

partners in HEALTH

 ST. FRANCIS
Regional Medical Center

Spring 2006



(From left) Wally Danielson, St. Francis Foundation; Tom O'Connor, president, St. Francis Regional Medical Center; and Manuel Roman, M.D., St. Francis Emergency Services, stand in the new patient tower.

100
SOLUCIENT
TOP HOSPITALS

MORE: Expanding care, advancing technology • Support the ninth annual Relay For Life • Is a sprain worse than a fracture?

Always a step ahead

Expanding care and technology at St. Francis to better serve you

OUR COMMUNITY is changing and growing, and as a result our hospital is too. Set amidst some of the fastest growing counties in the nation, St. Francis is engaged in an initiative to advance the care it provides by attracting the best physicians and by offering technological excellence, the finest facilities and equipment, and a wide range of subspecialty services. Our *Top 100 Hospital* recognition validates that we are well on our way to continually offering you and your family the very best care, close to home.

ATTRACTING THE BEST PHYSICIANS

If you think emergency care needs to involve lots of traffic, long wait times and inconsistent care, think again. Over the past several years Suburban Emergency Associates, P.A. (SEA), has built an impressive emergency physician staff. The St. Francis emergency department is entirely staffed by board-certified emergency department physicians. It is built on a philosophy of doing what is right for the patient. What that means for you is excellent, consistent care, with the emergency physician as your advocate striving to deliver the best care possible.

“We saw the growth at St. Francis and the need to serve the community,” says Manual Roman, M.D., president of SEA, the physician group that has managed the St. Francis Emergency Department since 2000. “We’re maintaining our truly caring philosophy as we move toward becoming a major suburban hospital.”

In the St. Francis emergency department, growth and satisfaction go hand in hand. Emergency and urgent care

visits have increased more than 200 percent since 1996, with 38,174 visits in 2005. That year, even with staggering growth, St. Francis was ranked No. 1 in emergency patient satisfaction in Allina’s 2005 survey.

With the opening of the new medical and surgical patient tower in June, patients who need hospitalization will experience even quicker and easier admittance to the hospital through the emergency department. Additional emergency department beds will enhance the flow of patient care and keep patients even more comfortable. The tower is being built with an eye toward the future, with the capacity to add another four floors and additional space. Many other areas of the hospital are also being renovated or are receiving additional space, including diagnostic imaging, the lab, the cancer center and the patient registration area.

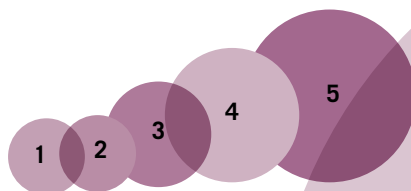
ADVANCES IN TECHNOLOGY

One example of how St. Francis is advancing technologically is its fast-approaching transition to an electronic medical records (EMR) system called Excellian™. As part of Allina Hospitals & Clinics, St. Francis will implement the Excellian system in October 2006.

“Excellian will help caregivers work together to make the best decisions about patient care, providing the patient the best care available,” says Deb Ryan, director of patient care practices. The EMR system will help provide patients with greater peace of mind, knowing that their caregivers have the information they need at their fingertips. This includes:

Increase in use of St. Francis’ services from 1996 to 2005

1. Surgical procedures..... 82%
2. Births 82%
3. Inpatient admissions ... 113%
4. Emergency visits..... 143%
5. Outpatient visits..... 177%
6. Urgent care visits 1001%



■ **Timely access to medical information.** A patient's complete Allina medical history can be reviewed instantly by authorized caregivers, providing immediate, secure access to the information they need to make informed decisions about care.

■ **A single source of patient information.** If a patient has been treated at the hospital and is now at the clinic, documentation from his or her hospital stay is easily available.

■ **Immediate safety checks.** The system automatically cross-checks any new prescriptions a caregiver is considering to help ensure there are no negative interactions with a patient's allergies and current medications.

