



LIVE WELL

SICK? INJURED? *Know Where to Go for Care*

When you have a health problem, you may want to seek medical care right away. Here is how to tell whether you should visit the emergency room (ER) or if one of our Same-Day Walk-in Clinics is best for you.

WHEN TO GO TO THE ER

For more serious or life-threatening issues such as the following, call **911** or go to the ER.

- Chest pain or difficulty breathing
- Loss of consciousness
- Blurred vision
- Numbness or weakness of the face, arm or leg
- Severe bleeding
- A broken bone that punctures the skin

“We have protocols in place for providing immediate, life-saving care,” says Pino Colone, M.D., emergency medicine physician at Henry Ford West Bloomfield Hospital’s ER. “For heart attack and stroke patients, we can activate our teams while

patients are in an ambulance and treat them within minutes of their arrival.”

WHEN TO VISIT A SAME-DAY WALK-IN CLINIC

Henry Ford Health System has Same-Day Walk-in Clinics in Detroit, Fairlane, Novi, Grosse Point Farms and Sterling Heights. “These clinics offer the same services as an urgent care facility, but for the price of a primary care visit,” says Richard Dryer, M.D., chief medical officer of primary care at Henry Ford Medical Group.

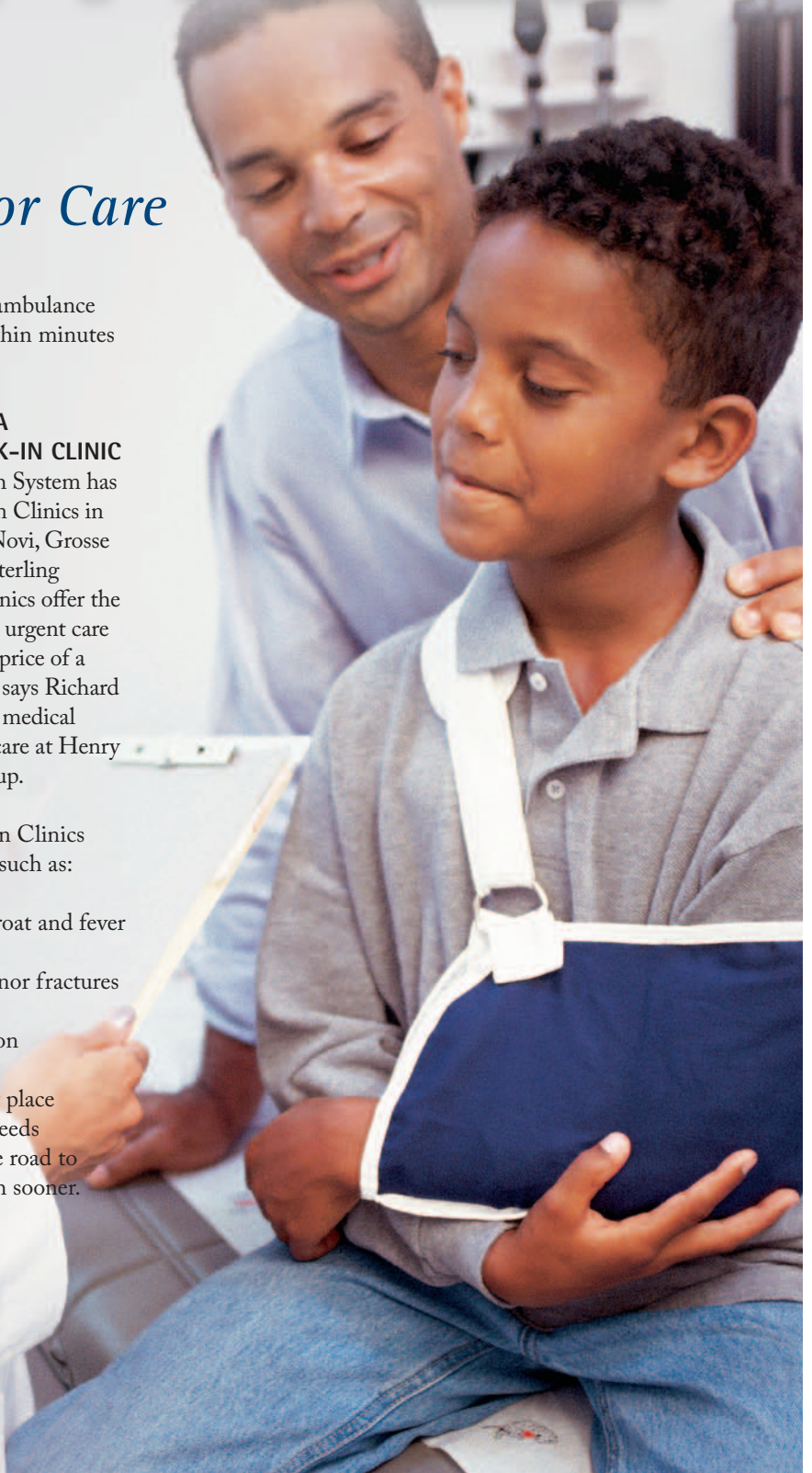
Same-Day Walk-in Clinics treat health issues such as:

- Flu symptoms
- Cough, sore throat and fever
- Earache
- Sprains and minor fractures
- Deep cuts
- Bladder infection

Going to the right place for your medical needs will put you on the road to recovery that much sooner.

