A “Birth” Dream Come True

A New Place to Turn for Behavioral Health Care

HEALTHY HABITS
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LETTER FROM THE PRESIDENT

As we welcome in the New Year, I can’t help but reflect on MedStar Harbor Hospital’s achievements in 2016, celebrate our present and imagine the possibilities for our future. I’m reminded that at the center of it all is—YOU—our valued patient. At MedStar Harbor, we continuously gauge the needs of the communities we serve. To build upon our foundation for continued success, we never stop seeking out opportunities to better deliver the right care.

When we conducted our last community needs assessment, the overwhelming need for behavioral health services was unmistakable. Almost 40,000 adult patients with mental health or substance abuse disorders were admitted to Maryland’s hospitals in fiscal year 2016, and our service area accounted for about 8,000 of these admissions. Only about 10 percent of these patients received care in their own community; most had to travel to receive inpatient services.

I am, therefore, very proud to announce that MedStar Harbor recently began offering adult behavioral health services. We now provide a comprehensive approach to treating individuals seeking care for behavioral health, psychiatric difficulties, emotional challenges, substance use challenges and more—right in your community. You’ll read about these meaningful new offerings in this issue of Waterfront.

Also, within the pages of this magazine, we feature our patients who have overcome health challenges with the help of our expert, caring physicians, and we introduce you to several new providers who have joined our medical staff.

I hope as you read through Waterfront, you will get a small glimpse of the important work we do and of our commitment to our patients, their loved ones and caregivers.

In good health,

Dennis W. Pullin, FACHE
President, MedStar Harbor Hospital
Senior Vice President, MedStar Health
U.S. News & World Report Recognizes MedStar Harbor Hospital for HIGH PERFORMANCE

MedStar Harbor Hospital was named a top hospital in Maryland and the Baltimore metropolitan area in the latest rankings by U.S. News & World Report. We were specifically recognized for our performance in six areas. We received high performance ratings in four adult specialty areas: Gastroenterology and GI Surgery; Gynecology; Orthopedics; and Pulmonology. In addition, we were ranked as high performing for treating Chronic Obstructive Pulmonary Disease (COPD) and Heart Failure.

The rankings are based on data from nearly 5,000 centers across the country and the scores are based on a variety of patient-outcome and care-related factors, such as patient safety and nurse staffing.

MedStar Harbor Hospital was recently honored with the “Partner for Change” award by Practice Greenhealth, the nation’s leading organization for facilities committed to environmentally responsible operations.

The “Partner for Change” award recognizes healthcare facilities that continuously improve and expand upon their mercury elimination, waste reduction, recycling and source reduction programs. At a minimum, facilities applying for this award must be recycling 15 percent of their total waste, have reduced regulated medical waste, are well along the way to mercury elimination and have developed other successful pollution prevention programs in many different areas. MedStar Harbor participates in an array of engagement activities and innovative programs essential to establishing and maintaining best management practices. Among the notable achievements recognized by Practice Greenhealth were the hospital’s focus on the reduction of Styrofoam® use and the decreased use of regulated medical waste bags.

To be connected to the physician offices mentioned in this issue of Waterfront, please call 855-546-0862 or visit MedStarHarbor.org/Waterfront to learn more.
A “Birth” Dream Come True

WHEN ROCHELLE CATTERTON found out she was pregnant with her second child, she was over the moon with happiness. Then, fear set in. Four years earlier she had experienced a number of health challenges while pregnant with her daughter, Nyomi, leading to a caesarean section (C-section) delivery. It was a successful, but traumatic, birthing experience—one Catterton was determined not to repeat.

“My physician took good care of me, but surgery scared me and I really wanted to try to experience a vaginal birth,” she says. “When I found out that my obstetrician was no longer delivering babies and that I would need to find a new physician, I did a lot of research to find someone who believed in VBAC (vaginal birth after C-section) and who would support me in reaching my goal.”

