



Washington Hospital Healthcare System

# Health Signs



Spring 2016



## Go Inside a Surgeon's Typical Day

### Top in Cancer Care

Earning kudos on quality  
for nearly a decade

### Getting the Picture

More advanced imaging  
tools in your community

### Planet Friendly Healthcare

How we care for patients  
*and* the environment



## 5 Sustaining Quality

Cancer program earns top national award for third time.



## 10 Going Green

We're leading the way to a healthier, more sustainable environment.



## 6 Focused on Healing

General surgeon starts each day with energy and endurance.



## 11 Parking Garage Near Opening

More convenient access helps patients, families and our community.



## 8 Easy Access to Imaging

Outpatient center offers screenings, diagnostics and treatment.



**VISIT US ONLINE**



YouTube



Stay connected to Washington Hospital at [www.whhs.com](http://www.whhs.com) and on Facebook. Browse our calendar of upcoming events and other happenings taking place at your community hospital.

# Information You Can Use

Free, science-based diabetes education classes for people with diabetes and their families or anyone who wants to find out more about this chronic disease affecting more than 29 million Americans.

## Diabetes Matters

**When:** First Thursday of every month (except for July), 7 to 8 p.m.  
Stay for the Diabetes Support Group, 8 to 9 p.m.



**Location:** Conrad E. Anderson, MD, Auditorium (Washington West)  
2500 Mowry Ave., Fremont

No registration needed. Learn more at [www.whhs.com/diabetes](http://www.whhs.com/diabetes) or call (510) 745-6556.

## Awards

Many of our programs and services have earned recognition from respected health care sources regionally and nationwide. Listed below are just a few of the awards and accreditations received. For a complete list, visit [www.whhs.com/about/awards](http://www.whhs.com/about/awards).



### Joint Commission Accreditation

The Joint Commission has granted Washington Hospital reaccreditation, the Gold Seal of Approval from the nation's oldest and largest standards-setting and accrediting body in health care.



### Magnet® Status

The American Nurses Credentialing Center has recognized the high level of care that Washington Hospital's nurses provide to patients and families.



### Baby-Friendly Hospital

The World Health Organization (WHO) and the United Nations Children's Fund (UNICEF) has named Washington Hospital a Baby-Friendly designated facility, one of few U.S. hospitals recognized for exceptional support of breastfeeding moms and babies.



### Distinguished Hospital Award for Clinical Excellence

For the second year in a row, Healthgrades has named Washington Hospital a Distinguished Hospital for Clinical Excellence.



### Patient Safety Award

Washington Hospital is the recipient of Healthgrades' Patient Safety Excellence Award and Healthgrades' Top 5% in the Nation for Patient Safety Award.

## MISSION STATEMENT

As the local Health Care District, our mission is to meet the health care needs of the District residents through medical services, education and research.

Within this scope, Washington Township Health Care District is committed to assuming the leadership role in improving and maintaining the health status of the residents by:

- Identifying and assessing community health care needs.
- Developing mechanisms to respond to the identified need within the financial capabilities of the District.
- Committing to a culture of patient safety and accountability.
- Adopting identified best practices.
- Providing access to high-quality, cost-effective health services through an integrated delivery system.
- Providing appropriate employee, professional and community educational resources to enhance patient care and health promotion throughout the District.

To support the fulfillment of the mission, the District's strategic vision is to be the regional medical center of Southern Alameda County offering services that span the full range of care within the available financial resources.

# From the Chief Executive Officer



Nancy Farber  
Chief Executive Officer  
Washington Hospital  
Healthcare System

Washington Hospital's strategic affiliation with the University of California, San Francisco (UCSF) continues to bring new benefits to the residents of the Tri-City Area.

Since our Hospital established an ongoing relationship with UCSF in 2013, we have brought specific UCSF medical services into the Tri-City community. This enables residents to be cared for close to home, rather than having to travel outside the district to receive specialized services.

