

KPvoices

A newsletter for the employees and physicians of the Woodland Hills Medical Center Area, including the West San Fernando Valley and Ventura County



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SAQ Results: Establishing a 'Safety Climate' Within Every Department

Patient safety is at the center of everything that we do. That's why we're working to create a Just Culture – one in which all staff members feel comfortable speaking up about errors – including their own – while maintaining professional accountability.

In line with establishing a Just Culture, staff and physicians took the Safety Attitude Questionnaire, or SAQ, in May. The SAQ provides a 'snapshot' of the culture

of our workplace, offering insights into the context of patient care.

SAQ results for our Woodland Hills Medical Center were released in mid-October, grouped into seven broad

categories, or domains: Teamwork Climate, Safety Climate, Job Satisfaction, Stress Recognition, Working Condition, Perceptions of Senior Management and Perceptions of Local Management.

Medical center-wide results show

that we have opportunities for improvement in several areas, including our safety climate. An ideal safety climate is described as a work setting where it is easy for staff to learn from the errors of others.



To enhance our safety climate, medical center leadership is asking every department to draft and implement an action plan focusing on two areas of improvement, one of which is improving the (Continued on page 3)

WHAT'S ON THE WEB

Visit LMPartnership.org to download the 2012 National Agreement and view related materials, including tools, stories and videos that will help your unit-based team succeed.

SERVICE TIP

Our Pediatric Urgent Care holiday hours are changing. Starting this Thanksgiving, our Woodland Hills Medical Center will offer Pediatric Urgent Care services 9 a.m. - 5 p.m. holidays, 5:30 p.m. - 9 p.m. Monday through Friday, and 8 a.m. - 9 p.m. Saturday and Sunday. Please share this news with patients and co-workers.

SAFETY TIP

Avoid texting and other distracting activities while walking or driving.

DIVERSITY TIP

When referring patients to community resources, such as long-term care facilities, homeless shelters or substance abuse programs, try to ensure the referral is culturally and linguistically appropriate for the patient.

THRIVE TIP

Shift gears. Reach for water instead of sugar-filled drinks that add extra calories to your diet. kp.org/diabetes

FIND OUT MORE INSIDE



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Woodland Hills Contributes to KPSC Guinness World Record for Flu Shots

Kaiser Permanente's seasonal flu clinics set a Guinness World Record on September 29 with 47,422 vaccinations given in an eight-hour period at multiple sites throughout Southern California. Averaging the tally, that's almost 100 arms a minute being offered to receive protection from influenza.

Our Woodland Hills Medical Center and outlying clinics dispensed 4,521 vaccinations that day.

"We're thrilled with our turn-out," says **Rosa Vazquez**, RN, BSN, MBA, Department Administrator for Employee Health/Immunization Service, who is overseeing flu vaccination efforts for members, physicians and staff.



"We recommend the flu shot for everyone, ages 6 months and older," she added, "especially young children, pregnant women, people 65 years and older, and anyone with heart or lung disease or chronic health conditions like asthma or diabetes."

This year's flu vaccine will protect against three strains of influenza, including the 2009 H1N1 strain, plus a different H3N2 and B strain.

According to the U.S. Department of Health & Human Services, each year approximately 5 to 20 percent of U.S. residents get the flu and more than 200,000 people are hospitalized for flu-related complications.

The seasonal flu vaccine is free for KP members.

Hypertension Clinic Changes Name to 'Thrive Center'

To better reflect the diverse array of services we provide to our members, the Hypertension Clinic at our Woodland Hills Medical Center is changing its name to the "Thrive Center."

The Thrive Center offers care for patients living with chronic conditions including hypertension, diabetes, and cholesterol. Staff members also work to close patient care gaps by scheduling mammograms and other preventive care services. In addition, bone density specialists see patients for follow-up care and treatment.

"We offer more than blood pressure checks," says **Becky Stacey** RN, BSN, PHN, Department Administrator of Complete Care Management and Geriatric Medicine. "The new name more accurately captures the spectrum of care that we provide."

The Thrive Center's Department-Based Team—supported

by advance practice providers, including physician assistants, registered nurse practitioners, and clinical pharmacists—hopes the name change will reduce confusion among patients.

"Patients would get confused and ask, 'Why am I going to the Hypertension Clinic? I don't have high blood pressure,'" recounted **Lucy Luna**, a medical assistant and DBT labor co-lead.

Hopefully, the new name will encourage our patients to thrive so they can get healthy and stay healthy – in mind, body and spirit.