She found exactly what she was looking for in Yael Haken, MD, an obstetrician and gynecologist at MedStar Harbor Women’s Care, a specialty women’s health practice at MedStar Harbor Hospital. Meeting with Dr. Haken for the first time, Catterton expressed her desire to deliver her baby via VBAC, as long as doing so would not compromise her or her unborn child’s safety. Dr. Haken stressed the importance of being open-minded, but confirmed that Catterton appeared to be a good candidate for a VBAC.

“We take a close look at what led to a patient’s prior C-section to understand if a VBAC might be possible and safe,” explains Dr. Haken.

“For example, if my patient tells me she had a C-section because her baby was in a breech position, or that his or her heartbeat dropped during labor, those are situations that won’t necessarily repeat. If she tells me she pushed for three or four hours without success, and then ultimately delivered a six-pound baby by C-section, that’s an indicator that perhaps her pelvis isn’t ideal for a vaginal birth. We use this information to make the best and safest decisions for each patient as she prepares for childbirth once again,” she notes.

On July 8, 2016, following a little more than 24 hours of labor, Catterton successfully delivered her seven-pound, 14-ounce baby boy, Jaxon, exactly the way she had hoped. She says she will forever be thankful to Dr. Haken for her support, both throughout her pregnancy and during the labor and delivery process at MedStar Harbor.

“Each time I saw Dr. Haken, from the beginning to the end, she encouraged me and reminded me that I could do this. We developed a really strong bond. She made me feel special,” she says.

Reflecting back on the care she provided to Catterton, Dr. Haken notes that she was, in fact, special.

“Rochelle did a lot of research and was very committed to trying a VBAC,” says Dr. Haken. “She asked a lot of questions during her pregnancy, which helped her prepare for the vaginal birth of her child and reminded her
that anything is possible when the time comes.”

For that reason, when her patients want to pursue a VBAC, Dr. Haken is quick to remind them how important it is to be flexible on the big day.

“I often tell my patients that what ultimately is going to happen isn’t in their hands or even in mine,” she adds. “It’s in the baby’s hands. We are here to help the patient reach her goal and have a good experience.”

DID YOU KNOW?
The Women and Infants’ Center at MedStar Harbor Hospital offers all phases of maternity care, from labor and delivery through postpartum care. Our family-centered approach encourages parents to build a strong bond with their baby from the start and helps prepare them for caring for their infant once they are home.
Navigating Emergency Department Patients in the Right Direction

MedStar Harbor Hospital’s full-service EMS-certified Emergency department (ED) never closes. We are open at all times to handle medical emergencies and urgent concerns. Anyone can be seen, regardless of insurance coverage or ability to pay. All patients are cared for by emergency medicine specialists recognized for clinical leadership in managing the busiest and most efficient emergency rooms in Maryland.

We are always looking at new and improved ways to better meet our patients’ needs. As such, we recently introduced a new assessment and treatment program for patients who come to our ED. Called FlexCare, it allows us to better deliver an efficient and expedited experience for patients with less emergent medical situations—and further ensure that those who come to the hospital with true emergencies can be seen and treated in a timely manner.

FlexCare, available Monday through Friday from 8 a.m. to 4 p.m., is designed to navigate individuals to the appropriate treatment area based on their type of illness or injury, in or outside of the ED. To provide the quickest service possible, care begins the moment our patients walk through the door. Patients are immediately greeted by caring staff members, including an ED nurse, who gathers medical history information and performs an initial assessment, including vital signs and an examination. Following assessment and stabilizing treatment by an ED clinician, patients are directed to the most suitable providers for additional evaluation and treatment.

A patient with cold or flu symptoms would likely be navigated to MedStar Harbor Primary Care. And a woman with gynecologic complaints who visits our ED might be directed to MedStar Harbor Women’s Care.