Services include the Washington Special Care Nursery and Pediatric Unit, where UCSF's neonatal and pediatric specialists work with our own highly expert doctors and nurses. Additionally, the UCSF Fremont Pediatric Specialty Care Clinic now provides specialty care to children locally in the areas of cardiology, high-risk infant follow-up, neurology, surgery and urology. Located at 1900 Mowry Ave., suite 100, in Fremont, the clinic is operated independently by UCSF Benioff Children's Hospitals on our campus.

Other medical programs and services that are part of our UCSF strategic affiliation include: Advanced Heart Failure Clinic, Cancer Genetics Program, Liver Transplant Program and inpatient pediatric surgery, as well as the pediatric hospitalists and neonatologists in the Special Care Nursery.

**Cancer Award.** In other news, Washington Hospital has received the Commission on Cancer's 2015 Outstanding Achievement Award. In its citation, the Commission on Cancer said:

"The Outstanding Achievement Award recognizes the outstanding effort and commitment by your entire cancer team, including the clinical and volunteer staff, as well as the administration at your institution for providing high-quality cancer care to your patients, and in meeting and exceeding the standards set by our accreditation program. Not only have you met the required standards of our accreditation program, but you have also excelled in all areas where commendation is available to programs that exceed the required standard."

Congratulations to all who provide services to our cancer patients.

**Parking.** Our long-awaited parking garage is opening soon, providing 648 more parking spaces for Hospital employees and volunteers. This means surface parking adjacent to the Hospital, now used by employees, will be open to patients and visitors.

As our facilities continue to expand and more people are attracted to our campus, we have worked hard to lessen the impact of the limited parking. We provide valet service in front of the Hospital, whenever possible, and have staff available to help people in and out of their cars. With the new garage, we anticipate that parking will be an easier and more pleasant experience for all.

A handwritten signature in black ink that reads "Nancy Farber". The signature is fluid and cursive.

Nancy Farber  
Chief Executive Officer

# Quality That's Above and Beyond

Serving our community with the highest level of cancer care



*From left, Lucy Hernandez, MPA; Marianne Heltzel, RHIT, CTR; Catherine Marciano, LCSW; Ruth Traylor, MHA, FACHE; Father Jeff Finley, M.Div; Michael Bastasch, MD; Kranthi Achanta, MD; Vandana Sharma, MD, PhD; Elizabeth Treynor, MD; Shari Kellen, RN, OCN, ONN; Alice Santos, RN; Michelle Hedding, MA, MSN, RN, CNL, CHPN; Donald Pipkin, MHA; Jeannine Montgomery, RN, CPHQ.*

For the third consecutive time, the Washington Hospital Community Cancer Program has earned the prestigious National Outstanding Achievement Award from the American College of Surgeons' Commission on Cancer.

This means we've been recognized for sustaining the highest standard of quality in cancer care for the past nine years. We were one of only 27 health care facilities in the U.S. to receive the award in 2015 and are one of just two hospitals in the Bay Area to maintain such an outstanding level of care for so long.

"Each time the surveyors come, they tell us we are among the top five to 10 cancer programs they have visited," reports Vandana Sharma, MD, PhD, medical director of Oncology at Washington Hospital. "They consistently give us accolades as one of the best programs in the country."

Today, the standard of cancer care is constantly rising. So, our staff and doctors must work to continuously upgrade the quality of diagnosis, treatment and service we offer our patients.

"We have a smart, motivated and deeply committed group who are dedicated to offering locally available, patient-centered care that exceeds national standards," says Dr. Sharma. "I am very proud to be part of a team with such a long track record of delivering excellent cancer care to this community."

Our comprehensive Community Cancer Program includes a full array of treatments for a wide range of cancers. The program's dedicated staff and physicians provide high-quality, compassionate care and service to help cancer patients and their families throughout their journey.

To learn more about our Community Cancer Program, visit us online at [whhs.com](http://whhs.com) and click on "Services."

# A Day in the Life of a Surgeon

For this busy general surgeon, “medicine is my life and my choice.”



