

# Carolinas Health

Spring 2009

The magazine of Carolinas Medical Center-Mercy

## CERVICAL CANCER

The test that can  
save your life

## PATIENTS COME FIRST AT CMC-MERCY

## SHOW YOU CARE

Become a  
volunteer!

Find a  
pharmacy  
near you!

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Carolinas Medical Center  
Mercy

# A passion for healing

## Physician returns to Carolinas Medical Center

It takes one to know one—which is why Heather Havlik, MD, is uniquely equipped to care for female athletes.

Dr. Havlik, a physiatrist at Carolinas Medical Center, brings a wealth of experience and personal knowledge to her job. A specialist in sports medicine, Dr. Havlik is also an accomplished, competitive equestrian. “My passion for treating equestrian-related injuries led me to pursue a career in sports medicine,” she says.

### A WIDE RANGE OF EXPERTISE

Dr. Havlik is an expert at diagnosing and treating pain and returning patients to competition after injury. She treats acute muscular and skeletal injuries

in competitive and recreational athletes alike. Many of the sports-medicine patients Dr. Havlik sees have nerve injuries like carpal tunnel syndrome as well as acute, sports-related muscular and skeletal injuries. She cares for those who are experiencing knee, hip and ankle problems and muscle, tendon and bone injuries, as well as injuries resulting from chronic overuse.

Dr. Havlik returns to CMC, where she completed part of her medical training, after gaining broad experience working with a diverse group of athletes. Her special interests are as diverse as her background and include not only equestrian and dance, but also “throwing” injuries. “The unique mechanics of throwing intrigue me—it’s very rewarding to work with these athletes from a diagnostic and rehabilitative standpoint,” Dr. Havlik says.

### FOCUSING ON THE FEMALE ATHLETE

Treating female athletes is a real passion for Dr. Havlik. She has extensively researched the female athlete triad, a trio of conditions that includes disordered eating, osteoporosis and amenorrhea (the absence of menstruation). “These conditions are common in post-menopausal women, but now they’re showing up in young athletes who are training at intense levels,” says Dr. Havlik. We’re starting to look at early cardiovascular disease in these girls and we’re finding they’re at significant risk.”

As an equestrian, Dr. Havlik says her goal is to become a team physician for the U.S. Equestrian Team. “Riders are a unique group of athletes, and there are very few sports-medicine physicians who understand the physical requirements of competition among the different disciplines.” One of the biggest medical concerns among equestrians is concussion, a condition that’s all too common among athletes. Dr. Havlik intends to use her knowledge and skill to help all athletes in their never-ending pursuit of excellence. 🌱



© iStockphoto/Hedda Gjerpen



### DR. HAVLIK IS WELCOMING NEW PATIENTS

Call Charlotte Medical Clinic at 704-355-5100 to make an appointment.



DEDICATED CARE: The new psychiatric ED at CMC-Randolph.

# A caring environment


Psychiatric Emergency Department opens at CMC-Randolph

**T**he Carolinas Medical Center–Randolph psychiatric Emergency Department (ED) is now open and ready to meet the complex mental health needs of residents of Mecklenburg County.

As the only psychiatric ED in the region—and one of the few dedicated child and adolescent psychiatric emergency centers in the nation—the facility provides separate treatment areas for adult and child/adolescent patients.

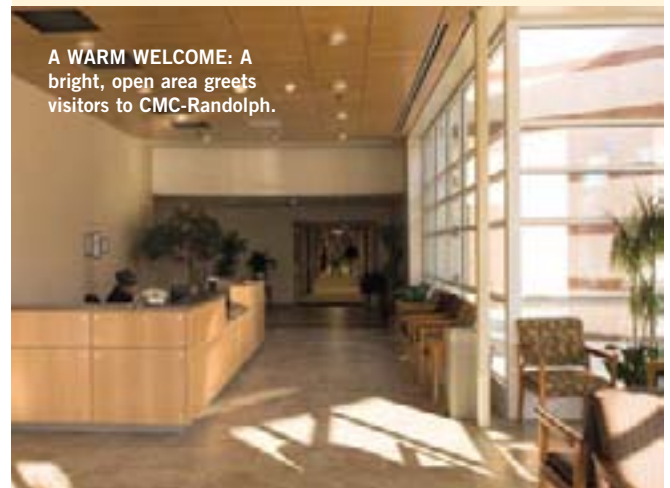
Last year, more than 16,000 patients were evaluated in the psychiatric ED, with a projected rise of an additional 5 percent each year over the next five years due to a growing population.