“FlexCare creates a true win-win, because we can better prioritize patients in the ED and connect people to the right specialists very quickly based on the type of care they need,” says David Hager, MD, chairman of Emergency Medicine at MedStar Harbor. “This program is one example of our organization’s commitment to maximizing the patient experience.”

To further complement our new FlexCare program, our ED also offers FastER Care, an accelerated emergency care service offered daily from 7 a.m. to midnight. Like FlexCare, patients with minor illnesses or injuries—possible broken bones, lacerations requiring stitches, sprains, strains, cold/flu symptoms and other less serious ailments—are triaged and treated in the most efficient manner possible. Patients are able to sit in treatment chairs, rather than having to put on a gown and be placed in an exam room with a bed, and they are invited to wait for test results in a designated waiting area.
Everyone knows somebody who never seems to get sick. But did you ever wonder why? It’s not because they are able to avoid exposure to germs; that’s nearly impossible. It’s because their immune system is able to keep them healthy.

According to Stephanie Greisman, CRNP, at MedStar Harbor Primary Care, there are a number of simple ways to build an immune system that can help you stay well and avoid illness.

“Many people eat a lot of junk and processed foods over the holidays and don’t get the exercise or sleep they need. This can have a negative impact on your immune system, making you more susceptible to colds and the flu,” she explains.

**EAT A BALANCED DIET**
“You need many nutrients to support your immune system,” Greisman says. “So focus on eating whole foods that provide lots of vitamins and minerals. Making healthier food choices and eating lighter will help you feel better and lose weight, if that is a goal.”

**STAY HYDRATED**
Many people find it hard to stay hydrated during the winter months. Poor hydration weakens the immune system and can lead to nutritional and other imbalances that can cause health problems.

“Being properly hydrated can help you lose weight too,” she adds. “In fact, many people mistake thirst for hunger, causing them to consume calories they don’t need.”

**EXERCISE**
Exercising is not only a great way to get in shape, it also increases your immune function, improves sleep quality and makes you stronger.

“Studies have shown that moderate intensity exercise may cut down on the number of colds you get,” Greisman says.

**GET SEVEN TO EIGHT HOURS OF SLEEP A DAY**
Not getting enough sleep has been linked to many health problems, including those that stem from an impaired immune system.

“Sleep loss influences how we fight illnesses,” she notes. “If you can, sleep at least seven to eight hours a day.”

By adopting just a few healthy habits, you can do wonders for your immune system. That’s the key to staying well all year long.
LEAH DUNN IS AT THE TOP of her game. A 19-year-old sophomore at the Florida Institute of Technology, more commonly known as FIT or Florida Tech, she is now preparing for her second season on the women’s lacrosse team after a first season that earned her accolades for her talents.

And her accomplishments extend beyond the athletic field. Dunn, a pre-med major, was also named to the 2016 Sunshine State Conference Commissioner’s Spring Honor Roll for maintaining a GPA of 3.76 during the season, as well as the FIT Athletic Director’s Honor Roll—notable achievements for a young athlete.

She credits her drive and her success, in large part, to Milford H. Marchant Jr., MD, an orthopaedic surgeon with MedStar Harbor Hospital’s Sports Medicine and Shoulder Center.

“Dr. Marchant is my main inspiration,” says Dunn, who decided to pursue the study of medicine after spending countless hours under his care as a result of anterior cruciate ligament (ACL) tears in both knees.

Dunn’s story is remarkable. Named an all-around Maryland State gymnastic champion three times before she was in her teens, she experienced her first ACL tear while tumbling. She had surgery at the age of 12 at another area hospital and was then sent to physical therapy. But the care she received was not what a young person aspiring to continue in athletics needed. She ended up with a limp, cutting her career in gymnastics short.

Not content to give up sports all together, Dunn started playing lacrosse. But her limp was a concern to her parents. They
Dunn was so inspired by her experience at MedStar Harbor Hospital, she is now majoring in pre-med.

FAST FACT:
Females are up to 10 times more likely than males to have an ACL injury playing the same sport due, in large part, to anatomical differences.