*General surgeon and Chief of the Medical Staff Kranthi Achanta, MD, spends most of his 12-hour day performing surgery or seeing patients in the Hospital and the WTMF clinic.*

Well before sunrise, general surgeon Kranthi Achanta, MD, has begun his day. After getting up at 4:30 a.m., he is at the gym by 5 a.m. for a 90-minute workout. Fitness helps him maintain high levels of energy, focus and endurance as he performs a variety of roles during his average 12-hour work day which ends around 7 p.m. As a general surgeon, Dr. Achanta is trained to diagnose and treat a full spectrum of diseases that may require surgical treatment.

“I spend 99 percent of my work time in three places — Washington Hospital, its Outpatient Surgery Center across the street, and my nearby office and clinic with Washington Township Medical Foundation (WTMF),” he explains.

By 7:15 a.m., having donned scrubs, bandana and mask, Dr. Achanta meets his first surgery patient in the pre-op

area of the Surgery Center. He will perform two or three procedures during an average morning.

Dr. Achanta is one of three WTMF general surgeons, including Ramsey Araj, MD, and William Dugoni, MD, who are part of the general surgery hospitalist program at Washington Hospital, along with Mark Koransky, MD. General surgeons focus on diagnosing and performing surgery and other procedures to treat conditions involving the abdomen, breasts, head and neck, and skin. Each doctor is on-call 24 hours a day for about seven days each month.

As the “on-call” surgeon, Dr. Achanta is available at all hours to see patients in the Hospital’s Emergency Department, inpatient units, or the WTMF clinic. He also performs “rounds,” checking on all of the group’s general surgery patients who are in the Hospital.

“Throughout the day, there are three ‘tools of the trade’ without which I would be lost,” says Dr. Achanta. “My phone, the Hospital’s electronic medical record (EMR) and my medical assistant, Ana Jimenez, who handles my schedule and keeps me updated.”

Physician assistant Nina Khatibi is Dr. Achanta’s right-hand person. She assists him in surgery and accompanies him during patient visits in the clinic.

Dr. Achanta’s mobile phone is always with him, signaling when there are calls, emails or text messages. He checks it frequently, replying to urgent queries. He waits to read or listen further and respond during breaks while leaving the surgery unit, walking between buildings, or waiting as a patient is prepped for surgery.

Using his password, Dr. Achanta can access the Healthcare System’s confidential EMR for each patient at multiple points throughout the day. After patient rounds in the Hospital, he sits in the nurses’ station, entering progress notes or documenting discharge information

for the patients he has just seen. He also utilizes the EMR when seeing patients in the clinic.

“I have a lot of confidence in our Hospital’s EMR system,” he notes. “There are multiple prompts and visual reminders built in to help ensure that the information I enter is complete and accurate.”

When Dr. Achanta isn’t performing surgery or seeing patients, he takes part in numerous meetings and attends to administrative duties. As the Hospital’s current Chief of the Medical Staff, he serves as the elected representative of the physicians.

“Medicine, especially surgery, is a calling and I absolutely enjoy it,” he reflects. “There are occasional hard times when I have to tell a patient or family member I’m unable to help. But, for the most part, I receive the immediate gratification of being able to fix a problem and restore my patient’s ability to function and live a better life.”



From left: Raymond Espinosa, BSN, RN; Lynn Milan, BSN, RN, CNOR; Kranthi Achanta, MD; Michelle Freitas, MSN,BS, RN and Jasmine Huynh, BSN, RN.

# Powerful Images

A wide range of advanced screening, diagnostic and treatment programs in one convenient location



*Sharon Castillo, CRT,  
preparing a patient  
for a CT scan.*

**X**-rays, PET/CT scans, MRIs, ultrasound, mammography. They're some of the tools your doctor can use to view structures and processes inside your body. These technologies produce images to help screen for and diagnose disease. Now, images are also being used to guide the treatment of many conditions less invasively. For you, this can mean less risk, less pain, and a faster, easier recovery.