## SAFETY AND SECURITY

“The new psychiatric Emergency Department provides patient-centered care in a safe, secure environment,” says Laura Thomas, vice president and administrator of CMC-Randolph. “The building, which also includes a new hospital entrance/lobby and an expanded Behavioral Health Call Center, has many innovative design concepts and is a bright and welcoming space.” 

## HERE WHEN YOU NEED US

**C**MC-Randolph provides inpatient, outpatient, community-based and emergency mental health services. For admission inquiries or more information, please contact our 24-hour Behavioral Health Call Center at **704-444-2400** or **800-418-2065**.



A WARM WELCOME: A bright, open area greets visitors to CMC-Randolph.



“I am very blessed and grateful to have had these people taking care of me.”

**A**fter having heart surgery that included receiving two stents and a balloon angioplasty, I'm so glad I chose Carolinas Medical Center. Drs. [Irwin H.] Naylor and [Robert H.] Haber were the best.

I received outstanding care from everyone I came into contact with. I would like to commend my nurses on their excellence and let them know how much I appreciate all they did to help me feel more comfortable and at ease. They were always willing to help and were the best nurses I've ever had. I am very blessed and grateful to have had these people taking care of me.

Scott Beam  
Cherryville, NC

Editor's note: We receive hundreds of letters each year from patients and family members who write to share their appreciation of the care they received. With each author's permission, we will share these letters with you. Please visit [www.carolinasmedicalcenter.org](http://www.carolinasmedicalcenter.org) for more patient testimonials.

## MEET OUR DOCTORS

Join us as we welcome the following physicians who recently joined our growing family. To find a physician near you, call 704-355-7500 or visit [www.carolinasmedicalcenter.org](http://www.carolinasmedicalcenter.org).

### **Farah Abdulsalam, MD**

Carolinas Hospitalist Group-University

### **Akingbade Akinyelu, MD**

Carolinas Hospitalist Group

### **Olga Y. Brooks, MD**

Mecklenburg Medical Group-Pineville

### **William Downey, MD**

Sanger Clinic-Charlotte

### **Glenn Fandetti, MD**

Charlotte Cardiology Associates

### **Barry J. Hanger, MD**

Mecklenburg Medical Group-Ballantyne

### **Heather Havlik, MD**

Charlotte Medical Clinic

### **Patricia A. Honeycutt, MD**

South Charlotte Primary Care

### **Chad Jacobsen, MD**

CMC-Main Pediatric  
Hematology/Oncology

### **Benston Johnson, DO**

Dove Internal Medicine

### **Darin Kennedy, MD**

CMC-Eastland Dept. of  
Family Medicine

### **David Marseille, MD**

CMC-Main Pediatric  
Hospitalist

### **Jerry C. Martin, MD**

CMC Dept. of Neurology

### **Tejal Mehta, MD**

Mecklenburg Medical Group-  
Matthews

### **Ngoc-Diep Nguyen, MD**

Charlotte Pediatric Clinic-  
Steele Creek

### **Sylvester Ogbata, MD**

Carolinas Hospitalist Group-Mercy

### **Karla L. Robinson, MD**

Ardrey Kell Family Medicine

### **Timothy Smith, MD**

Carolinas Hospitalist Group

### **Charles Termin, MD**

Piedmont OB/GYN-Ballantyne

# Our pharmacies are working for you

No one wants to wait for a prescription, especially when you're not feeling well. Now you don't have to. Carolinas Medical Center's retail pharmacies are strategically located in medical office buildings to maximize convenience for patients. And soon, our electronic prescription service will make getting your prescriptions even easier.

## CONVENIENCE AND SAFETY

"This service enables doctors to send a prescription via computer," says Frank McCree, director of Outpatient Pharmacy Services at Carolinas HealthCare System. "In most cases, the prescription will be filled before a patient's appointment is finished." Safety is another advantage of this new technology.

