



SETON

Summer 2004

HEALTH

Caring for the whole person: body, mind, and spirit



Dizziness or Poor Balance?

If you struggle with dizziness or poor balance, a new service at Seton Medical Center may help.

Making a Difference

Dear Reader,
We hope *Seton Health* gives you a glimpse of the wide array of services provided by Seton Medical Center and Seton Coastside.



Improving the health of our community is an important part of our mission. Inspired by our mission and values, our associates are dedicated to providing compassionate care to our community.

I am delighted to report that Seton has been selected one of the "Best Places to Work" in the Bay Area by *The San Francisco Business Times*. Companies were selected based on criteria such as employee recognition, communication within the company, and quality of the work environment. Seton had the highest ranking for associate satisfaction scores among large employers.

For nearly a century, Seton's mission to serve the sick and the poor, with compassionate care for the mind, body, and spirit, has never wavered. We invite you to witness firsthand how our health-care ministry is making a positive difference in the lives of our patients and the community we serve.

Sincerely,
Bernadette M. Smith
President and CEO

Most of us wrestle with balancing work and family life, eating a balanced diet, or balancing our checkbooks. Other people struggle with balance itself: They can't descend stairs without getting tipsy; vertigo strikes when they reach toward a shelf at the grocery store; they're overcome with dizziness as they back their cars out of the driveway; or they've suffered or experienced a fall.

"As baby boomers age, balance disorders are becoming a bigger medical issue in our community," says Steven Kmucha, M.D., an Otolaryngologist (Ear, Nose, and Throat Doctor) and Balance Specialist at Seton Medical Center, who adds that balance disorders aren't always easy to treat. "Balance is a complex process of the human body.



"For people looking for help, it's often a frustrating cycle," adds Dr. Kmucha. "It may be difficult for one doctor to accurately evaluate all the body systems that play a role in balance—this may require specialized testing and consultations with a number of different specialists. And until recently there was no simple testing battery to determine which treatments would be best for which patients."

The solution to these problems is specialized care at a center dedicated to balance disorders. But surprisingly, no such

center exists in the Bay Area. To fill this void, **The Balance and Mobility Center at Seton Medical Center** will open its doors this summer.

The center's primary advantage is its ability to diagnose the frequently complex causes of balance problems. An audiologist administers a battery of screenings, including advanced computerized tests that determine the roles played by your brain, eyes, ears, neck, back, and joints in maintaining balance.

In younger and middle-aged adults, this diagnosis typically reveals an ear disorder, such as Eustachian tube dysfunction, Meniere's disease, or labyrinthitis (inflammation of the inner ear). For these patients, effective treatments—from medications to physical therapy to surgery—can often fix the problem.

"In older adults, balance disorders often have more than one cause," says Dr. Kmucha, the center's medical director. As we age, the body's systems become less effective in keeping the body in balance, much like the slow, gradual loss of hearing that most people experience over time. Couple this natural process with vision loss, arthritic joints, weak muscles, cardiovascular disease, diabetes, or dizzy spells from medication side effects, and it's not hard to see why someone might struggle to keep steady.

At the center, Dr. Kmucha and the balance center staff will work with a patient's existing physicians and specialists—or recommend other necessary tests

or possible referrals to other specialists—to improve all medical problems related to the balance disorder. The center also provides tailored rehabilitation to teach people how to stay stable and minimize the risk of an accident. "Our goal," says Dr. Kmucha, "is to help people maintain as much activity and quality of life as possible."

The Seton Balance and Mobility Center will be opening this summer. For more information, call 650.992.3077.

Looking for a Job?

> If you're looking for a new career opportunity, Seton Medical Center is hiring! We offer a range of positions, from nursing to managerial, with competitive salary and benefits packages. To learn about the latest open positions, call 650.991.6822 or visit www.setonmedicalcenter.org.



Seton Medical Center

1900 Sullivan Ave.
Daly City, CA 94015



Member of Daughters of Charity Health System

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What Matters Most for Heart Disease?

Medical experts have long known about the link between race and heart health. African Americans, for example, seem to be at greater risk than Caucasians for developing heart disease, stroke, and hypertension. From this understanding, researchers at Seton Medical Center posed a new question: Does race affect how well patients fare after lifesaving procedures like open-heart surgery and angioplasty? Are Latinos more likely than, say, Filipinos or African Americans to recover after treatment for a heart attack?

