Shady Grove Adventist Hospital Earns Award for Outstanding Services

To us, providing excellent health care services is its own reward. But equally rewarding and important is to know that our patients feel we are doing a good job, too. Shady Grove Adventist Hospital is pleased to be recognized by a national research company for its outstanding patient satisfaction survey scores for outpatient services. The Jackson Organization randomly surveys patients following their care at Shady Grove Adventist Hospital. Those results are ranked among hundreds of hospitals nationwide that are also clients of The Jackson Organization.

For 2002, Shady Grove Adventist Hospital achieved outstanding patient satisfaction scores in outpatient services, which includes laboratory, radiology, cardiac rehabilitation and outpatient surgery. According to The Jackson Organization, our hospital consistently showed that more than 90 percent of our patients were completely or very satisfied with their experience.

“It’s our mission to provide our outpatients with the same high-quality care we give to our inpatients,” says Kathy Singer, director of laboratory services. “We’re so proud that our hard work is reflected back to us with such high patient-satisfaction scores.”

Outpatient Services to Meet Your Needs

At Shady Grove Adventist Hospital, our outpatient care goes way beyond our laboratory services. We have a Same-Day Surgery Suite that’s just for kids, with playrooms instead of waiting rooms. Adults come to our hospital for a wide range of outpatient services, from carpal tunnel surgery to cardiac rehabilitation.

And our oncology department offers many outpatient treatment options, designed to deliver state-of-the-art therapy, while minimizing the time our patients spend in the hospital.

Shady Grove Earns High Marks in Washington Families’ Reader Survey

State-of-the-Art Radiation Therapy Right in Your Community

Physician Referral

Important Numbers/Map

See our pull-out calendar for a complete schedule of classes and community events.

This Is Your Hospital.

Fully Accredited For Quality Care.

“Working Hard to Provide You with the Highest Possible Level of Care”: A Letter from the President

Bariatric Surgery: New Minimally Invasive Procedure for the Treatment of Obesity

New Technology Assists with Fetal Monitoring

Shady Grove Adventist Hospital Expands Care to Up-County Residents

Cardiac Rehab Center Teams Up With Rio Sport to Offer New Heart Fit Program

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Dear Neighbor,

There is a sacred trust between a hospital and its patients. That’s why it’s our number-one priority to make sure we are continuously working hard to provide you with the highest possible level of care. And if there’s a time when our hospital does not meet this level of care, I want you to know that we’ll work hard to address any concerns and earn the trust you’ve placed in us. We also pledge to continue maintaining an open, honest relationship with our community about the hospital and the care we provide.

As we continue to meet the needs of our rapidly growing community, it is our mission to make sure we are not only equipped with the latest advances in technology, but that we’re staffed with great doctors, nurses and technicians to provide you with consistent, quality care. As featured on our cover, our hospital recently received an award from The Jackson Organization for outstanding patient satisfaction in outpatient services.

During the past three years, Shady Grove Adventist Hospital has made remarkable strides. Already, we’ve expanded our operating room suites, opened Montgomery County’s only pediatric post anesthesia care unit (PACU) and begun building a new medical center in Germantown. We’ve also revised our emergency room process to streamline care and we’ve added patient care representatives to answer questions and make ER patients and their families more comfortable. And now, we’ve begun a multi-million dollar expansion effort to provide even more services to the community.

These accomplishments could not have happened without the dedication of our staff of nearly 2,000 caregivers. Now, more than ever, I and the hard-working members of our staff stand committed to every member of our community. You have our promise that we will do everything in our power to make your hospital everything you need it to be.

Sincerely,
Deborah A. Yancer
President
Shady Grove Adventist Hospital

"Working Hard to Provide You with the Highest Possible Level of Care."

A LETTER FROM THE PRESIDENT

Shady Grove Adventist Hospital is committed to providing state-of-the-art medical care in a comfortable, healing environment.
Bariatric Surgery: New Minimally Invasive Procedure for the Treatment of Obesity

Morbid obesity is a disease and should be treated as seriously as any other medical problem. It is the number one cause of preventable deaths — surpassing cigarette smoking in 2001. Morbidity has been defined as having serious medical problems that are directly associated with being greater than 80-100 lbs. over the ideal body weight. An estimated 4.9 percent (2.8 million) of the men and 7.2 percent (4.5 million) of the women in the United States are severely obese.

As a registered nurse, Donna McCamely knew the health risks associated with being overweight. She struggled with controlling her weight for nearly 30 years. She tried numerous diet regimens ranging from Atkins to Weight Watchers, but nothing seemed to work.

At 246 pounds, Donna decided to attend an information session about gastric bypass surgery, a form of bariatric surgery. At the meeting, Donna was able to talk with patients who had the procedure. “It was nice to know I wasn’t alone,” Donna says. “A number of physicians were available to explain the procedure and what we could expect following surgery.” Donna continued going to support meetings until she made the decision to have gastric bypass surgery. “At my age, it is difficult to lose weight and I suffered from high blood pressure and fibromyalgia,” she explains. “It was a health decision I had to make.”