"Our pharmacists have experience reading physicians' handwriting, but that doesn't eliminate human error," says McCree. "Sending a prescription electronically eliminates the chance of mistakes when entering information." A computerized medication history ensures that pharmacists and doctors can track a patient's prescriptions and how compliant he or she is about taking them. "We

work as a team with physicians to fill in the blanks that may result from any communication gaps."



Kim DeRhodes, RPh

## PERSONAL CONSULTATIONS

Filling that gap is also important when it comes to dietary supplements.

A recent study found that a majority of households use supplements. But since the FDA doesn't regulate them, not everyone knows whether they're effective and whether they're doing more harm than good. That's where CMC pharmacist Kim DeRhodes, RPh, comes in. DeRhodes has more than 25 years experience and specializes in complementary and alternative medicine. She helps patients safely integrate supplements into their regimen.

"DeRhodes has assembled an arsenal of supplements that may be useful in your particular situation. She also knows which ones to steer people away from," McCree says.

Although she's based at CMC-Morrocroft Medical Plaza, DeRhodes' services are available by appointment for one-hour consultations at any CMC pharmacy. She'll review your current prescriptions and supplements to make sure you're using them safely and effectively.



Images on page 5 © 2009 Gerin Choiniere

## WE'RE HERE TO SERVE YOU

There are six convenient CMC pharmacy locations:

### CMC-Matthews Medical Plaza

332 Sam Newell Road, Suite 1300, Matthews  
**704-512-6870**

#### HOURS:

8:30 a.m.–5 p.m.,  
Monday–Friday

### Medical Center Plaza

1001 Blythe Blvd., Charlotte  
**704-355-6900**

#### HOURS:

9 a.m.–5:30 p.m.,  
Monday–Friday

### CMC-NorthCross

16455 Statesville Road, Huntersville  
**704-801-2566**

#### HOURS:

8 a.m.–5 p.m.,  
Monday–Friday

### CMC-NorthEast Gateway

1085 NorthEast Gateway Court, Suite 190, Concord  
**704-403-8680**

#### HOURS:

8:30 a.m.–5:30 p.m.,  
Monday–Friday

### CMC-NorthEast Pavilion

920 Church St. North, Concord  
**704-403-3190**

#### HOURS:

7 a.m.–5:30 p.m.,  
Monday–Friday

### CMC-Morrocroft Medical Plaza

4525 Cameron Village Parkway, Suite 1200, Charlotte  
**704-512-6040**

#### HOURS:

8:30 a.m.–5 p.m.,  
Monday–Friday

# Putting patients first

## CMC-Mercy's commitment to patient-centered care

Perhaps no experience is more fraught with anxiety than being a patient in the hospital. Patients want to be treated as individuals—not as medical conditions to be “fixed.”

Recognizing this, Carolinas Medical Center-Mercy has embraced a new paradigm in healthcare: the patient-centered philosophy. The hospital has partnered with Planetree, a non-profit organization that helps hospitals create patient-centered healing environments.

### A FOCUS ON PATIENTS' NEEDS

“Implementing the Planetree philosophy started with educating our employees and medical staff about core components of patient-centered care and how to embrace it within their work environments,” says Phyllis Wingate-Jones, president of CMC-Mercy.

For patients, this new philosophy means that every aspect of treatment and every hospital decision—from technology to building design—is made with the patient in mind.

“When our expansion is completed this year, patients will know this isn't a regular hospital as soon as they walk through our doors,” says Wingate-Jones. “We're replacing the institutional look common in healthcare facilities with warm, inviting colors, design elements that promote privacy and patient safety, and a focus on bringing in the natural environment to assist with healing and a sense of well-being.”

Patients will also benefit from a very distinct healing arts program, music programs, a family resource library open to the public, integrative medicine services such as aromatherapy for family waiting areas and more.

“But what we hope patients notice most is the care and compassion they receive from our staff and physicians—care that is tailored to meet their needs in ways that are patient-centered, culturally sensitive and unique,” says Wingate-Jones. 🌍



### CMC-MERCY'S PATIENT-CENTERED PHILOSOPHY RECOGNIZES THAT:

- A patient is an individual to be cared for, not a medical condition to be treated.
- Each patient is a unique person with diverse needs.
- Patients are partners and have knowledge and expertise that is essential to their care.
- Patients' family members and friends are also partners.
- Access to understandable health information is essential to empower patients to participate in their care.
- The opportunity to make decisions is essential to the well-being of patients.
- Every staff member is a caregiver whose role is to meet the needs of each patient.