Download Our Free App

Get information on our ER and Same-Day Walk-in Clinic services in the palm of your hand. Download the new Henry Ford ER locator Smartphone application at HenryFordWestBloomfield.com/DownloadaMobileApp.





LYNN M. TOROSSIAN
President and CEO

HEALTHY HOLIDAYS!

The holiday season is a great opportunity to reflect and spend time with family and friends. It's also when celebrations and busy schedules interfere with plans for a healthy lifestyle. Fortunately, Henry Ford Health System has resources to help keep you on track.

The first step you can take is selecting a Henry Ford primary care physician (PCP), if you don't already have one. A PCP is trained to keep you and your family healthy and coordinate all your medical needs. He or she can identify and treat common illnesses and ensure that you have the right specialist for any chronic conditions.

Adding healthy behaviors to your life is another important step. There are many ways to do this, and some of them don't involve joining a gym, lifting weights, running a marathon or doing other strenuous physical activity. Consider visiting our Vita wellness center, which offers massage therapy, acupuncture, yoga and more.

I encourage you to take the time to think of what you can add to your life to improve your health. Start the new year off in the right direction and get started on your path to wellness.

Best wishes for a happy and healthy holiday season,

Have You Met DR. BETTY CHU?

If you see Betty Chu, M.D., M.B.A., in the halls at Henry Ford West Bloomfield Hospital, she may actually be having a meeting while walking. As the new chief medical officer, she tries to stand more than she sits and always takes the stairs instead of the elevator. Living an active life is just one of the ways she leads by example.

Dr. Chu specializes in obstetrics and gynecology and has more than 20 years of patient care and health system management experience. "I work with the executive team to run the clinical services for the entire hospital," she says. "I'm really looking forward to working with different departments that share the goal of improving the patient experience."

A MORE RELAXING ENVIRONMENT

Dr. Chu is especially focused on easing patients' worries. "Reducing anxiety requires us to think about the type of experience we want to create for our patients," she says.

At Henry Ford West Bloomfield, everything from the relaxing décor to communication



Betty Chu, M.D., M.B.A.

among providers fosters a greater sense of calm and support for patients. "Limiting patients' stress improves their quality of life," says Dr. Chu.

A FOCUS ON WOMEN

With her obstetrics and gynecology background, Dr. Chu also helps women in particular to focus on their health. Here are her top three tips.

SAY "NO" MORE OFTEN. "Women often focus so much on caring

for everyone else that their own health takes a backseat," says Dr. Chu. "When you don't say 'yes' to everything, you'll have more time to focus on your own wellbeing."

GET MOVING. "Sitting is the new smoking because it's associated with so many diseases," she says. "Just start moving." Dr. Chu wears a pedometer to make sure she gets in 10,000 steps per day.

PERFORM BREAST SELF-EXAMS. Once a month, check both breasts for any lumps, thickening or hardening. Dr. Chu notes that "with early detection, there's a higher chance of surviving breast cancer."

STATE-OF-THE-ART SCREENINGS

The Francee & Benson Ford Jr. Breast Care & Wellness Center offers the most advanced breast cancer screening technology available today. The combination of digital mammography and on-site specialists ensures that every patient receives a comprehensive screening and speedy results. Women with an average risk for breast cancer should

start annual screenings at age 40. Check with your doctor to see if you need to be tested sooner.

Make an Appointment

To schedule your mammogram, visit HenryFordWestBloomfield.com/BreastWellness or call 248-325-3828.



FIND JOINT PAIN RELIEF CLOSE TO HOME

Your hip has been hurting more as you've gotten older. Just taking a walk with your grandkids has become a painful ordeal. Your doctor recommends total joint replacement surgery, so you want access to the most advanced procedures, performed by top specialists in the field. Fortunately, you don't have to go far.

"We provide the latest orthopaedic and joint techniques in a facility designed around the patient," says Robb Weir, M.D., deputy chief of orthopaedic surgery at Henry Ford West Bloomfield Hospital. "Our patients have all the services and expertise right here in their own backyard that they would normally find at a large academic medical center."

FELLOWSHIP-TRAINED SURGEONS

At some hospitals, joint procedures are performed by general orthopaedic surgeons. But all Henry Ford West Bloomfield specialists have completed one to two years of fellowship training to focus on joint care and surgery.

"That training provides an even higher degree of expertise, especially for more complex cases," says Dr. Weir.

"Orthopaedics and joint replacement are now the busiest areas in the hospital," says David Katcherian, M.D., chief of orthopaedic surgery at Henry Ford West Bloomfield. "That's why we have three

full-time surgeons who do nothing but joint replacement, and we have plans to add more."