According to lead researcher Colman Ryan, M.D., FACC, Medical and Executive Director of the **San Francisco Heart and Vascular Institute** at Seton Medical Center, ethnicity matters less than what he calls "clusters of risk factors." In a recent study published in the *Journal of the American College of Angiology*, Dr. Ryan found that risk factors like high blood pressure, high cholesterol, diabetes, obesity, and smoking play a greater role than race in determining how well people recover after treatment for heart disease.



The take-home message? Whether you're a 45-year-old woman with early signs of heart disease or a 65-year-old man who's had two heart attacks, you need to get your risk factors under control—it's never too late to improve your health status.

An experienced physician or cardiologist can help. To reach the San Francisco Heart and Vascular Institute, call **650.991.6601**. To access Seton's physician referral line, call **800.436.2404**.



Seeing Cancer With Clarity

A mass or nodule found in your lungs isn't necessarily cancerous. Physicians at Seton Medical Center now have an advanced tool to help identify the presence or absence of cancer with the highest accuracy possible. The PET scanner can be used to identify lung, breast, and colorectal cancers, as well as lymphoma and other cancers. "Our PET scanner is also sensitive and specific

enough to show us how extensively the cancer has spread, if at all," says Stephen Gerard, M.D., Chief of Nuclear Medicine at Seton. With this accurate information on hand, physicians can determine the best treatment for patients.



New Knee?

When worn-out knee or hip joints begin to make your life miserable, it's time to discuss your options with an orthopedic surgeon. A knee or hip replacement is often the only solution. At Seton Medical Center, our **Orthopedics Department** surgeons have performed joint replacement surgeries for 30 years, and we're still keeping pace with the latest surgical advances. "We're now performing these surgeries with even smaller incisions,



which makes our patients' recovery time quicker," says Alfredo Fernandez, M.D., an Orthopedic Surgeon and Chief of Orthopedics at Seton. "We're also using newer materials, such as ceramics for the replacement joint, which should last longer without loosening up." To make an appointment with an orthopedic surgeon affiliated with Seton, call our physician referral line at **800.436.2404**.

Breathe a Little Easier

Lung and breathing problems don't have to suffocate your life. With an effective rehabilitation program, you can improve your breathing and regain independence and mobility. "People who experience shortness of breath due to chronic lung diseases, such as emphysema, chronic bronchitis, chronic asthma, or pulmonary fibrosis, should consider pulmonary rehabilitation," says Thomas Hazlehurst, M.D., a Pulmonologist and Medical Director of **Pulmonary Rehabilitation** at Seton Medical Center.

Through supervised exercise, patient education, and medication therapy, pulmonary rehab patients at Seton can improve their fitness and breathing capacity; control anxiety, panic, and depression; limit visits to the emergency room; and improve their quality of life. For more information about pulmonary rehab, call **650.991.6776**.

Need a physician or specialist? Call our 24-hour physician referral line at **800.436.2404**.

respect compassion simplicity advocacy inventiveness

Spiritual Support at Home

Spiritual care adds a new dimension to traditional medical care at home.

Sister Paulina Villa knows that healing at home after a hospital stay doesn't just involve physical therapy and medication. She believes that people recover through emotional and spiritual healing as well, and that's her calling. As one of two chaplains with **West Bay Home Health and Community Services**, Sister Paulina regularly ministers to patients in their homes at no charge, and often keeps in touch with them long after their home-care nursing and physical or occupational therapy have been completed.

"I pray with people, but I also do a lot of listening," says Sister Paulina, a Certified Grief Counselor who also runs a grief support group in Pacifica. "I let people talk about their anger, depression, or loneliness. And I try to let them know that I really care about what happens to them." Sister Paulina and her fellow chaplain, Joan Casey, also help connect patients to local spiritual communities, Buddhist, Hindu, Islamic, Jewish, or Christian.

According to Laura Burgess, Director of Patient Care Services at West Bay,



"by offering such extensive spiritual care, we go above and beyond what home care traditionally provides." This commitment is rooted firmly in the Vincentian values of the Daughters of Charity Health System. "Without this care," she adds, "we'd just be treating people's bodies, not their minds and spirits."