# A new spin on volunteering

Volunteers at Carolinas Medical Center–Mercy will soon be helping patients and staff in a variety of nontraditional ways, thanks to an exciting new hospital initiative.

In 2008, CMC–Mercy became an affiliate of Planetree, a non-profit organization that helps facilities create patient-centered healing environments. “The patient-centered care philosophy has guided us in developing a unique art program for the hospital. We’ve also focused on providing integrative medicine services such as aromatherapy,” says Phyllis Wingate-Jones, president of CMC–Mercy.

In order to create this unique healing experience, new programs like pet therapy, live music and meditation classes have been established. Volunteers are needed to participate in non-clinical activities like cookie baking, playing musical instruments and assisting with Ambassadors, a program where volunteers greet guests as they enter the hospital, help with directions and lead art tours.

“The CMC–Mercy volunteer program is a collaboration of caring people from the community who work with administration and the clinical staff. Together, these groups have developed out-of-the-box opportunities for volunteers,” says CMC–Mercy Volunteer Manager Jill Aleong.

One such opportunity is the “On Call” program that allows volunteers to work nontraditional hours by being on standby to help with emergency child care or patient transportation needs. Additional programs with flexible hours are being developed.

Amidst all of the changes, there is one constant: Many volunteers find their work so rewarding that they come back year after year. “The work is fast-paced and challenging, and I especially enjoy interacting with patients and their families,” says Florence Gorski, a CMC–Mercy volunteer for more than eight years. 🌱

## VOLUNTEER BENEFITS

- flexible hours
- complimentary meal tickets
- a free annual flu vaccination



## SHARE YOUR TALENTS AND MAKE A DIFFERENCE!

A smile, a kind word or just knowing someone cares can make a patient’s day and aid in their healing. As a volunteer at CMC–Mercy, you can:

- play a musical instrument
- bake cookies
- teach a knitting class
- enroll your dog in the pet visitation program
- and much more!

If you’d like to share your skills while meeting new friends and giving back to your community, we invite you to take part in the volunteer program. Call Jill Aleong at **704-304-5806** for more information.



# The importance of cervical cancer screenings

By Jeanne Rollins, MD

**W**hy do I need a Pap test? What do the results mean? What is HPV? I've had many patients ask those very questions. For years, they've had Pap tests with their annual exams but never really knew why. It's important that women understand this vital screening test.

## KNOW THE FACTS

Worldwide, cervical cancer is the second most common cancer among women and the most common cause

of death from a gynecologic cancer. The biggest risk factor for cervical cancer is infection with high-risk strains of the human papillomavirus (HPV). HPV, a sexually transmitted disease, is spread by direct contact, including oral intercourse, sexual intercourse and even hand-to-genital contact. For most women who have HPV infections, including those with high-risk types, the virus clears up within one to two years. In 10 to 20 percent of cases, the virus persists and may cause dysplasia (abnormal cervical changes), which can ultimately lead to cervical cancer. Risk factors for HPV infection and progression of the disease include:





## WHEN TO PAP

**A** woman should have her first Pap screening by age 21 or three years after sexual activity begins, whichever comes first.

Women should then have a Pap test every one to three years, depending on their age and history of abnormal results. Women who have a history of abnormal Pap tests should be tested yearly.

Women who have had a hysterectomy and their cervix removed can stop cervical cancer screening, unless they have a history of abnormal Pap tests (although they still need to see their doctors for the rest of their annual exam).

- smoking
- having a weakened immune system (e.g., HIV infection)
- having multiple sexual partners
- engaging in intercourse at an early age

## EARLY DETECTION

The Pap test screens for cervical precancer (dysplasia) and cervical cancer; it's performed by a doctor who collects cells from the cervix with a small brush or spatula. These cells are sent to a pathologist who examines them under a microscope to see if any of the cells are abnormal. Cervical cells may be abnormal for a variety of reasons, including a benign infection, low estrogen or the presence of precancerous or cancerous changes. If the cells are mildly abnormal, the laboratory will then test the cells to see if they're infected with a high-risk strain of HPV. If the cells are moderately to severely abnormal, it's thought that

these atypical cells are due to infection with a high-risk strain of HPV.