A WIDE RANGE OF SERVICES

In addition to joint replacement, Henry Ford West Bloomfield provides a full spectrum of orthopaedic care. These services include:

- Sports medicine — for example, preventing and treating sports injuries to the knees or shoulders
- Treatment for hand, elbow, foot and ankle problems
- Spinal surgery
- Treatment for orthopaedic cancer, such as bone tumors
- Physical therapy

Often, local hospitals will have specialists who stand out in one or two of these areas. Henry Ford West Bloomfield offers state-of-the-art care in all of them.

"Whatever orthopaedic services patients need, they can come to one clinic to see a specialist in that area," says Dr. Weir. "Our goal is to help patients recover faster so they can have less pain sooner."

Why Wait?

Call **248-661-6470** today to make an appointment with an orthopaedic expert at Henry Ford West Bloomfield.

Meet Our ORTHOPAEDIC SURGERY TEAM

When joint pain keeps you from your favorite activities, you may feel like you are missing out. At Henry Ford West Bloomfield Hospital, our goal is to help you live a healthy, active life. Our orthopaedic surgery program combines advanced medical care, personalized support and an array of healing techniques.



TREVOR R. BANKA, M.D.

Clinical interests include:

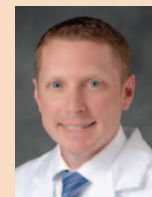
- Joint replacement
- Hip pain
- Knee pain/injury
- Rheumatoid arthritis
- Osteoarthritis



JASON J. DAVIS, M.D.

Clinical interests include:

- Arthritis
- Joint replacement
- Hip pain/surgery



ROBB M. WEIR, M.D.

Clinical interests include:

- Arthritis
- Hip and knee replacement

FREE JOINT REPLACEMENT SEMINAR

January 7, 2015, 6:00 to 7:00 p.m.
Henry Ford West Bloomfield Hospital
6777 West Maple Rd.
West Bloomfield, MI 48322

Dr. Banka will discuss how your joints work, how to manage a joint condition, which treatment options are available, and how to decide if you are ready for surgery.

Call **1-800-HENRYFORD**
(1-800-436-7936) to register.

NANCY SCHLICHTING
President and CEO, Henry Ford Health System

LYNN M. TOROSSIAN
President and CEO, Henry Ford West Bloomfield Hospital

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WINTER CRISP

FILLING INGREDIENTS

- 1/2 cup sugar
- 3 tbsp all-purpose flour
- 1 tsp. lemon peel, grated
- 3/4 tsp. lemon juice
- 5 cups apples, unpeeled, sliced
- 1 cup cranberries

TOPPING INGREDIENTS

- 2/3 cup rolled oats
- 1/3 cup brown sugar, packed
- 1/4 cup whole wheat flour
- 2 tsp. ground cinnamon
- 1 tbsp. soft margarine, melted

DIRECTIONS

1 For filling, combine sugar, flour and lemon peel in a medium bowl; mix well. Add lemon juice, apples and cranberries; stir. Spoon into a 6-cup baking dish.

2 For topping, combine oats, brown sugar, flour and cinnamon in a small bowl. Add melted margarine; stir.

3 Sprinkle topping over filling. Bake in a 375-degree oven for approximately 40 to 50 minutes, or until filling is bubbly and top is brown. Serve warm or at room temperature.

PER SERVING

Serves six; serving size is 1 3/4-inch by 2-inch piece. Each serving provides: Calories 284, Total fat 6 g (Saturated fat 1 g), Cholesterol 0 mg, Sodium 56 mg.

Source: National Heart, Lung, and Blood Institute/National Institutes of Health

We're LISTENING

Have you ever filled out a comment card and wondered if anyone actually read it? At Henry Ford West Bloomfield Hospital, we don't just read what you have to say. We take action. Our Service Excellence Department is dedicated to collecting — and responding to — your feedback. It's part of our commitment to creating a culture of service in every interaction with the hospital staff.

"We give patients and family members a way to ask for help and provide feedback about their experience," says Julie Johns, manager of Service Excellence. "We listen to those responses so we can adjust hospital processes, often in real time."

HEARING YOU LOUD AND CLEAR

What kind of feedback does the department collect? It could be anything — praise for staff and caregivers, comments about food or questions about our website. The department covers all areas of the patient experience, including:

- **CONCIERGE SUPPORT.** These staff members work to help patients and families communicate with doctors. They provide anything the patients or family members need, such as water, blankets or updates on a loved one's surgery.
- **SURVEYS.** Patients are surveyed during their hospital stay. If they raise a concern, a staff member arrives to help address it — usually within 20 minutes.



PROVIDING THE BEST POSSIBLE CARE

"Our purpose is to embrace the patient's voice," says Johns. "We want to know what the hospital experience looks like for our patients, so we can make sure we're taking care of them the best we can."

Share Your Thoughts

Visit HenryFordWestBloomfield.com to give us your feedback. Click on "For Patients & Visitors" and then "Contact Us."