Spiritual care, Burgess stresses, isn't limited to prayer and counseling: A sense of compassion and spirituality pervades the work of the home-care medical staff as well. "One of my nurses treated an elderly gentleman who was re-admitted to the hospital," recalls Burgess, "and he was worried about who would feed his cat while he was gone.

So my nurse went to his home every day to feed the pet. When the man later died, she made sure his cat went to the SPCA and got a good home. That's how we care for the whole person. For more information about home-care services, call **650.991.6680**.



Member of Daughters of Charity Health System

Right in Your Neighborhood

Did you know that Seton Medical Center Coastside provides hospitalization for medical conditions?

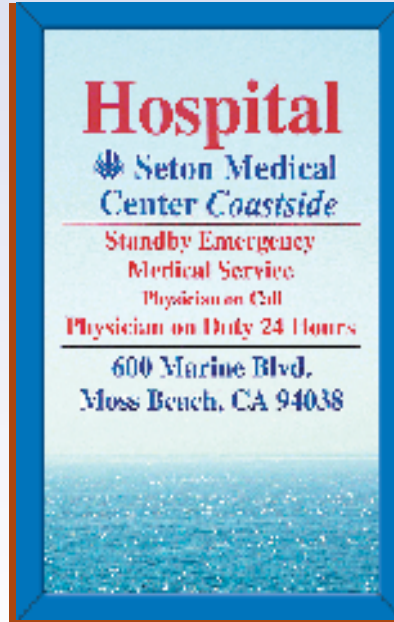
Rita Gambol is gazing out the window of her Moss Beach home, observing the birds feeding in her yard and the new blossoms on her tomato plants, with the majestic ocean as a backdrop. "I'm happy to be in proximity to so much beauty," she says.

To reach Seton Coastside, contact us at 650.563.7100.

She's also a two-minute drive from Seton Medical Center Coastside, a full-resource hospital—not just an emergency

room—with the services to care for her and her loved ones, including her lifelong friend, Marion Hanrahan, 82, who was admitted for emphysema treatment last year. Marion, who was having trouble breathing, stayed at the hospital for five days; she was given genuine, compassionate nursing care and other specialty services, and her condition soon stabilized. "The care she received was excellent," says Rita. Unfortunately, after returning home for an extended period, Marion eventually passed away in July 2003.

Yet after witnessing her friend's experience, Rita, 85, feels fortunate to live in a tranquil community that isn't isolated from nearby medical care. "Many people don't know what a wonderful facility Seton Coastside is," she explains.



"We're so lucky to live within minutes of first-class medical care."

This care includes inpatient services to treat many medical problems. "When

you need fast, high-quality medical care, you don't have to drive over the hill," says Susan Flinn, R.N., Director of Seton Coastside. Patients can be admitted to treat a stroke, severe diabetes complications, the flu, pneumonia, and back pain, among other ailments. "Our patients also enjoy continuity of care," adds Flinn. "Their own family physician can treat them at the hospital, and the same team that cared for them in the **Emergency Department** will also treat them as inpatients."

And with a **Clinical Laboratory; Radiology Department; physical, occupational, and speech therapies; and a Skilled Nursing Facility**, Seton Coastside has the resources to heal patients' bodies, along with the compassion to comfort their minds and spirits.

Prevention

Avoiding Urinary Tract Infections

Urinary tract infections are common, but not inevitable. Here's how you can help prevent them.

The symptoms emerge suddenly: the urge to urinate frequently, sharp pain or a burning sensation in the urethra after you urinate, and possibly blood in the urine and pain in your lower back. You've probably caught a urinary tract infection, or UTI. You won't know for sure until you visit your physician, and he or she confirms the diagnosis with a urine culture. But if it is a UTI, you'll need antibiotics to clear it up.

While UTIs are a common medical problem—

especially among women—you aren't helpless to prevent one. The first step is to understand how they occur—when bacteria migrates up the urinary tract to cause a bladder infection.