When test results come back as mildly abnormal but show the presence of high-risk HPV or are moderately to severely abnormal, an in-office colposcopy exam is recommended to further evaluate the cervix. During a colposcopy, the doctor views the cervix under a microscope to look for anything unusual. If any part of the cervix looks abnormal, he or she takes a small portion (biopsy) for evaluation. Treatment of the abnormal cells depends on the colposcopy and biopsy results. Pap tests can be performed every few months to make sure the HPV infection and cervical changes resolve. Sometimes a small portion of the cervix with the abnormal cells needs to be removed.

## PREVENTION IS BEST

Of course, no woman wants to develop cervical cancer. But how can it be prevented? The most important way is to limit infection with high-risk HPV. The Gardasil® vaccine was recently introduced to do just that—it protects women against the most common HPV strains that cause genital warts and cervical cancer. Available in most pediatric or OB/GYN offices, Gardasil is recommended for females ages 9 to 26 and is given in a series of three injections over six months.

The Pap test has decreased the incidence of cervical cancer by more than 70 percent. With the Gardasil vaccine, this number should decrease even more. However, continued routine screening with the Pap test is necessary since Gardasil doesn't protect you against every strain of high-risk HPV, just the more common ones. It's important to not only see your doctor when you have problems but also be routinely screened for preventable conditions, learn the latest healthcare recommendations and get answers to any questions you may have. 🌿



## LISTEN TO OUR PODCAST

To hear more about the latest cancer treatments available at Carolinas Medical Center, visit [www.carolinasmedicalcenter.org](http://www.carolinasmedicalcenter.org) and click on the "Newsroom" link to listen to related podcasts.



**A HEALTHY OUTLOOK:**  
Karyn Hillian's quality of life has improved since receiving a liver transplant at CMC.

# A new lease on life

Thanks to CMC's liver transplant program

**W**hen Karyn Hillian was placed on the waiting list for a liver transplant, treatment options were beginning to run out. Since 2002, Karyn had been suffering from primary sclerosing cholangitis (PSC), a chronic liver disease of unknown cause. She had been on and off the waiting list at another transplant center for two years.

But after transferring her care to Carolinas Medical Center—which currently has one of the shortest wait times in the country for liver transplants—Karyn's wait for a new liver was only one month. In the time since her transplant, she's gained both a new quality of life and a deep appreciation for the excellent medical care she received as a patient at CMC.

"Carolinas Medical Center is great," Karyn says. "They deal with your liver, and you can move on with your life."

"At CMC, we're committed to offering our patients the highest level of quality healthcare, and the liver transplant program is no exception," says Mark Russo, MD, medical director of liver transplantation at CMC.



**Mark Russo, MD**

## A UNIQUE PROGRAM


A strong commitment to excellence isn't the only factor that differentiates CMC from other hospitals in the region. Unlike many areas, the greater Charlotte region has its own organ procurement organization, LifeShare of the Carolinas. Through this exclusive

relationship with LifeShare, transplant patients at CMC are given first priority when an organ becomes available.

Currently offering the most board-certified transplant hepatologists in the Carolinas, CMC has more than doubled the number of liver transplants performed since 2006 to 55 transplants in 2008. Patient outcomes are also excellent: The survival rate currently stands at 87 percent, and candidates on the CMC liver transplant waiting list have a higher transplant rate than the national average.

## HELPING PATIENTS OF ALL AGES

Adults aren't the only ones who benefit from the transplant program at CMC. Levine Children's Hospital, located on the campus of CMC, offers the largest pediatric liver transplant program in the Carolinas.

"Patients of all ages in the Charlotte region are fortunate to have such comprehensive liver transplant services close by," says Dr. Russo. "Our personalized approach to liver transplants, along with caring physicians, nurses and staff, provides the best possible experience to patients facing life-threatening illness." 

## OUR SERVICES ARE CLOSE TO HOME

**F**or more information about the liver transplant program at CMC, visit [www.cmcliver.org](http://www.cmcliver.org).



# Mark your calendar



LiveWELL  
Carolinas!  
Work. Eat. Learn. Live.

**C**arolinas Medical Center is committed to improving the health and wellness of your family by offering a wide variety of community health events, educational seminars and wellness classes. To view a complete list of upcoming events and classes, visit [www.carolinasmedicalcenter.org](http://www.carolinasmedicalcenter.org) for more information.