DID YOU KNOW?
There are more than 100,000 ACL tears per year in the US. Most ACL injuries occur without contact, while landing or cutting. For this reason, the highest prevalence of knee injuries occur in soccer, lacrosse, basketball, volleyball and field hockey.
A New Place to Turn for Behavioral Health Care

IT’S NO SECRET THAT PEOPLE who live in Baltimore have many choices when it comes to selecting where they receive their health care. While some of the region’s most renowned specialists practice here, access to care for those in need of behavioral health, psychiatric or counseling services has been lacking.

Until now.

MedStar Harbor Hospital recently changed that with the opening of several new clinical units devoted entirely to caring for patients who are dealing with behavioral or mental health issues. Patients who have historically traveled out of the city or even the state of Maryland for help now have access to traditional outpatient care, as well as a partial hospitalization program, which typically involves ongoing daily treatment, without overnight hospital stays. Additionally, MedStar Harbor has opened a brand new, state-of-the-art Inpatient Behavioral Health Unit on the sixth floor of the hospital.

“When we conducted our community needs assessment, the overwhelming need for behavioral health services in our hospital, our health system, and our state was clear,” explains Jill Johnson, vice president of Operations at MedStar Harbor.

(continued on page 12)
MEET SOME OF OUR BEHAVIORAL HEALTH SPECIALISTS

MedStar Harbor Hospital has brought three new behavioral health specialists on board as part of its commitment to meeting the need for these services in the region.

**Donna Keaveney, LCSW-C**

Donna Keaveney utilizes a variety of therapeutic techniques, such as cognitive-behavioral therapy, solution-focused therapy, psychodynamic therapy and strength-based therapy to promote healing, growth and positive changes in her clients. She treats individuals with behavioral health needs ranging from depression and anxiety disorders to stress management and relationship problems. Since 2013, she has been working as an outpatient mental health therapist providing counseling to adult individuals. Her clinical interests include geriatrics, working with patients with chronic illnesses and caregiver stress.

Keaveney has a bachelor’s degree in sociology from Towson State University and a master’s degree in social work from the University of Maryland School of Social Work. She is board certified in Maryland as both a social worker and clinical supervisor.

**Melanie Lyles-Williams, MSW, LCSW-C**

Melanie Lyles-Williams has a special affinity for working with children, adolescents and young adults, and specializes in treatments relating to mood management, behavioral change, family functioning and urban social work issues. She has behavioral health experience working across a range of care from residential treatment to outpatient clinics, schools, in homes, in shelters and in other community settings. She is excited to utilize her expertise in the domains of partial hospitalization and intensive outpatient treatment.

Lyles-Williams received a master’s degree in social work with a concentration in mental health and management and community organization from the University of Maryland, Baltimore, and holds a bachelor’s degree in psychology from Amherst College. She is licensed as a certified clinical social worker (LCSW-C) through the Maryland Board of Social Work.

**William Wagner, MA, LCPC**

William Wagner provides therapy for a wide variety of behavioral health needs, including depression, mood disorders, anxiety, trauma, post-traumatic stress, family dynamics, alcohol and drug addictions, and attention deficit and hyperactive disorders, to name a few. He has experience as an outpatient therapist working for the Anne Arundel Medical Center’s Pathways addiction clinic where he offered therapeutic support to adolescents, adults and their families. He also provided mental health services in the District of Columbia Public School system as a school psychologist.

Wagner holds a bachelor’s degree in psychology from the University of Maryland and earned a specialist level master’s degree in counseling psychology from Bowie State University. During his graduate studies, he interned with the Department of Behavior and Psychiatry at Johns Hopkins Bayview Campus. He is a licensed clinical professional counselor and is certified by the State of Maryland Board of Professional Counselors and Therapists.