The Thrive Center is located in Entrance 4, First Floor, of our Woodland Hills Medical Center. Patients are seen by referral only. To contact the Thrive Center, call **818-719-3655** to leave a message or **818-719-2285** for information.

Woodland Hills Goes Green with Sustainable Landscaping

Our Woodland Hills Medical Center is turning over a new leaf with the introduction of a sustainable landscape of drought-tolerant plants that promises to reduce water usage by 50 percent.

The new plants will replace those along the main concourse between the medical center and parking garage, in the fountain area and patient drop-off circle and around the Northside Medical Office Building.

During the planting, which is expected to take about a month, the existing turf will be allowed to break down on site, adding nitrogen to the soil and eliminating the need to remove and haul it away.

"We understand the importance of providing a healthy environment for our physicians, staff, members, and the communities that we serve," says **Richard Trogman**, Chief Operating Officer for our Woodland Hills Medical Center Service Area. "We also strive to minimize our impact on the environment," he added. "By choosing drought-tolerant plants that demand less water, we'll be able to achieve significant cost savings and make smarter purchases that will, in turn, benefit our members and patients."

Among the new offerings is *agave attenuata*, a popular ornamental garden plant with tapered leaves, *euphorbia rigida*, a perennial shrub boasting bright yellow flower clusters, and *cercis occidentalis*, or Western Redbud, a deciduous tree with magenta flowers.

"We chose plants and shrubs that add color and variety to our landscape, yet require little water to thrive," says **Robert Swan**, Facility Services Director. "I'm pleased that this sustainable landscape will be part of Kaiser Permanente's ongoing green efforts."

Kaiser Permanente is part of the Healthier Hospitals Initiative (www.healthierhospitals.org), a group of health systems and organizations committed to improving sustainability and safety across the health care sector.

You can support our efforts to reduce the environmental impact of our organization's everyday activities by visiting Kaiser Permanente's Green Community page at <https://ideabook.kp.org/community/thrive/green>.

2013 Open Enrollment: Plan for Dependent Care Spending Accounts

Kaiser Permanente's open enrollment period begins October 29 and ends November 16. During this time, employees have the opportunity to make changes to their health benefits plan and add or delete dependents for 2013.

During open enrollment, employees also have the opportunity to create dependent care spending accounts, which allow dependent care expenses to be paid on a pre-tax basis.

Eligible expenses include costs incurred for the care of minor children up to age 13 or a disabled adult who requires care during work. The annual maximum per family an employee can contribute is \$5,000; contributions are made through payroll deductions.

Download this pdf: http://insidekp.kp.org/scal/portal/documents/DCSA_fact_sheet.pdf for more detailed information about dependent care spending accounts. You can share this fact sheet in a staff meeting, email it to members of your team, or post it in your department.



SAQ Results: Establishing a 'Safety Climate' Within Every Department (Continued from page 1)

safety climate within their work setting. Departments will identify a second goal of their choosing based on their SAQ results.

Action plans are due to medical center leadership by December 31, with implementation set to begin January 1, 2013.

"Using these reports, medical center leadership can strategize with unit and departmental leaders to create initiatives that share best practices within the medical center

and enhance patient safety," says **Mary Madda**, RN, MS, Assistant Administrator, Quality, Utilization Management, and Professional Staff Services.

You can help achieve these goals by:

- actively discussing your departmental results
- helping to select and develop an action plan
- implementing your department action plan

For more information about the SAQ, ask your department manager or unit leader.

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New Medical Offices, Behavioral Health Center Open in Ventura County

Kaiser Permanente members in Ventura County have even more options for quality care, thanks to our new medical offices in Thousand Oaks and Behavioral Health Center in Ventura.

The opening of our third facility in Thousand Oaks comes as we celebrate our 20th anniversary in the Conejo Valley. With a focus on family-centered care, the new medical offices at 322 E. Thousand Oaks Blvd. opened October 1 with physicians and staff specializing in pediatrics, family medicine, obstetrics-gynecology and internal medicine.

Our Behavioral Health Center at 1000 S. Hill Road in Ventura opened October 3, giving our patients greater access to confidential, specialized care so they can get healthy – in mind, body and spirit

The facility openings were preceded by ribbon-cutting ceremonies attended by local elected officials and community leaders as well as the Executive Medical



The new Behavioral Health Center enables us to provide high-quality care to our members in West Ventura.

