New president joins our team!

Caring for our community
A physician takes a look back at the past 25 years

When hearts fail
A device that saves lives
Benefiting your bones

How exercise can keep you strong

You’re young at heart, but your bones are probably feeling their age. Don’t despair. You can keep your bones healthy through exercise. If you have osteoporosis or haven’t been active before, talk with your healthcare provider before you begin exercising.

EXERCISE DEFINED

Certain types of exercise are more beneficial for bone strength than others. To help build bone, you need to engage in weight-bearing activities, or those that make you work against gravity. If you have osteoporosis, low bone mass or are frail, try walking or using elliptical trainers and stair-steppers. Otherwise, consider high-impact exercises such as running or tennis.

Another good bone-builder is resistance exercise, such as lifting weights and using weight machines.

You might want to add balance and flexibility exercises to your routine. Tai chi and yoga, for example, can help you maintain your balance and reduce the risk of a fall. If you have osteoporosis, be careful not to perform poses that cause you to twist your spine or bend forward at the waist.

WORKING IT

Keep these pointers in mind as you get started:

- Try to exercise for at least 30 minutes a day on most or all days. You can still get the same benefits if you break it up into three 10-minute workouts.
- If you do resistance training, aim for two to three sessions a week. Do one or two sets of eight to 10 repetitions each, resting for 30 seconds to a minute between each. If you can’t do eight repetitions, use a lower weight; if you can do more than 10, increase the weight.
- Pay attention to your body. Muscle soreness is common when you start an exercise routine. But if you have pain or soreness that lasts more than two days, you need to slow down.

ORTHOPAEDICS PROGRAM AMONG AMERICA’S BEST

U.S. News & World Report has ranked the orthopaedics program at Carolinas Medical Center (CMC) as one of the top 50 in the nation. This branch of medicine deals with injuries or disorders of the skeletal system and associated muscles, joints and ligaments.

The “America’s Best Hospitals” edition of U.S. News & World Report was released in July. This annual guide ranks hospitals in 16 medical specialties including cancer, gastroenterology, gynecology, heart surgery and orthopaedics. In recent years, CMC has achieved national recognition from U.S. News & World Report for its programs in urology and pediatric nephrology (kidney disorders). To learn more, visit www.carolinasmedicalcenter.org.
CMC-University welcomes Bill Leonard

In July, Carolinas Medical Center-University welcomed Bill Leonard as its new president, replacing Spencer Lilly, who is now president of Carolinas Medical Center-Mercy. He joins the hospital as a dynamic leader with more than 25 years of executive-level experience and community involvement. Most recently, Bill served as CEO of the Union Hospital District in Union, South Carolina.

Bill is a native of North Carolina and received an undergraduate degree from the University of North Carolina in Chapel Hill. He earned a master’s degree in health administration from Duke University.

In addition to his responsibilities at CMC-University, Bill will oversee CMC-NorthCross in Huntersville and LiveWELL Carolinas!, a community resource wellness center located at Northlake Mall.

What is a medical home?

We believe that an enduring relationship with your personal physician is essential to your health and well-being. And through your physician, you should have access to convenient and comprehensive healthcare.

Your medical home—guided by your physician—is the base from which other services are managed and coordinated to provide the most effective and efficient care.1 For example, a person who’s diagnosed with cancer may require care from several specialists and need various treatments. With the medical home concept, the patient’s physician would help him or her navigate these services.

Because of the scope and breadth of services at Carolinas HealthCare, we’re positioned to be your medical home for life, offering care that starts with childbirth and includes rehabilitation or nursing home care. Ultimately, our primary goal is a healthier you.

To find a physician, call 704-355-7500.

Imagine being so weak that just holding your newborn baby is tiring. That was the agony Steven Puth faced.

In November 2009, at the age of just 21, the Charlotte resident was diagnosed with heart failure. Doctors don’t know for certain what caused his heart to grow weaker, though they suspect that an attack by an unknown virus may have been the culprit. Whatever the cause, Steven knew that he couldn’t live like that, coping with chest pains and an inability to walk even short distances or cradle his daughter. Heart medications weren’t helping, either.

“I was in a deep depression,” Steven says, which led to a 40-pound weight loss in 30 days. He stopped eating and slept most of the time. “I was slowly dying,” he says.

That is, until the doctors at Sanger Heart & Vascular Institute (SHVI) gave his frail heart a helping hand.

