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OFFICE LOCATIONS

Grand Valley

3090 N. 12th Street, Unit B
Grand Junction, CO 81506
Phone (970) 241-2212
Fax (970) 257-2400

Plateau Valley & DeBeque

P.O. Box 294
Collbran, CO 81624
Phone (970) 487-3844
Fax (970) 487-3422

Delta County

195 Stafford Lane
Delta, CO 81416
Phone (970) 874-6823
Fax (970) 874-6903

Montrose & Ouray Counties

725 South 4th Street
Montrose, CO 81401
Phone (970) 240-7734
Fax (970) 240-7263

Meeker

575 3rd Street
Meeker, CO 81641
Phone (970) 878-9383



3090 North 12th Street, Unit B
Grand Junction, CO 81506



Norma West & Dr. David West

Happy Retirement Dr. West!

HopeWest hosted a retirement party for Dr. David West, a respected member of the medical community for 38 years and formerly the VP of Medical Affairs at HopeWest. Friends, family and co-workers celebrated and reminisced about the contributions Dr. West has made to the community and milestones in his career since starting his residency in Colorado at the age of 24.

Dr. West will continue working with HopeWest on a limited part-time basis throughout his retirement.

“Dr. West is a wonderful asset to our community and we’re very excited for his new adventures in retirement,” said Christy Whitney, President and CEO of HopeWest. “We’re happy he has decided to continue working with us in a new part-time role, helping with our larger community-based initiatives.”

Thank you Dr. West! Take time to enjoy this next chapter in your life.

Feedback? Questions? Want to receive an E-Newsletter Instead?

Please contact Alyssa Hampson at (970) 683-4921
or e-mail AHampson@HopeWestCO.org.

Clinical News

Summer 2016



HopeWest

(866) 310-8900
HopeWestCO.org

Profoundly
changing the way
our community
experiences serious
illness and grief –
one family at a time.



Inside this Issue:

Dramatically Improve Your Patient's Experience By Simply Changing The Way You Phrase Things

Specific language is important for patient experience and shared decision-making in heart failure, according to research published in the June 1 issue of *The American Journal of Cardiology*...

7 Questions to Ask Your Seriously Ill Patients

What is important to address when communicating with a seriously ill patient? Here are 7 important questions to get a conversation started...

2 Healthcare Professional Educational Events You Do Not Want to Miss

Join us along with other health professionals and palliative care experts from across the United States for complex case presentations and a palliative care conference...



Dr. Jon King shares his experience with a complex patient and receives input from nationally renowned palliative care experts. After the presentation Jon commented, "I was very happy with how the case conference went. I felt like I got a lot of helpful recommendations. I think the format works well." Jon King, Grand Valley Oncology Center, Medical Oncologist.

Happenings



Mary Hammack, Terri Walter, Susie Bevan & Linda Dollarschell

Commitment to excellence in care for patients comes from a caring culture fostered by leadership like that of Susie Bevan, who was recently honored with the prestigious Nightingale Award.



DEYTA

ANALYTICS

HopeWest was recognized for **outstanding quality** care for patients – as measured from the caregiver’s perspective with an elite national award from Deyta Analytics.



Continual innovation to meet the ever-changing needs of our community is a priority at HopeWest demonstrated with the welcoming of two new physicians with diverse background that are sure to bring creative ideas with them when they join our team this fall: Dr. Diane Brown and Dr. Elissa Tiller.

Dramatically Improve Your Patient’s Experience By Simply Changing The Way You Phrase Things

How specific language is important in heart failure communication

(HealthDay – Specific language is important for patient experience and shared decision-making in heart failure, according to research published in the June 1 issue of *The American Journal of Cardiology*.)

Anne M. Kelemen, from the MedStar Washington Hospital Center in Washington, D.C., and colleagues discuss the importance of communication between clinicians and patients with heart failure.

The researchers note that, based on studies from patients with heart failure, when engaging in complex communication, specific language is important in patient experience and in shared decision-making with providers. Although clinical reports have outlined useful frameworks for communication, they have not yet discussed specific language for furthering holistic care, especially in the emotionally charged and complex areas of advancing disease and transitions to end-of-life care. Specific language can be useful for communicating information to patients, including phrases such as: “the [specific therapy] is no longer working,” instead of “you are failing the therapy;” “the therapy will not help you achieve your goal/s” instead of “you are not a candidate for the therapy;” and “focusing care on managing pain and symptoms of disease progression” rather than “keeping the patient comfortable.”

“Specific phrasing may significantly impact patient experiences and outcomes,” the authors write.

“Communication that focuses on the disease itself and the therapy or intervention in question may help remove the patient from potential negative emotions, thus facilitating more objective shared decision-making with the clinician.”

7 Questions to Ask Your Seriously Ill Patients

What is important to address when communicating with a seriously ill patient? Here are seven important questions to get a conversation started with a patient about their serious illness (adapted from Dr. Gawande's book *Being Mortal*):

1. What is your understanding now of where you are with your illness?
2. How much information about what is likely to be ahead with your illness would you like from me?
3. If your health situation worsens, what are your most important goals?
4. What are your biggest fears and worries about the future with your health?
5. What abilities are so critical to your life that you can't imagine living without them?
6. If you become sicker, how much are you willing to go through for the possibility of gaining more time?
7. How much does your family know about your wishes and priorities?



Dr. Atul Gawande / Photo courtesy of Atul Gawande.com

2 Healthcare Professional Educational Events You Do Not Want to Miss



COMPLEX CASE PRESENTATION

Friday, September 9, 2016

12:30 – 1:30 p.m.

HopeWest Hospice Care Center, Room 102
3090 North 12th Street, Grand Junction

Join us along with Palliative Care experts from across the United States for an interactive discussion on complex patient care and best practice approaches.

Video conferencing will be available for outside attendees. Once you register an e-mail will be sent to you with the video conference access information.

PALLIATIVE CARE CONFERENCE

Wednesday, November 9, Grand Junction

Thursday, November 10, Placerville

Friday, November 11, Montrose

8:00 a.m. – 5:00 p.m.

Our ability as medical professionals to relieve suffering and improve quality of life for those with advanced illness has never been greater. Join colleagues in making these new developments part of your practice by attending this expert training at a day conference from palliative medicine pioneers in a location close to home.

Registration is required and open to physicians, nurses, pharmacists, physician assistants, social workers and chaplains. CME credits are available. Contact Liz Jensen at 970-263-2191 for more information.