Center Administrative Team, including **Cathy Casas**, Executive Director; **Gail Knight**, Chief Administrative Officer; **Shirley Suda**, MD, Area Medical Director; **Nancy Tankel**, RN, MN, Chief Nurse Executive; and **Richard Trogman**, FACHE, Chief Operating Officer.



The new 322 E. Thousand Oaks Blvd. Medical Offices offer family-centered care.

We also held a community open house at the new Thousand Oaks facility on October 13. Visitors were able to tour the facility, enjoy kids' activities, recipe demonstrations, free smoothies and meet our physicians.

Joseph Kopecky, MD, physician-in-charge, reflected on the growth in health care services available to our members in the Conejo Valley.

"This family care center represents the culmination of a journey that began 25 years ago when we opened our first medical office in Thousand Oaks with just

one provider," he told the crowd at the Thousand Oaks ribbon-cutting ceremony. "Now we have three medical offices in the area, giving our patients access to a full range of services that include everything from urgent care to cardiology, dermatology and physical and occupational therapy."

The new Behavioral Health Center enables us to consistently provide high-quality care to our members in western Ventura County.

"Under one roof, our patients will have access to individual counseling,



The facility openings were preceded by ribbon-cutting ceremonies. Top: 322 E. Thousand Oaks Blvd. Medical Offices and Bottom: the Behavioral Health Center at 1000 S. Hill Road in Ventura.

group therapy, support groups and ongoing case management," says **Lorena Barrio**, MD, Chief of Psychiatry. "Working together, we help our patients identify actions they can take to regain their quality of life."

Doctor's Advice: Get Moving, Keep Moving, Even at Office Visit

Like most people, Kaiser Permanente member **Edwin Lopez** wants to exercise but can never seem to find the time.

"I'm pretty busy," says the 33-year-old kidney transplant patient who juggles a full-time job with caring for his three small children, all under the age of five.

Recently, Edwin found a solution to his dilemma – in his doctor's office.

Instead of plopping down 'couch-potato' style on an exam table, Edwin hops aboard a stationary bike when he sees his physician, **Sean Hashmi**, MD, a board certified internal medicine and nephrology specialist at our Woodland Hills Medical Center.

Recognizing that physical fitness is the key to long-term health and happiness, Dr. Hashmi replaced his exam table with an exercise bike in a bid to encourage patients to move more.

"We're opening the door to exercise," says Dr. Hashmi, a former fitness trainer who leads "Walk with your Doc" and "Work Out with Your Doc" weekly programs to boost employee and member health.

Physical activity, he says, is the best form of medicine a doctor can prescribe to patients.



Member Edwin Lopez works out under the guidance of Sean Hashmi, MD.

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"This is the best pill you could ever think of. It changes you from the inside out. It will change your heart, lungs, your mind; it will fix your kidneys, it will fix your heart."

To prove his point, Dr. Hashmi is randomly assigning half of his patients to a control group, who experience a routine visit without the exercise component. While it's too early for results, patients seem to like the idea of incorporating physical fitness into their doctor's visit.

Kaiser Permanente member **Antonio Flores**, 81, says the stationary bike gives him a sense of accomplishment. "Instead of doing nothing, you're doing some kind of exercise, even if you're only moving a little bit."

Edwin agrees.

"It's a good idea," says the Reseda man, who pedaled the entire time during a recent doctor's visit. "It's better for your health."

That's exactly what Dr. Hashmi hopes to accomplish.

"We want to empower patients to take control of their health. There's so much we can do to prevent illness."

Find 'Your Thing' and Get Moving

You don't have to be an athlete to be fit. Read on for tips to finding the right physical activity for you.

- Have some health conditions? Talk to your doctor before starting or changing your routine.
- Pick something you love, and feel joy when you keep doing it.
- Build up the intensity and length of your workouts slowly. Try to exercise at a rate that allows you to talk but not to sing.
- Buddy up with a family member, friend, or coworker for support and encouragement.
- You don't need to work out for hours every day to get the benefits of fitness. Aim for a total of 2 hours and 30 minutes (150 minutes) a week — including activities that you already do, like walking the dog or raking leaves. That's just 30 minutes a day, 5 days a week.

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Ring in a Healthy New Year with Maintain Don't Gain

The holidays are coming! For many of us, the rich holiday foods, parties, and cold weather make it challenging to eat well and exercise. As a result, many people gain weight between Thanksgiving and the New Year.

To help you keep off the holiday pounds, Healthy Workforce is offering Maintain Don't Gain, a simple eight-week program that provides weekly challenges, tips, and



resources to help you stay on track.