Imaging is a critically important area of medicine that continues to change and grow with the latest technological advancements. Washington Hospital Healthcare System has a wide range of outpatient programs with powerful, sophisticated imaging technologies available to our community. Many are centrally located for your comfort and convenience in the Washington West building next to Washington Hospital.

We designed the Washington Outpatient Imaging Center with the growing needs of our community in mind. Here, you will receive excellent, high-quality service and continuity of care. To assist you, we offer extended hours Monday through Friday and a fast, efficient scheduling system.

“At the center, we have a wealth of resources for screening, diagnosis and treatment in one location,” says Michael Engle, the System’s senior director of Ambulatory Care Services. “Our proximity to the Hospital and other outpatient programs makes it easier for patients and families to access and coordinate with additional services when needed.”

The center boasts a state-of-the-art, 64-slice computed tomography (CT) scanner that can generate up to 1,400 images per scan. When combined, these extremely thin



images form a detailed, three-dimensional, real-time picture of a patient's anatomy. This gives your doctor a far better view of conditions and processes inside your body, such as blocked arteries or the pumping motion of your heart.

"The scanner is extremely fast, so patients are in and out quickly. This is especially helpful for people who tend to be claustrophobic," reports Radiology Manager Cheryl Capece. "Our doctors get the whole picture in a very short time."

Just a few steps away is the Washington Women's Center, with its nationally accredited breast health program. The uniquely designed center offers a full range of services from screening and diagnostic mammography to ultrasound and bone density scanning — all in a soothing, spa-like environment our patients love.

Also in Washington West is the Gamma Knife® Center, part of the Taylor McAdam Bell Neuroscience Institute. With Gamma Knife radiosurgery, a highly skilled team of specialists directs powerful beams of radiation to treat some types of brain tumors and other brain-related disorders without an incision.

Right before Gamma Knife radiosurgery is performed, an MRI or CT scan is done next door at the Outpatient Imaging Center. This helps doctors plan and map the patient's treatment dosage. The nearly painless procedure is very safe, and patients normally return home within a few hours. They can usually resume their regular activities the next day.

Our growing Interventional Radiology (IR) Program is also located in Washington West. There, IR specialists perform many minimally invasive procedures that once required major open surgery. Other less invasive procedures are performed in the catheterization laboratory across the street in the Hospital.

Various imaging modalities guide the interventional radiologist in reaching and viewing the internal site of a problem. Very small devices are then used to deliver

targeted therapies. Today, IR can be used to treat a growing list of conditions, including problems with veins or arteries, cancer-related issues, spinal disorders and much more.



*Our all-digital imaging technology called Picture Archiving and Communication System (PACS) has a much faster turnaround time. This means images are captured, read by the radiologist and reported to your doctor more quickly.*

To find out more about our Outpatient Imaging Center, visit us online at [whhs.com](http://whhs.com) and click on "Services."

# A ‘Win-Win’ for Community Health

Our Green Team leads the way in promoting healthy people *and* a healthy planet

What’s good for the environment is good for our patients and our community. That’s the core belief of Washington Hospital’s Green Team. The group is the driving force behind a myriad of projects and activities to make our facilities, our operations and our community greener, cleaner and healthier. Its slogan: “Planet Friendly Healthcare.”

“Running a hospital 24/7, 365 days a year while also supporting a healthy environment can be challenging,” says Paul Kelley, the Hospital’s director of Biomedical Engineering and Green Initiatives. “The health care business is complicated and one of our country’s largest consumers of energy and water. We need to continue working to reduce what we use. The good news is, we are turning many challenges into ‘win-wins’ for our patients, our residents and our planet.”