Once Donna decided to have the surgery, she scheduled a consultation with her surgeon. “The program was very comprehensive,” she says. First, Donna’s surgeon evaluated her condition to ensure she was a candidate for surgery. The process included various tests from sleep apnea to pulmonary function, as well as gastrointestinal and lab tests. She was also required to have an evaluation with a mental health professional. Donna explains, “The process is very detailed and took approximately eight months.” Once she completed her evaluations, Donna’s surgery was scheduled. Then, she was put on a high-protein, liquid diet three weeks prior to surgery.

An estimated 4.9 percent (2.8 million) of the men and 7.2 percent (4.5 million) of the women in the United States are severely obese.

Gastric bypass surgery is performed laparoscopically through five small incisions. The surgeon divides the stomach, separating a small portion of the upper stomach to create a small pouch, about the size of a thumb. The surgery essentially creates a smaller stomach with less capacity, leading to a reduction in the need for food intake. Recovery rates for the laparoscopic procedure compared to traditional surgery are dramatic. Instead of a week’s hospital stay, now it is just one to two days. Time off from work is reduced from two to three months to only two to three weeks.

As in other treatments for obesity, the best results are achieved with healthy eating behaviors and regular physical activity. Since the new stomach requires several tiny, nutrient-rich meals supplemented with additional vitamins and minerals, patients are carefully followed and counseled for a minimum of 18 months.

After surgery, Donna continued on a high-protein diet and recently switched to puréed foods. “My family and friends have been very supportive and are happy to see my results,” she says. “I know this will be a lifestyle change, but I am committed to losing the weight and staying healthy.”

To attend an information session about bariatric surgery, call Shady Grove Adventist Hospital at 301-251-4128.

Bariatric surgery is often the best option for people who are morbidly obese and suffer from an increased risk of medical problems, including:

- Coronary artery disease and heart failure
- Hypertension
- Adult onset diabetes
- Sleep apnea
- Gastrointestinal problems (gall bladder, hiatal hernia)
- Venous insufficiency and blood clots
- Diverticulitis
- Premature death
- Arthritis of knees, hips and spine
- Depression
New Technology Assists with Fetal Monitoring

Shady Grove Adventist Hospital has new medical technology that allows nurses and obstetricians to continuously monitor fetal heart tones and maternal contractions from any room in the hospital.

The new central monitoring system is significant because it allows nurses and physicians to view readouts from any monitor in labor/delivery. As a result, the system provides a more continuous and accurate assessment of the baby’s condition.

To learn more about our maternity services, visit our Web site at www.ShadyGroveAdventistHospital.com and download a guide to the birthing experience at the Women’s and Children’s Center.

Tiffany Serrano, R.N., monitors a mother-to-be’s contractions on the new fetal monitoring system in our Women’s and Children’s Center.

Shady Grove Adventist Hospital Expands Care to Up-County Residents

To meet the growing needs of our community, Shady Grove Adventist Hospital announces the development of the Shady Grove Adventist Medical Center, a new 97,000-square-foot medical services facility in Germantown. The center will house a combination of primary and specialty care physician offices and outpatient medical services.

Located at 19731 Germantown Road, the facility is being built on 5.3 acres of land near the intersection of Route 118 and I-270. Grand opening is early 2004. Visit our Web site for updates.
Shady Grove Adventist Hospital recently joined with Rio Sport and Health in Gaithersburg to develop the Heart Fit program for our cardiac patients, as well as those in the community who want to be proactive in preventing heart disease. Members of our Cardiac Rehab team will now work on-site at Rio Sport and Health in this cooperative program for patients and fitness club members.

In preparation for this new, enhanced cardiac program, Rio Sport was outfitted with state-of-the-art exercise equipment to expand its overall fitness program with strength training, flexibility and abdominal exercises. It was also supplied with all of the medical equipment necessary to ensure the continued safety of program participants.

Shady Grove Adventist Hospital has been this community’s partner in good health since it opened 24 years ago. Our hospital continues to partner with local businesses and programs as we look to expand our health care offerings.

**Members of our Cardiac Rehab team will now work on-site at Rio Sport and Health in this cooperative program for patients and fitness club members.**

For more information on the Heart Fit program, please contact the Cardiac Rehabilitation Department at Shady Grove Adventist Hospital at 301-279-6662.
At Shady Grove Adventist Hospital, we’re working hard every day to provide the highest level of care for families in our community. That’s why we take great pride in being named as a finalist in four categories of Washington Families’ 2003 Best for Families Reader Survey.

Every year, Washington Families conducts a survey, where readers are asked to nominate their favorites in 94 categories. Out of six health care categories, Shady Grove Adventist Hospital was voted as a finalist in four: Best Hospital, Best OB/GYN, Best Midwife and Best Pediatrician.