Incorporating new healthy eating and physical activity goals on top of everything else can be especially challenging during the holidays. Instead, set a simple goal for yourself: maintain your weight, so you can have a healthy start to the New Year. It's easy to participate. Once you register, you'll receive weekly emails from mid-November through the beginning of the New Year with motivational tips and resources to help you thrive during the holidays. Download the paper tracking tool and monitor your weight once a week during the program. And that's it!

Last year, more than 80 percent of participants maintained their weight and most even lost a few pounds.

This year, give yourself the gift of good health. Maintain Don't Gain begins November 12.

Register today at www.surveymonkey.com/s/maintaindontgain-registration2012

Woodland Hills Patient Thanks his Care Team of 'Angels'

As far as Kaiser Permanente member **Marvin Rouillard** is concerned, his care team of doctors, nurses and other health professionals are 'angels.'

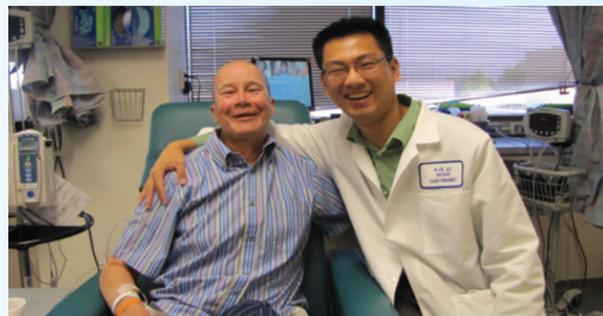
He should know.

The 72-year-old Winnetka man recently underwent brain surgery to remove a cancerous tumor. He is now back home and doing well, thanks to the life-saving actions of caregivers at our medical centers in Woodland Hills and Los Angeles.

"I want to go to the highest mountain and just scream out to everybody within listening distance how fabulous you guys are," Marvin says of his care team.

Marvin's brain tumor was detected this past May when his partner of 45 years, **Jerry Todd**, rushed him to our Woodland Hills emergency room after suffering a seizure.

"I started up my walkway and I didn't know where I was," Marvin recalled.



Member Marvin Rouillard with his oncologist Warren Lok, MD.

An MRI, a test that provides pictures of organs, bones, and joints, revealed devastating news.

"The entire right side of my brain was a cloud," says Marvin, who was immediately admitted into the hospital.

Further tests showed a nickel-sized lesion – a glioblastoma, the most frequent and aggressive type of brain cancer – on the right-side of Marvin's brain. The good news? The cancer had not spread to the rest of his body.

"I had no fear, no negativity," recalls Marvin, who considers himself fortunate under the circumstances. "How blessed am

I to have Kaiser Permanente and how blessed am I to have these doctors."

To remove the tumor, Marvin underwent a six-hour operation at our Los Angeles Medical Center, led by **Brian Keith Pikul, MD**, a board certified neurosurgeon, who specializes in the surgical treatment of brain tumors.

He was also treated by **Richard Mark Green, MD**, Director



Marvin, seated, with his Woodland Hills oncology care team.

2013 Rose Parade Float Shows 'Oh, the Healthy Things You Can Do'

Kaiser Permanente is spreading the word about achieving total health with its "Oh, the Healthy Thing You Can Do" 2013 Rose Parade® float. KP's float will glide down Colorado Boulevard during the 124th annual Rose Parade on January 1, 2013. This year's Rose Parade theme is "Oh, the Places You'll Go!"

In this whimsical floral scene of Kaiser Permanente's eighth Rose Parade float entry, the mischievous Cat in the Hat gets kids up and moving with imaginative fun-filled exercise and activities. The Cat in the Hat wears a hat and tie fashioned from whole red and white carnations, gloves of sweet rice with fur of velvety black onion seed and crisp white coconut flake. He rests in an overstuffed chair of green Kermit button mums and chartreuse lichen.

His mischievous friends, Thing One and Thing Two, wear suits of red ilex berries with blue sinuata statice hair. Karlos K. Krinklebein, the fish, is covered in red lentil beans, individual applied one by one, and sits within a Wedgwood blue teapot created in statice blossoms.

Sally and Conrad are dressed in an array of floral materials including rust-colored safflower spice, orange and peach lentil

beans, white sweet rice, green parsley flakes and lavender sinuata statice. She has hair of golden flax seed and he has hair styled in light brown flax seed. Both have skin created in a mixture of walnut shell, paprika and cornmeal.