**EXPERT CARE MERGES WITH TECHNOLOGY**

In a healthy heart, the main chamber—or left ventricle—pumps blood to the rest of the body. But if a person has heart failure, the left ventricle isn’t strong enough to do its job, depriving the body of oxygen and vital nutrients.

By the time Steven arrived back at Carolinas Medical Center (CMC) in December, his heart’s pumping function was down to about 5 percent. Knowing that he wouldn’t survive in this condition, physicians turned to...
a left ventricular assist device (LVAD), or heart pump, to save him. The device can be used as a temporary solution as the patient awaits a heart transplant, which is called bridge-to-transplant, or a permanent fix for those who aren’t transplant candidates and have no other options, also known as destination therapy. “The Commission’s Gold Seal of Approval was awarded based on sufficient patient volume, experience level and availability of staff, patient education and support,” says cardiologist Sanjeev Gulati, MD, FACC. It also sets CMC apart as one of only three healthcare organizations in the state and the only one in the Charlotte area to obtain it.

An LVAD doesn’t replace the heart’s function. Instead, it supports the left ventricle, providing additional blood flow. Implanted during open-heart surgery, the battery-powered pump is placed below the heart, with one end attached to the left ventricle and the other attached to the aorta, the main blood vessel that carries blood from the heart to the body. The blood flows from the heart through the pump, then into the aorta and out to the body. Tubing under the skin connects the pump to a controller worn outside the body.

According to Dr. Gulati, it used to be that heart failure patients awaiting donors would typically end up in hospice or otherwise have their quality of life greatly diminished as they held out for an organ that was in very short supply. The arrival of the LVAD—and its ability to let heart failure patients lead longer, more normal lives—changed that. “This is a lifesaving procedure that hasn’t ever been available in this area,” he says.

In fact, the pump—now smaller and longer lasting than previous generations of the device—is so successful, Dr. Gulati says, that some patients consider continuing with the LVAD rather than undergoing a heart transplant. Steven is one of those people.

“BROUGHT BACK TO LIFE”

“I couldn’t believe I had so much energy,” Steven says about the weeks following implantation of the LVAD. “All I could think about was walking. It felt great when my feet first touched that hospital floor. I didn’t want to stop.” And he hasn’t.

Steven attends cardiac rehab at CMC regularly. “The staff there feels like a part of my family,” he says. He’s starting a new career in Web design and photography. He also reaches out to other heart patients and shares his experiences with them to serve as inspiration.

The best part of all this newfound energy has been being able to hold his little girl. “I missed a month of her growing up,” Steven says, “so I’m cherishing every moment.”

HEALTHY HEARTS, HAPPY HEARTS

From pediatric to adult heart services, Sanger Heart & Vascular Institute (SHVI) is ready to treat any heart ailment you may have using advanced testing and treatment options such as nuclear cardiology, electrophysiology, cardiac rhythm management and heart transplantation. SHVI also offers preventive cardiology services to assess your risk for heart disease and teach you how to avoid heart problems down the road. To learn more, visit www.sangerheart.org or call 877-999-SHVI.
After completing his medical residency in 1982, in Gainesville, Florida, Donald Whiteside, MD, and his wife returned home to their families in Charlotte. There was much to be done back then, and Dr. Whiteside’s days were long. Now, twenty-five years later, his days still start early and run long at Greater Carolinas Women’s Center, located on the campus of Carolinas Medical Center-University.

Between his original hire date in June of 1983 and the opening of the hospital the following January, Dr. Whiteside worked in the operating room at Carolinas Medical Center (CMC) and served as a staff physician at CMC’s OB/GYN residency program and the University of North Carolina-Charlotte Infirmary (which he still does).

FROM THE GROUND UP
During the months that followed, Dr. Whiteside was asked for his thoughts regarding CMC-University’s interior design and functional layout (at this point, the building was basically a hollow shell). So, he took classes and read about insurance systems, appointment scheduling techniques and the overall fundamentals of running a hospital.

“In medical school you’re taught medicine, not business,” says Dr. Whiteside, reflecting back on that period of time. “I had six months to learn about hospital

ABOUT CMC-UNIVERSITY
Dr. Whiteside believes that over the years, CMC-University has found its niche in the community as the first line of service to the people who live and work in the University area.

“The community now understands and appreciates that we have a very capable and professional staff at the hospital who truly cares about each and every person,” says Dr. Whiteside. “That’s certainly what my patients expect every time they visit—and that includes every encounter with any member of our organization.”