**FAST FACT:**

According to the National Institute of Mental Health, approximately one in five adults in the U.S.—18.5 percent—experience mental illness in a given year.
The behavioral health spaces were designed to create an enhanced therapeutic environment for patients—from the lights to the floors to the colors used throughout.

“People were traveling far distances for these services, but they wanted to stay close to home. Now they can.”

Conceptual planning and construction of the hospital’s new behavioral health units, as well as a redesign of space in the Emergency department to offer crisis intervention services for patients in distress, took just under one year to complete. Comprehensive psychiatric care for adults is offered by a mix of physicians, psychologists, psychiatrists, nurse practitioners, case managers and social workers, whose work is already putting MedStar Harbor on the map as a leading provider in the region for behavioral health services.

“Patients are coming to us from our local community as well as from other areas, for care,” says Johnson. “Approximately one third of our hospital’s inpatient beds are now devoted to Behavioral Health. It’s a reflection of our commitment as an organization to providing the health and medical services that people need most.”

Johnson notes, “In addition to providing clinical care, MedStar Harbor’s expanded behavioral health program will aim to increase collaboration among community behavioral health programs. This is a team effort that requires innovation, communication and compassion. We will work together to make a difference.”
Start the Year RIGHT Get Screened for Cancer

There are approximately 14.5 million cancer survivors in the U.S. today—a number that is expected to grow to almost 19 million by 2024, according to a recent report from the American Cancer Society (ACS). The report attributes this good news, in part, to improvements in cancer screening.

Cancer screenings enable medical providers to catch cancer in the early stages when the disease is most treatable. That’s why they are so important.

Following are screening guidelines from MedStar Health Cancer Network for a few of the most common cancers. Some individuals may need earlier or more frequent screenings depending on their risk factors. This is something you should discuss with your provider.

**BREAST**
Screenings are recommended for all women.
- Breast exam by a medical provider (every three years for women ages 20 to 39 and every year after age 40)
- Annual mammograms and breast exams by a medical provider for women ages 40 and older, or younger if at high risk

**CERVICAL**
Screenings are recommended for all women age 21 and older, or upon becoming sexually active.
- Periodic Pap tests with frequency based on age (after three normal tests, a woman may need less frequently)

*Free breast and cervical screenings are available to women who are 40 and older, with limited income, and who are uninsured or underinsured. Call 410-350-2066 to see if you qualify.*

**COLORECTAL**
Screenings are recommended for all adults age 50 and older, or younger if at high risk.
- Colonoscopy every 10 years
- Fecal occult blood test every year
- Flexible sigmoidoscopy every five years, or
- Double-contrast barium enema every five years

*Free colorectal screenings are available to individuals age 50 and older, with limited income, and who are uninsured or underinsured. Call 410-350-8216 to see if you qualify.*

**LUNG**
Screenings are recommended for individuals who are at high risk based on the following criteria:
- 55 to 77 years of age
- A smoker of a pack of cigarettes a day for 30 years or more
- Currently smoking or have quit fewer than 15 years ago

**PROSTATE**
Screenings can be beneficial for men age 50 and older, or younger if at high risk. Men should talk to their medical provider about the value of two tests:
- Digital rectal exams
- Prostate-specific antigen blood tests

Visit MedStarCancer.org/Baltimore or call 877-715-HOPE (4673) for more information or a free physician referral.
Introducing Our NEW Nurse Practitioners

MEDSTAR HARBOR HOSPITAL is proud to introduce two new nurse practitioners to our team of clinical care providers—Anta Kah, MSN, CRNP, has joined MedStar Harbor Primary Care, and Tiffany Reabold, MS, CRNP, is now part of the Centers for Orthopaedics at MedStar Harbor and MedStar Orthopaedics.

Meet Anta

Anta Kah, MSN, CRNP, developed her interest in the field of health care as a young child.

“I had a close family member who had cancer and I used to go with him to his appointments,” Kah explains. Witnessing what he went through instilled in her a passion for helping others.

By the time she was in high school, Kah was already pursuing her dream.

