to help each and every patient live out each day to the best of their ability."

Call 708.331.0226 for more information.



Anna Wojcik (left), seen here with clinical nurse specialist Stacie Ward, holds a photo of her mother Malgorzata, who was a patient in the Ingalls Palliative Care Program.



# A Full Range of Care Designed Just for Women

As a woman, your healthcare needs are complex and ever-changing throughout your life. That is why Ingalls offers services with you and your lifestyle in mind.

## Breast Care

Recently named a Breast Imaging Center of Excellence, the Richard K. Desser, M.D., Comprehensive Breast Center offers the most complete breast care anywhere. Whether you need a mammogram, a biopsy or treatment for breast cancer, our team is standing by. Our specially trained nurse navigator answers questions, as well as educates and assists patients in every aspect of their care – from diagnosis through treatment. The Desser Center team also includes experienced, specially trained radiologists who understand your particular concerns, and have passed stringent standards for performing and interpreting mammograms, ultrasound, MRI and other diagnostic tests.

## Varicose Veins

If varicose veins are causing you pain, Ingalls offers a minimally invasive outpatient treatment called laser vein ablation that uses radiofrequency energy to treat problem veins. Quick and effective, laser vein ablation is a vast improvement over the traditional option of vein stripping and ligation surgery that was often painful and required up to six weeks of recovery. After the procedure, a patient can literally walk out of the office and resume normal activities within 24 hours. Laser vein ablation boasts a 95 percent success rate. Vein mapping helps determine if you are a candidate for laser vein ablation.

## Osteoporosis

An estimated 10 million Americans have osteoporosis, a serious condition marked by thinning bones that can result in severe pain and bone fractures. For some people affected by osteoporosis, performing simple tasks can cause a bone to break. Unfortunately, in most cases, the first symptom of osteoporosis is a broken bone.

Risk factors for osteoporosis include aging, being female, low body weight, low sex hormone levels during menopause, smoking, and some medications, including steroids. Both prevention and treatment of osteoporosis can include getting adequate amounts of calcium and vitamin D, regular exercise, and taking osteoporosis medications, if needed.

Bone-density testing, also called bone densitometry, uses special technology called dual energy X-ray absorptiometry (DXA) to measure bone density in the hip, spine and/or other bones, and diagnose low bone mass. The test itself usually takes less than 15 minutes and is both non-invasive and painless. Results from a bone-density test will show if you have a greater risk of breaking a bone.

For your convenience, Ingalls offers bone-density testing at the main hospital campus in Harvey and at the Ingalls Family Care Centers in Calumet City, Flossmoor and Tinley Park.



## Uterine Fibroids

Uterine fibroid embolization (UFE) relieves the unpleasant symptoms of uterine fibroids while allowing you to avoid surgery. During a UFE procedure, Ingalls interventional radiologists use an X-ray camera to guide the delivery of tiny particles to the uterus and fibroids. Injected through a thin, flexible catheter, these tiny particles block the arteries that provide blood flow to the tumors, causing the fibroids to shrink. Nearly 90 percent of women with fibroids experience dramatic symptom relief. Benefits of UFE include no surgical incision, little or no blood loss, significantly less pain, a faster recovery and a quicker return to normal activities.

## Urinary Incontinence

The Ingalls Incontinence Treatment Program offers a conservative, yet effective approach to solving bladder and pelvic health problems that includes educational resources, pelvic floor muscle exercises, and strategies to manage discomfort. If your condition requires surgery, Ingalls urology experts offer today's most advanced surgical techniques for stress incontinence including the sling procedure and transurethral injection therapy. A surgical option for urge incontinence involves the placement of a device that acts as a pacemaker for the bladder. Treatment depends on the type of problem you have and your lifestyle.

Ingalls Progress is created to provide healthcare information to the residents of Chicago's South Suburbs.

Shelia Porter, *Editor*  
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- > **Ingalls Memorial Hospital, Harvey**  
(156th and Wood Streets)  
708.333.2300
- > **Ingalls Family Care Center, Calumet City**  
(170th and Torrence Ave)  
708.730.1300
- > **Ingalls Family Care Center, Flossmoor**  
(Governors Highway between Kedzie and Vollmer)  
708.799.8400
- > **Ingalls Family Care Center, Matteson**  
(Route 30 east of Cicero)  
708.747.7720
- > **Ingalls Family Care Center, Tinley Park**  
(159th St. east of Oak Park Ave)  
708.429.3300
- > **Ingalls Center for Outpatient Rehabilitation (ICOR)**  
Calumet City  
708.862.5500
- > **Ingalls Home Care**  
708.331.0226
- > **Ingalls Cancer Care Centers**  
Harvey – 708.915.6620  
Tinley Park – 708.915.7800
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Calumet City: 1600 Torrence Ave.  
(at 170th & Torrence)