For more information about CMC-University and its 25-year history, visit www.cmc-university.org.
and medical business principles and basically created my own hands-on approach to the project.”

Much of what he learned directly influenced the final office design for those medical practice areas that followed. Since his was the first medical practice established at the hospital, Dr. Whiteside was given his choice of locations. He selected the top floor in the office building closest to the hospital, which he still feels offers more privacy for patients. The location also provides Dr. Whiteside with quick access to the emergency department (ED), operating suites and labor and delivery suites.

OPENING THE NEW HOSPITAL

“In retrospect, it was a huge learning curve for everybody on the team when we first opened CMC-University,” recalls Dr. Whiteside. “There was initial concern about whether there would be enough patients to support staffing in the labor and delivery suites, operating suites and the ED, so staffing in certain areas was closely monitored and controlled. As a result, I was the only OB/GYN covering the hospital for the first three years.”

LUNCHES ON THE LAWN

Describing his wife as a “saint” during those years, family time for the Whitesides and their two children included the occasional lunch on the grass outside his office or special picnic outings in the cafeteria that were squeezed in between patient appointments, surgeries and deliveries. During one particularly demanding stretch, Dr. Whiteside didn’t leave the hospital for three days. The family shared only one week of vacation together during those first three years after the hospital opened.

1984 AND BEYOND

“Without question, there have been some significant changes here in 25 years,” says Dr. Whiteside. “The advancements in technology and practice techniques have been outstanding. We’re now offering some patients hysterectomies on an outpatient basis. In contrast, in 1984, women traditionally recovered from hysterectomies in the hospital for up to seven days. “The business of medicine is much more ‘corporate’ than it used to be, but from my perspective, very little has changed about the doctor/patient relationship. Even with all the increases in reporting, regulations and documentation, when you close the door or pull the curtain behind you, it’s still just the physician and the patient,” Dr. Whiteside adds. “It’s been a wonderful ride. Given the chance, I’d do it all over again!”

“ When you close the door or pull the curtain behind you, it’s still just the physician and the patient. ”

—Donald Whiteside, MD

NEED AN OB/GYN? WE HAVE AN OFFICE NEARBY!

- Eastover University OB/GYN Offices
  www.eastoveruniversityobgyn.org

- University Medical Park
  101 E. W.T. Harris Blvd., Suite 5301
  704-863-9640

- CMC-Prosperity Crossing Medical Plaza
  5435 Prosperity Church Road, Suite 2100
  704-863-9800

- Greater Carolinas Women’s Center Offices
  www.gcwomenscenter.org

- University Medical Park
  101 E. W.T. Harris Blvd., Suite 2320
  704-547-0858

- CMC-Mint Hill Medical Plaza
  10545 Blair Road, Suite 3100
  704-547-0858

- CMC-Prosperity Crossing Medical Plaza
  5435 Prosperity Church Road, Suite 2200-A
  704-547-0858
One in three people develop cancer, and those with a family history may have an even higher risk of developing certain cancers. “Genetic factors can impact families who have members with the same type of cancer,” says Wendy Brick, MD, an oncologist with Mecklenburg Medical Group Hematology/Oncology. “In fact, certain mutations [changes] in the genetic code [DNA] can increase a person’s risk for cancer, and these mutations may be passed from one generation to another.”

The cancer risk assessment program at Carolinas Medical Center, a joint undertaking between Blumenthal Cancer Center and the Clinical Genetics program, can identify whether you or a loved one is at an increased risk for cancer. This information is important when making decisions about early detection and prevention.

**WHO SHOULD BE TESTED?**

Screening is recommended for those with a personal or family history of:

- early-onset cancer
- multiple or bilateral cancers
- two or more relatives with the same type of cancer or related cancers
- a strong family history of cancer
- hereditary cancer syndromes, such as familial breast and ovarian cancers, Lynch syndrome, Turcot syndrome and others

**THE CANCER RISK ASSESSMENT**

Typically, the first meeting is with a genetic counselor. Patients may also consult with a geneticist, if needed. The following information is reviewed:

- personal and/or family history of cancer
- benefits, limitations and risks of genetic testing
- support in making healthcare decisions

Follow-up visits with a genetic counselor and an oncologist typically include:

- test results and their implications
- an assessment of cancer risk
- screening or treatment recommendations
- clinical trial information

**OCTOBER IS NATIONAL BREAST CANCER AWARENESS MONTH**

According to the American Cancer Society, having any of these risk factors puts you at greater risk for breast cancer:

- a known BRCA1 or BRCA2 gene mutation
- a first-degree relative (mother, father, brother, sister or child) with a BRCA1 or BRCA2 mutation if you haven’t had genetic testing
- a rare disorder such as Li-Fraumeni or Cowden syndromes (having first-degree relatives with either of these syndromes also increases your risk)

Your healthcare provider will recommend appropriate screening, if necessary.