"UTIs are more common in women because they have a shorter urethra for bacteria to climb up," says Raul Hernandez, M.D., Chief of Urology at Seton Medical Center. "After

menopause, women experience changes in their vaginal wall that makes the bladder more vulnerable to infection. Men can get a UTI because of an obstruction in their prostate gland, so they don't empty their bladder completely, and the remaining urine becomes a haven for bacteria."

Dr. Hernandez recommends the following tips to reduce your risk of a UTI:

- > **Drink plenty of water** each day to help remove bacteria from the urinary tract.
- > **Don't hold your bladder** for long periods of time.
- > **When you go to the bathroom**, make sure to empty your bladder completely.
- > **If you are prone to repeated UTIs**, avoid products that may irritate the urethra, such as bubble baths and deodorants. Also consider drinking cranberry juice each day: Studies have shown that the drink may help prevent repeated infections and reduce the need for antibiotics.

"If you have frequent infections," adds Dr. Hernandez, "you need a more thorough medical evaluation to determine the underlying cause." The bottom line is that you should never put off prompt medical attention for a UTI.



High-Tech Urology at Seton

People with urological problems can find some of the latest, most effective treatments at Seton Medical Center. These problems include prostate and genital cancers, kidney stones, kidney tumors, urinary incontinence, repeated urinary infections, and sexual and erectile dysfunction.

"We're on the cutting edge of new technology for prostate cancer," says Raul Hernandez, M.D., Chief of Urology at Seton. "We also offer the most comprehensive program for kidney stone management on the peninsula."

To make an appointment with a urologist, call Seton's 24-hour physician referral line at

800.436.2404,

or visit our Web site, www.setonmedicalcenter.org.

Calendar

classes & programs

For more information on any of these programs, including locations and registration, contact the Health Resource Center at 650.991.6677.

classes for expectant parents

Registration required. For current sessions, call 650.991.6345.

CHILDBIRTH EDUCATION SERIES

Comprehensive six-week series. Includes preparation for labor and delivery, newborn care, and breastfeeding technique.

PREPARATION FOR LABOR AND DELIVERY

Four-week course on preparing for labor and delivery.

BABY CARE BASICS

One-session class on the daily care of your baby.

PREPARATION FOR BREASTFEEDING

One-session class covers breastfeeding techniques and how to prevent potential problems.

INFANT CPR AND CHILD SAFETY
Instructs parents and caregivers on how to perform lifesaving skills.

PREGNANCY, BIRTH, AND PARENTING
Classes include: The Delivery, Postpartum and the Baby, Feeding Your Baby, and Parenting.

HOSPITAL TOURS

A tour of the labor, delivery, newborn nursery, and postpartum areas.

ST. ELIZABETH ANN SETON NEW LIFE CENTER

A program for low-income pregnant women. For more information, call 650.301.8875.

fitness and nutrition

WALKABOUT AND TALKABOUT

WalkAbout is a twice-weekly indoor mall-walking and fitness program. TalkAbout is a health education program.

WalkAbout dates and time:

Wednesdays and Fridays, 8:15–9:30 a.m.

TalkAbout dates and time: First Friday of the month, 9:30–10 a.m.

Fee: Free

Contact: 650.991.6677 or 650.991.8298

ROSEN METHOD MOVEMENT CLASS (AT SETON COASTSIDE)

Fun movement set to beautiful music with direction that helps you relax and release unconscious emotions.

Dates: Mondays

Time: 3:30–4:30 p.m.

Fee: \$5

Contact: 650.563.7131

NUTRITION SERVICES

Improve your dietary habits with our outpatient nutritionist. Physician referral required.

Contact: 650.991.6607

HEALTHY-HEART EXERCISE

Supervised exercise program for people with high blood pressure, high cholesterol, or diabetes, as well as those who are obese or sedentary.

Dates and times: Mondays and

Wednesdays, 1–6:45 p.m., or Fridays, 1–4:45 p.m.

Fee: \$6 per session

Contact: 650.991.6750

health clinic

DALY CITY ROTACARE CLINIC

Urgent care for patients without health insurance. No appointment necessary.

Dates: Mondays; immunizations for children on the fourth Monday of each month

Time: 5:30–7 p.m.

Contact: 650.991.6046

COASTSIDE ROTACARE CLINIC

Dates: Wednesdays

Time: 5–8 p.m.