Says Jan Lucas, director of the Women’s and Children’s Center, "By expanding our Women’s and Children’s services, we are now able to provide more of the high-quality services that families in our community need. And it’s rewarding to see just how much the community appreciates all the work we’ve put into our program."

The Women’s and Children’s Center at Shady Grove Adventist Hospital offers state-of-the-art care in a warm, compassionate setting, featuring Montgomery County’s only 24-hour ER just for kids, a pediatric Same-Day Surgery Suite, and the county’s only pediatric ambulatory care unit (PACU). We also offer high-tech birthing suites and a Level III neonatal intensive care unit (NICU). And we have the expertise of specialists who are experienced in delivering twins, triplets and quadruplets, as well as in providing care for moms who have babies later in life.

Washington Families is the largest parenting publication in the Mid-Atlantic region and the third largest in the United States. The magazine offers resources and information concerning all aspects of family life to parents in the Washington area.
Over 60 percent of patients diagnosed with cancer will require radiation therapy, which often requires daily visits for up to six weeks. That’s why it’s important to have expert radiology services right in your community. Shady Grove Adventist Hospital, through Maryland Regional Cancer Center (MRCC), provides our community with a high-quality, easily accessible radiotherapy center close to home.

As the largest radiation therapy provider in the area, MRCC offers community-based, state-of-the-art radiation therapy, with four centers, including one in Rockville on Gude Drive (2.5 miles from Shady Grove Adventist Hospital). Staffing the Rockville location are board-certified radiation oncologists, Don Bridges, M.D., and Marlana Ottinger, M.D., as well as experienced physicists, dosimetrists, nurses and radiation therapists.

High-Dose-Rate Therapy and Intensity Modulated Radiation Therapy

MRCC was the first radiotherapy center in the area to offer patients with breast cancer the MammoSite Radiation Therapy System (RTS), a high-dose-rate radiation therapy treatment. By internally delivering radiation directly to the tissue surrounding the original tumor, the MammoSite RTS minimizes radiation exposure to healthy tissue with a treatment course of only four to five days. MammoSite RTS delivers radiation from inside the lumpectomy cavity twice a day, about 20 minutes for each treatment. MRCC also offers high-dose-rate treatment for gynecological cancers.

Some cancers may respond better to a type of external beam radiation therapy called Intensity Modulated Radiation Therapy, which allows for increased radiation doses to the tumor while sparing the surrounding healthy tissues. MRCC began providing this advanced form of treatment in June.

Maryland Regional Cancer Center is a unique partnership between Adventist HealthCare and Holy Cross Health. The Rockville center is located at 40 W. Gude Drive, Suite 120, Rockville, Maryland 20850. Please call 301-309-6765 for more information or visit MRCC’s Web site, which is available in English and Spanish, at www.marylandcancercare.com.

(Above) Donald Bridges, M.D. (medical director, Rockville Radiation Oncologist) and Marlana Ottinger, M.D. (radiation oncologist) verify a patient’s position for treatment on the linear accelerator treatment machine.
Looking for a Doctor?

Health Link is a free 24-hour referral service that helps you find the physician or specialist that best suits your needs. By using Health Link, you can get more information on specific physicians, such as their medical training, office locations and more. Call us at 1-800-642-0101.

Important Numbers

Shady Grove Adventist Hospital

Main Number ........................................ 301-279-6000
Admitting ............................................. 301-279-6007
Emergency Department .......................... 301-279-6053
Employment Center ............................... 301-279-6135
Foundation Office ................................. 301-279-6570
Volunteer Services ............................... 301-279-6111

Community Services

Health Ministries ................................. 301-315-3136
Interfaith Counseling ......................... 301-869-8428

Additional Services Available

Adventist Home Assistance ..................... 301-681-9602
Adventist Home Health ......................... 301-681-9760
Adventist Home Oxygen and Equipment .... 301-891-6878
Adventist Choice Nursing (Nursing Registry) . 301-754-0722
Greater Washington Sleep Disorders Centers . 800-AWAKEN-1
Kessler Adventist Outpatient Rehabilitation Services ................. 240-864-6200
Kessler Adventist Rehabilitation Hospital ........ 240-864-6000
Kingshire Manor, Assisted Living ............. 301-315-1960
Maryland Regional Cancer Care, Rockville ...... 301-309-6765
PET Imaging Center, Rockville ............... 301-610-0900
Potomac Ridge Behavioral Health ............. 301-251-4500
Shady Grove Nursing & Rehabilitation Center . 301-315-1900
Shady Grove Adult Day Care .................. 301-315-1970

Sign up to receive our monthly email newsletter.

Each eHealth Advisor is full of health tips, news and information on upcoming events at Shady Grove Adventist Hospital.

Visit www.ShadyGroveAdventistHospital.com and sign up today.