**GET THE FACTS**

Our team of experts is ready to inform individuals, their families and referring physicians about cancer risk factors and treatment options. Contact the Clinical Genetics program at 704-381-6810 to schedule an appointment.
When planning for a trip, you pack the essentials you’ll need to make your stay comfortable and stress-free. The same holds true for a planned hospital stay. Knowing what to pack can help make your hospital stay less stressful.

So what should you bring? The admissions office may provide suggestions, but talk with your healthcare provider for specifics and compare with the lists below.

**MUST-HAVES**

These items take priority:
- nightclothes, a robe, sturdy slippers and warm socks
- comfortable clothes to wear home
- toiletries
- glasses or contact lenses, solution and a lens case
- a list of food and drug allergies
- your health insurance card
- a certificate showing you donated your own blood, if applicable
- names and phone numbers of family and friends
- copies of your advance directive

**FEEL-GOOD EXTRAS**

These items can make your stay more comfortable:
- loose, comfortable clothing such as pants or shorts, T-shirts, button-front sweaters or zip-front sweat jackets (for easier access to IVs)
- eye or ear coverings to help you sleep
- a personal music player or laptop (make sure these items can be stored safely or ask a family member to safeguard them)
- pictures of loved ones or pets
- a phone card
- unscented soap and washcloths
- books and magazines

**WHAT NOT TO PACK**

Don’t pack cash or jewelry. Leave your wallet, credit cards and checkbook home. See if the hospital allows electric razors or hair dryers. Avoid perfumes, colognes or strongly scented lotions.

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**ABOUT ADVANCE DIRECTIVES**

Advance directives are legal written instructions that let your family and doctors know your medical wishes if you become incapable of making those decisions. The two primary forms of advance directives are:
- a living will, which specifies the medical treatments and life-sustaining measures you do and don’t want
- a medical power of attorney, which is a document appointing a person to make decisions on your behalf

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**WE CARE ABOUT YOU!**

J.D. Power and Associates has recognized the following hospitals for providing an “Outstanding Inpatient Experience”
- Carolinas Medical Center
- CMC-Mercy
- CMC-NorthEast
- CMC-Pineville
- CMC-Union
- CMC-University

This recognition demonstrates a commitment to service that’s fostered by the physicians, nurses and staff at all six facilities, and addresses five key areas related to a patient’s hospital stay: speed and efficiency; dignity and respect; comfort; information and communication; and emotional support.
Emergency?

What to know before you go

With many of the nation’s emergency departments (EDs) experiencing an overwhelming increase in patients, it’s no surprise that the wait times to be seen by a physician can be quite lengthy.

But Carolinas HealthCare System (CHS) is working to make the ED experience a more pleasant one by posting wait times at several hospital emergency rooms via facility Web sites. Users can access the information online or with smart phones (see “Access made easy”).

“Patients can determine which facility will be able to serve them most quickly, keeping in mind that a critically ill or injured patient will always be seen first,” says Brad Watling, MD, an emergency physician at Carolinas Medical Center-Mercy. “This information is especially helpful in a large healthcare system like ours because patients have several CHS facilities where they can receive outstanding emergency care.”

WHEN TO SEEK HELP

Not every injury or illness warrants a trip to the ED. However, for life-threatening conditions, call 911 immediately. Below are just some of the reasons to seek emergency care:

▸ Change in mental status, such as fainting, dizziness or hallucinations
▸ Trauma such as a wound that won’t stop bleeding; wounds that involve the face and hands; burns that feel painless or are white, brown, black or charred; animal or human bites; spinal injuries; and broken bones
▸ Heart attack or stroke symptoms, such as shortness of breath, chest or jaw pain, difficulty speaking, sudden vision changes, sudden lack of coordination and sudden problems comprehending

Information is updated every 15 minutes and wait times are approximate. It’s one way to help patients better manage expectations and improve the patient-hospital relationship.