Contact: 650.726.9071 or 650.991.6046

health screening and education

BREAST HEALTH EDUCATION

Free breast health consultation and information on breast health. By appointment only.

Contact: 650.991.6502

LIVING WELL WITH ASTHMA

For adults and children.

Dates: Call for schedule

Contact: 650.991.6776

CHOLESTEROL AND DIABETES SCREENING

A 12-hour fast is required. Results will be mailed to you.

Dates: Second Sunday of each month

Time: 7 a.m.–noon

Fee: \$25

Contact: 650.991.6466 or 650.991.6677

BLOOD PRESSURE AND HEALTH EDUCATION CLINIC

Free nurse consultation. Self-check available M–F, 11:30 a.m.–7:30 p.m. or 9 a.m.–5:30 p.m.

Dates: First and third Monday of each month

Time: 1–3 p.m.

Contact: 650.991.6677

LIVING HEALTHY WITH DIABETES

Comprehensive diabetes self-management training. Four-week course.

Dates: Tuesdays

Time: 9 a.m.–noon

Contact: 650.991.6607

DIABETES METER INSTRUCTION CLINICS

Instruction in all aspects of glucose meters. By appointment only.

Contact: 650.991.6607

OSTEOPOROSIS SCREENING

Physician referral required.

Dates: Monday–Friday

Time: 8:30 a.m.–4:30 p.m.

Contact: 650.991.5930

WOUND CARE CENTER

Do you have a wound that won't heal? Call 650.991.6780.

home health

WESTBAY HOME HEALTH

Located at 1784 Sullivan Ave. Call 650.991.6680.



Win a nice photo package

Enter our contest to win a special portrait package, valued at \$300, generously donated by **Nice Photo** in South San Francisco. The package is good for portraits of newborns, children, families, and more!

Enter to win today! Take a moment to fill out this form, and give us your feedback by answering the five survey questions below. Send the information to us one of three ways:

• **Cut out the entry form and mail it to:** DCP, 2520 Camino Diablo, Walnut Creek, CA 94597

• **Fax the form to us at** 925.943.1045

• **Email your name, address, and survey answers to:** setoncontest@dcpubs.com

You must enter by August 20, 2004 to be eligible to win. No phone calls. One entry per household. DCHS associates are ineligible.



Please enter me in the portrait package contest:

Name _____

Address _____

City/State/ZIP _____

Phone (optional) _____



Congratulations to Charles Shackleton

of Daly City, last issue's contest winner! Charles (on right) won a digital camera from Office Depot. Presenting the camera to Charles is John Thomas, Senior Vice President of Support/Ancillary Services. Charles, a recent retiree who receives medical care at Seton Medical Center, was overjoyed at being our latest contest winner.

Tell Us What You Think

- 1) Are you aware of Seton's 24-hour Physician Referral phone line at 800.436.2404?
 Yes No
- 2) Have you ever visited our Web site at www.setonmedicalcenter.org? Yes No
- 3) Have you seen Seton's television commercials on KPIX, channel 5, highlighting some of our physicians and key service lines? Yes No
- 4) Did you know that Seton was selected one of the "Best Places to Work" in the Bay Area by the *SF Business Times*? Yes No
- 5) What topics would you like to see reported on in future editions of *Seton Health*?

Privacy policy: Seton Medical Center will hold your personal information in the strictest confidence. We will not sell or share it with any third party.

medical decisions

HEALTH INSURANCE COUNSELING AND ADVOCACY PROGRAM (HICAP)

A State-registered Health Insurance Counseling and Advocacy Program (HICAP) counselor will answer questions about Medicare and other insurance issues. Call for an appointment.

Contact: 800.434.0222

ADVANCE MEDICAL DIRECTIVES

If you are unable to make medical decisions yourself, who will? Learn how an advance directive can help.

Dates: First Wednesday of each month

Time: Noon–12:30 p.m.

Fee: Free

Contact: 650.991.6677

mental health services

MENTAL HEALTH CLINIC

Assessment for mental health issues.

Dates: Monday–Friday

Time: 10:30 a.m.

Contact: 650.991.6470

PARTIAL HOSPITALIZATION PROGRAM

Intensive therapeutic program for acute mental health needs.