“My high school had a medical careers program, which provided me with the hands-on experience to become a certified nursing assistant,” she says. Wanting to advance in her chosen profession, she immediately enrolled in the nursing program at Towson University, where she earned her bachelor’s degree. She continued her studies while working as a staff nurse, completing a master’s in nursing as a family nurse practitioner from Bowie State University and becoming credentialed by the American Nurses Credentialing Center.

Kah recently joined MedStar Harbor Primary Care after eight years at MedStar Union Memorial Hospital and is grateful for the opportunity.

“As a nurse practitioner, I can care for people at a higher level. You have more independence and more one-on-one time. That makes it possible to focus on important topics such as preventive care,” she notes. “I like the interpersonal connections that come with being a nurse practitioner.”

Kah adds, “The relationships I build provide valuable insight into each patient’s needs. I feel good knowing that my work can help keep my patients on a good, healthy path in life.”

When she is not working, Kah enjoys reading to relax and jogging for exercise.

Meet Tiffany

Tiffany Reabold, MS, CRNP, worked as a nurse on a hospital inpatient unit for seven years and then decided the time was right to shift gears a bit. She returned to school to earn her master’s degree as a family nurse practitioner, became certified by the American Academy of Nurse Practitioners and joined the medical staff at MedStar Harbor with a vision to serve in a leadership role.

“Nurse practitioners work collaboratively with physicians to assess and diagnose patients, order testing and therapy, prescribe medications and develop treatment plans for patients,” said Reabold. “I like that I get to be a...
Reabold consults with her patient, Margaret Suter about treatment options for an orthopaedic condition.

Reabold consults with her patient, Margaret Suter about treatment options for an orthopaedic condition.

decision maker and can provide total care for patients in my role.”

Reabold has concentrated her practice on orthopaedics since 2004, working at Johns Hopkins Hospital before joining the team at MedStar Harbor. Some of the more common conditions she treats include sprains, fractures, tendinitis, arthritis, joint pain and injuries.

“I find the science of the human body fascinating,” said Reabold, who holds a bachelor of science in nursing from Johns Hopkins University School of Nursing in addition to her master’s from the University of Maryland School of Nursing.

“It’s interesting and challenging to assess a patient’s injury and then develop a treatment plan that will help them recover and get back to the things they enjoy most in life.”

Reabold is married with two daughters. She enjoys spending time with her family and traveling in her free time.

WHAT A NURSE PRACTITIONER CAN DO FOR YOU

Nurse practitioners are advanced-practice registered nurses with a postgraduate nursing degree. In the primary care setting, a nurse practitioner can serve as a patient’s primary care provider. He or she can offer individualized care and diagnose and recommend treatment for a wide range of health issues, including the initial evaluation of new symptoms and ongoing care for chronic diseases and preventive services, such as immunizations or screenings. The nurse practitioners at MedStar Harbor Hospital are highly skilled, compassionate caregivers who are focused on your health needs.

FAST FACT:

Today, nurse practitioners are filling an essential need for more accessible health care for families due to a growing shortage of primary care physicians.
Looking for a **dependable neighbor?**

MedStar Harbor Hospital is closer than you think.

When it comes to your health, we know you want top-notch physicians, nurses and staff, as well as personalized, comprehensive and convenient care. That’s why we promise to get to know you through meaningful conversations about your healthcare needs, values and goals.

**We offer one-stop, personalized, expert care.**

It’s all right here, close to home:

- Full range of specialties:
  - Behavioral Health
  - Cardiac care
  - Cancer care
  - Diabetes care
  - Diagnostic services
  - Pediatrics
  - Primary care
  - Sports medicine, joint replacement and spine
  - Specialized women’s care and obstetrics
  - And more

- Emergency experts ready 24/7 for any accident, illness or emergency

- Easy access off I-95 and I-895 with plenty of free parking

**We’re here when you need us.**

Knowledge and Compassion  
**Focused on You**