Started in 2008, the Green Team includes employees from nearly every Hospital department. We take our commitment to the environment and our support of the team’s efforts very seriously. The group has its own budget and all new employees learn about the program during orientation. Currently, the team has 18 projects on its activity list, including:

- Composting — Food scraps and landscaping waste is composted to the tune of 122 tons each year. Some of the compost feeds the Hospital’s herb and vegetable garden which supplies our kitchen.
- Saving water — The Hospital has two machines that capture the large amounts of water used to make steam for instrument sterilization. The water is cooled and reused. With this method, we save about 942,000 gallons a year.
- Paper conservation — By switching to 30 percent postconsumer recycled paper (PCR), we save the equivalent of 353 trees each year. By using PCR paper, we save enough energy to heat two homes, and we conserve the amount of carbon dioxide emitted by three cars in a year. We also save enough water to fill



*Washington Hospital Chef and Catering Manager, Alfredo Macias, delivering compostable food waste to the collection bins.*

an Olympic-size swimming pool and decrease our solid waste by an amount equal to half a garbage truck load.

- Single-use device reprocessing — At Washington Hospital, many surgical instruments that previously ended up in the landfill after one use are now sent for “remanufacturing.” In this highly regulated process, the instruments are cleaned, disassembled, cleaned again, lubricated, and sharpened (if needed), then thoroughly tested, repackaged and sold back to us to be used again.
- Unused medication drop-off — The Hospital has convenient drop-off sites in the community where residents can turn in unused medications. Each year, we collect and safely dispose of about 2,500 pounds of medication.
- The installation of car recharging stations in our new parking garage.

We are proud to be the recipient of the “Partner for Change” award for the fifth consecutive year. The award is given by Practice Greenhealth, a national leader in empowering health care organizations to increase efficiencies and environmental stewardship.



# Parking News

Our new garage opens up more conveniently located parking for patients and visitors



Located behind Washington Hospital, our new parking garage has 648 parking spaces for staff and a heliport on the roof of the structure.

Let's be honest. Parking can be a challenge on the Washington Hospital campus. Even with our free valet service offered in front of the Hospital, not everyone is happy about the current amount of convenient, secure parking with easy access to our facilities.

So, we're doing something to help. We've built a seven-story parking garage, with 648 spaces for employees and volunteers, directly behind the Hospital. That means more conveniently located surface parking areas will be available to patients and visitors.

When you visit our campus, be sure to watch for new signs directing you to additional parking areas for patients and the community. Our free valet service at the front of the Hospital will continue to be available for those who wish to use it.

"At Washington Hospital, we are about taking good care of our patients, their families and all who come here. We want to make it as easy as possible for people to take advantage of our excellent services," notes Patient Experience Officer Alice Santos, RN.

The new garage offers more than parking spaces, as it too houses a new heliport for emergency patient transfers. Additionally, the building has electric vehicle recharging stations and secure bicycle parking for employees and volunteers.

With the parking garage in operation, the organization will be working on future parking improvements for the general public, which will include: more ADA (disabled) parking close to the main Hospital and Washington West and electric vehicle recharging stations for patients and visitors.

For more construction updates and information, visit [whhs.com](http://whhs.com) and click on "About."

POSTAL CUSTOMER

## There's Nothing Like a Good Massage

At Washington Hospital, we care about your well-being. That's why we offer affordable wellness massage therapy for both women and men. Our licensed massage therapists perform a wide variety of massage styles in the welcoming, relaxing surroundings of Washington Wellness Center.

Besides helping you feel refreshed and rejuvenated, our 50-minute massage sessions can:

- Calm your nervous system
- Reduce stress and anxiety
- Improve blood circulation
- Prevent and relieve muscle cramps and spasms
- Stimulate the lymphatic system, aiding your immune system

If you have back pain or stiffness, massage can help in many ways.

Select from our range of massage styles:

- Swedish Massage
- Sports Massage
- Deep Tissue Massage
- Pregnancy Massage
- Foot Reflexology
- Therapeutic Massage
- Hot Stone Massage
- Oncology Massage

Give yourself or someone you love the gift of a full body massage at Washington Wellness Center, located in the Washington West building next to Washington Hospital.

We offer specials, package deals and gift certificates throughout the year. Seasonal specials include Valentine's Day, Mother's Day, Father's Day and the winter holidays.



To make a massage appointment or learn more about our massage program, including fees, call (510) 608-1301. For more information, you can also visit our website at [whhs.com/wellness](http://whhs.com/wellness).