Dates: Monday–Friday

Time: 9 a.m.–3 p.m.

Contact: 650.991.6470

OUTPATIENT CLINIC GROUP

Weekly support group for issues related to depression and anxiety.

Dates: Fridays

Time: 11 a.m.–1 p.m.

Contact: 650.991.6470

rehabilitation services

Physician referral may be required. Please call ahead.

CARDIAC REHABILITATION

Education and monitored exercise.

Dates and times: Monday through Friday, 7 a.m.–4 p.m.

Contact: 650.991.6750

PULMONARY REHABILITATION

Fourteen-week education and exercise program for adults with chronic lung diseases.

Dates: Tuesdays and Thursdays

Times: 9:30 a.m.–noon or 1–3:30 p.m.

Contact: 650.991.6596

PULMONARY MAINTENANCE

Exercise sessions for those who have completed an education program on pulmonary health.

Dates: Tuesdays and Thursdays

Times: 11 a.m.–noon and 2:30–3:30 p.m.

Contact: 650.991.6596

support groups

ALCOHOLICS ANONYMOUS (AA)

Dates: Fridays

Time: 7:30–8:30 p.m.

Fee: Free

Contact: 650.991.6677

AL ANON

For adult children of alcoholics.

Dates and times: Fridays, 7:30–8:30 p.m. or Saturdays, 1–2 p.m.

Fee: Free

Contact: 650.991.6677

BEREAVEMENT CLASSES

For people who have recently experienced the death of a loved one.

Dates: Call for schedule

Fee: Free

Contact: 650.991.6828

BREAST CANCER SUPPORT GROUP

For women with breast cancer and breast cancer survivors.

Dates: First and third Tuesdays of the month

Time: 5–7 p.m.

Fee: Free
Contact: 650.991.6502

CANCER SUPPORT GROUP

For cancer patients and family members.

Dates: Tuesdays

Time: 1:15–2:15 p.m.

Fee: Free

Contact: 650.991.6602

CARDIAC SUPPORT GROUP

Learn new strategies for making healthy lifestyle changes.

Dates: Mondays

Time: 5–6 p.m.

Fee: Free

Contact: 650.991.6602

DIABETES SUPPORT GROUP

Dates: Tuesdays

Time: 6:30–7:30 p.m.

Fee: Free

Contact: 650.991.6423

LACTATION SUPPORT GROUP

Join moms and babies for breastfeeding support and guidance.

Dates: Wednesdays

Time: 1–3 p.m.

Fee: Free

Contact: 650.991.6345

OVEREATERS ANONYMOUS

Dates: Fridays

Time: Noon–1 p.m.

Fee: Free

Contact: 650.991.6677

SCLERODERMA SUPPORT GROUP

Dates: First Saturday of the month

Time: 10 a.m.–1 p.m.

Fee: Free

Contact: 650.355.0228 or 650.991.6677

SELF-ESTEEM SUPPORT GROUP

Dates: Mondays

Time: 6–7:30 p.m.

Fee: Free

Contact: 650.991.6677

Want more information about our classes and programs? Visit us at www.setonmedicalcenter.org

our mission and values



In the spirit of our founders, St. Vincent de Paul, St. Louise de Marillac, and St. Elizabeth Ann Seton, the Daughters of Charity Health System is committed to serving the sick and the poor. With Jesus Christ as our model, we advance and strengthen the healing mission of the Catholic Church by providing comprehensive, excellent healthcare that is compassionate and attentive to the whole person: body, mind, and spirit. We promote healthy families, responsible stewardship of the environment, and a just society through value-based

relationships and community-based collaboration. The charity of Christ urges us to promote:

- Respect: recognizing our own value and the value of others
- Compassionate Service: providing excellent care with gentleness and kindness
- Simplicity: acting with integrity, clarity, and honesty
- Advocacy for the Poor: supporting those who lack resources for a healthy life and full human development
- Inventiveness to Infinity: being continuously resourceful and creative

Seton Medical Center • 1900 Sullivan Ave., Daly City, CA 94015 • 650.992.4000 • www.setonmedicalcenter.org • President & CEO: Bernadette M. Smith • Editor: Courtney Conlon, Marketing & Communications • Produced by **DCP**

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