## WELLNESS WEDNESDAYS

Join us every Wednesday in April for special wellness activities. Receive a spinal assessment, talk to a dietitian, have a free mini-massage or even take a yoga class on the lawn!

**WHEN:** Every Wednesday in April; events and times vary.

**WHERE:** Gateway Village YMCA, 900 W. Trade St., Suite 100, Charlotte

**CALL:** 704-716-4700 or visit [www.ymcacharlotte.org](http://www.ymcacharlotte.org) for more information.

## CBCC BLOOD DRIVE

Community Blood Center of the Carolinas will hold a blood drive at the Gateway Village YMCA.

**WHEN:** Wednesday, April 15, 10 a.m.–2 p.m.

**WHERE:** Gateway Village YMCA, 900 W. Trade St., Suite 100, Charlotte

**CALL:** 704-716-4724 to make an appointment or register online at [www.ncdonor.com](http://www.ncdonor.com).

## HEALTHY KIDS DAY

Join us for fun and learning activities for the entire family. Free and open to the public.

**WHEN:** Saturday, April 18, 10 a.m.–noon

**WHERE:** Morrison YMCA, 9501 Bryant Farms Road, Charlotte

**CALL:** 704-716-4600

**WHEN:** Saturday, April 18, 10 a.m.–1 p.m.

**WHERE:** McCrorey YMCA, 3801 Beatties Ford Road, Charlotte

**CALL:** 704-716-6516

## COMMUNITY ADULT CPR AND AED CLASS

Class will be held at the CMC Health Center at the Dowd YMCA.

**WHEN:** Monday, April 20, 5–8 p.m.

**WHERE:** 400 East Morehead St., Charlotte

**COST:** \$40

**CALL:** 704-716-6149 to register. Space is limited.

## CMC-MORROCROFT SPEAKER SERIES

Join physician-led discussions on the following topics.

**TOPIC:** Girls' Night Out: Health Issues That Affect Women in Various Life Stages

**WHEN:** Wednesday, April 22, 7 p.m.

**TOPIC:** Cancer Treatment and Prevention for All Ages

**WHEN:** Wednesday, May 20, 7 p.m.

**TOPIC:** Help ... My Heart Burns!

**WHEN:** Wednesday, June 3, 7 p.m.

**WHERE:** CMC-Morrocroft Medical Plaza, 4525 Cameron Valley Parkway, Charlotte

**COST:** Free and open to the public

**CALL:** 704-512-3209 to register.

## SIMMONS YMCA 6TH ANNUAL HEALTH FAIR

Door prizes, food, health information, blood pressure checks and more.

**WHEN:** Wednesday, April 29, 10 a.m.–noon

**COST:** Free and open to the public

**CALL:** 704-716-6611

## OSTEOPOROSIS SCREENING

Are you at risk for osteoporosis? Find out with an osteoporosis screening.

**WHEN:** Wednesday, May 27, 10 a.m.–noon

**WHERE:** CMC Health Center at the Dowd YMCA, 400 East Morehead St., Charlotte

**COST:** Free

**CALL:** 704-716-6149 to schedule an appointment. Space is limited.

## FREE COMMUNITY HEALTH FAIR

**WHEN:** Wednesday, May 27, 10 a.m.–noon

**WHERE:** McCrorey YMCA, 3801 Beatties Ford Road, Charlotte

**CALL:** 704-716-6516

2001 Vail Ave., Charlotte, NC 28207

*Carolinas Health* is published for Mecklenburg County residents as a community service of Carolinas Medical Center-Mercy. There is no fee to subscribe.

The information contained in this publication is not intended as a substitute for professional medical advice. If you have medical concerns, please consult your healthcare provider.

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## Recognized by J.D. Power and Associates for Excellence in Emergency Services

For a second consecutive year, Carolinas Medical Center-Mercy was recognized by J.D. Power and Associates for providing an "Outstanding Patient Experience" in emergency services. Our uncompromising excellence and commitment to care give you more of everything. It's who we are at CMC-Mercy.



*"Outstanding Patient Experience"*



Carolinas Medical Center  
Mercy

*Uncompromising Excellence. Commitment to Care.*

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