As a part of a coordinated plan to streamline and improve services at its EDs and urgent care centers, CHS is also moving emergency care closer to where people live through freestanding emergency departments that are housed within healthcare pavilions.

The first healthcare pavilion, CMC-Steele Creek, opened in November 2009. Similar facilities are planned for Waxhaw, Harrisburg, Kannapolis and Huntersville.

ACCESS MADE EASY

ED wait times can be accessed at participating hospital Web sites or at www.cmcwaittimes.org in the following ways:

▸ using online or Internet-enabled smart phones
▸ downloading the iTriage application
▸ calling CMC Connect at 704-355-7500 or 800-821-1535

To watch a video, visit www.youtube.com/user/CarolinasHealthCare.
To view a complete list of upcoming events and classes, visit [www.carolinasmedicalcenter.org](http://www.carolinasmedicalcenter.org) for more information.

**ACTIVE WOMEN EVENTS**
Women ages 21 and older can join Active Women. Membership is free. Visit [www.carolinasmedicalcenter.org/active](http://www.carolinasmedicalcenter.org/active) to enroll. Admission is free to all events and refreshments are provided. Call 888-456-7488 to register.

**Nutrition for a healthy pregnancy**
Join Jerry F. Matkins, MD, of Eastover OB/GYN to learn about nutrition for a healthy pregnancy.
► WHEN: Tuesday, Nov. 9, 6–7 p.m.
► WHERE: CMC-Moorcroft Community Room

**FLU SHOT CLINICS**
CMC Health Centers within YMCAs in Charlotte are offering flu clinics. Contact a CMC Health Center within a YMCA near you for dates and times. Must be age 18 or older.
► COST: $20.00

**LIFESTYLE MANAGEMENT & MEDICAL REFERRAL PROGRAM**
CMC and the Greater Charlotte YMCAs have joined forces to offer an eight-week program led by a registered nurse. This comprehensive program will help you build a healthier lifestyle through exercise, weight management and medical guidance.
► CALL: 704-512-3820 for more information

**QUITSMART™ SMOKING CESSATION PROGRAM**
Ready to quit? Carolinas Cancer Wellness Program offers a free three-session QuitSmart program at the Dowd YMCA during the month of November. This program offers excellent results. Space is limited.
► CALL: 704-512-3820 for more information and to register

**CAROLINAS CANCER WELLNESS PROGRAM**
This free, eight-week program helps manage the physical side effects of cancer treatment, during treatment or recovery phases. Individualized programs include strength training, cardiovascular and flexibility exercises.
► WHEN: Ongoing
► WHERE: Dowd and Harris YMCAs
► CALL: 704-716-6150

**CMC-MORROCCROFT SPEAKER SERIES**
These free lectures begin at 6 p.m. in the community room.

**Breast cancer awareness and prevention**
► WHEN: Wednesday, Oct. 13

**Help my heartburn!**
All about GERD (gastroesophageal reflux disease)
► WHEN: Wednesday, Nov. 17

**Asthma and chronic obstructive pulmonary disease (COPD)**
► WHEN: Wednesday, Dec. 8
► CALL: 704-512-3209 for more information or to make reservations

**MORRISON FAMILY YMCA HEALTH EDUCATION**
Join Kim Sbardella, RN, for free education about the following health topic:

**Breast cancer awareness day**
Learn about breast cancer screening, early detection and treatment.
► WHEN: Wednesday, Oct. 13, 9–11 a.m.
► CALL: 704-716-4640 with any questions and to register

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**Make an appointment whenever you want!**

Now it’s easy for you to manage your medical needs any time of day with MyHealth Online. We know how busy today’s families are, and that’s why we’ve put more control at your fingertips. It’s another example of how we bring together people, technology and compassionate care for a lifetime. Visit [myhealth.carolinas.org](http://myhealth.carolinas.org) and sign up today!
Being well-connected can save your life.

The region’s most responsive Chest Pain Network connects nine area hospitals and local EMS agencies through our exclusive Yellow Phone system. When the phone rings, a well-orchestrated series of events and protocols are begun for the swift transport of heart attack patients to a waiting catheterization lab. The result is an amazing 33 percent faster response time than the national average. And another example of how our integrated network brings together people and technology to save thousands of lives every year. Only at the Chest Pain Network of Carolinas Medical Center.