Kaiser Permanente's Rose Parade float entry

Looming high above are fanciful mushrooms of yellow strawflowers, shiny black beans and vibrant purple dendrobium orchid florets with stems created in cobra leaves accented with strands of braided raffia. Over 10,000 roses create the colorful balls of cream Vendelia, red Charlotte, pink Carousel, hot pink Princess and yellow Gold Strike roses floating over fanciful coral tone gardens of 15,000 Movie Star roses and multi-toned gerberas.

KP members who are thriving by doing a variety of healthy things will be ride the float.

For more information about KP's Rose Parade float entry and related activities, visit us online at <http://voices-wh>.

the effectiveness of combining cancer drugs Avastin and Temodar when treating older patients with newly-diagnosed brain cancers.

Sponsored by the Jonsson Comprehensive Cancer Center, the clinical study is being conducted at our Los Angeles and San Diego medical centers and the University of California, Los Angeles.

For now, Marvin can't ask for anything more. "My life is full. My life is joyful."



Jerry Todd, left, with Marvin.

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NEWSBITES

Labor Management Partnership Marks 15th Anniversary

The Labor Management Partnership officially celebrated its 15th anniversary on October 1 and has grown, evolved, and thrived in the past decade and a half to become the largest and longest-lasting labor-management partnership in the United States.

Now, partnership is how Kaiser Permanente operates with physicians, managers, and employees working collaboratively. The organization and the patient care and service we provide are better because of it.

Evidence shows that departments with high-performing UBTs consistently have better patient satisfaction scores, employee morale and engagement, and fewer employee injuries and better attendance, which debunks the initial skepticism that was common when LMP first formed in 1997.

To learn more about the history of LMP, read the article "LMP Turns 15" on the "LMP" website:

<http://www.lmpartnership.org/stories-videos/lmp-turns-15>.

Vision Essentials Gains Competitive Edge with New Lens

Vision Essentials by Kaiser Permanente recently became the first optical lab in the world certified to manufacture German Zeiss lenses using the Optotech equipment in the United States.

The certification capped a four-year process and means that starting this month, Vision Essentials will offer progressive lenses known as Zeiss GT2 3DV and DVC by Carl Zeiss Vision at all 40 Vision Essentials optical centers across Southern California.

This award-winning lens provides enhanced prescription accuracy, up to 40 percent better natural vision, and can be



fitted to virtually any size frame.

KP members can get \$100 off all frames costing \$149 or more with premium lenses (includes Zeiss) and Illumacoat Ultra (anti-reflective coating). Visit our Vision Essentials optical center, Entrance 5, First Floor, at our Woodland Hills Medical Center to find out more about these new Zeiss digital, progressive lenses.

No appointment is needed with valid prescription. If your prescription has expired, call **818-719-4330** for an eye exam today.

THRIVE RECIPE

INGREDIENTS

- 1 ½ pound Russian fingerling potatoes, cut lengthwise into ½ slices
- 2 delicata squash, halved lengthwise, seeds scooped out, then cut into ½ half moons
- 4 cups arugula
- Seeds from one pomegranate
- 4 Tablespoons extra virgin olive oil

- 1 Tablespoon minced shallot
- 1 Tablespoon champagne vinegar
- 1 Tablespoon fresh lemon juice
- 1 Teaspoon Dijon mustard
- 1 Teaspoon honey
- ½ cup shaved parmesan
- Salt and freshly ground pepper to taste



Potato, Delicata Squash and Arugula Salad

SERVES FOUR

DIRECTIONS

Preheat oven to 425 degrees. Toss the sliced potatoes and squash with 1 Tablespoon of oil in a large bowl. Sprinkle with a ¼ Teaspoon salt. Spread out on baking sheets covered with parchment paper. Roast them until starting to brown — about 20-25 mins shifting pans from top to bottom shelf half way through. When done, remove and let cool a bit.

Meanwhile, make the vinaigrette. Add the vinegar, lemon juice, honey and Dijon to a jar and shake. Add the remaining 3 Tablespoons of oil and shake some more. Taste, add ¼ teaspoon salt and some pepper, and taste again.

Cut the pomegranate in half around the equator. Fill a large bowl half full of water. Submerge half of the pomegranate. Remove the seeds. Scoop out the pith with a sieve, drain and reserve the seeds.

Add the roasted potatoes, squash, and arugula to a large bowl. Dress with the vinaigrette and toss gently. Mix in the pomegranate seeds, serve, and enjoy.

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