■ **One-time collection of patient information.** Patients only need to provide their information once. Information will be frequently verified for patient safety.

■ **Quicker access to test results.** Caregivers are notified by e-mail of test results.

■ **Patient privacy protection.** The system is equipped with security measures to protect patient information, including a feature that monitors who has accessed each patient record.

"An incredible amount of change is required to implement this very complicated process," Ryan says. "When you look at the patient benefits and understand the overall impact on care delivery, it's clearly worth it. Our physicians and staff are completely committed to this change." By the October launch, approximately 800 employees and physicians will have received training on the Excellian system at St. Francis.

All of this translates into better care for patients. Doctors and caregivers will be able to reference all of a patient's vital statistics, test results, medications, allergies and prior health conditions, regardless of where the information was collected within the Allina system.

MORE TECHNOLOGY COMING SOON

Opening in June 2006, St. Francis' patient tower will offer the latest in computer and telemetry equipment. For instance, the new patient rooms will all be private suites and have been specifically designed with Excellian in mind. Additionally, a new Family Resource Center, equipped with computers, will be located on the first floor of the tower to allow users to stay connected while at St. Francis. Plans are also under way to offer a wireless "guest-net" service to patients and family members, allowing them Internet access from their own personal computers, upon physician approval.



Artist renderings show the expanding St. Francis Regional Medical Center, which will be open to tour on Saturday, June 10.

More services for you

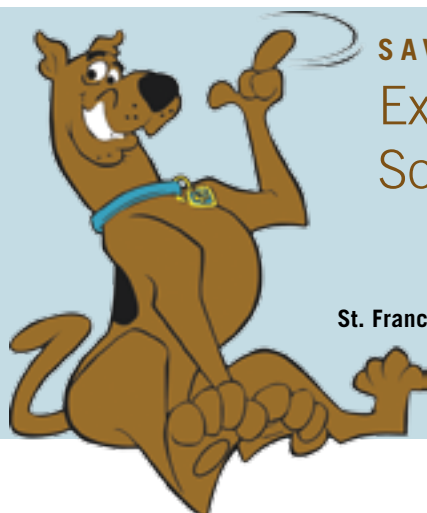
NEW STATE-OF-THE-ART EQUIPMENT

In addition to excellent patient care, St. Francis' Family Birth Place is also a leader in technology. Turn to page 6 to learn about the enhanced equipment that will soon make its way to the St. Francis Family Birth Place.

NEW SUBSPECIALTY SERVICES

To meet specialty care needs, St. Francis is responding by offering many new specialty services right in your neighborhood. On page 10, you can read about how St. Francis is continuing to expand its subspecialty services with the addition of orthopedic surgeon Lance Silverman, M.D.

"An orthopedic surgeon, specializing in the foot and ankle, is a great resource for our hospital," says Brian Prokosch, M.D., vice president of medical affairs. "Dr. Silverman's vast expertise will serve our communities extremely well."



SAVE THE DATE

Explore our expanding medical center with Scooby Doo

**Saturday, June 10
10 a.m. to 1 p.m.**

**St. Francis Regional Medical Center
Expansion Open House
Family Safety Fair**

Join Scooby Doo as he explores your expanding neighborhood medical center. While you're there, tour St. Francis' new medical and surgical tower, get safety tips from local police departments, explore emergency vehicles and a helicopter, and get important new health, safety and CPR information. There will be prizes, drawings, food and more. ***Scooby Doo brought to you by the St. Francis Foundation.***



Play it safe: Never leave your child alone in a car

IT'S NEVER SAFE to leave a child alone in a car—even for just a few minutes. A child may rapidly succumb to heat exhaustion, which may lead to heatstroke and death.

According to Safe Kids Worldwide, about 25 American children die every year when they are trapped inside a vehicle that gets too hot.

Even when the temperature outdoors is mild, the temperature inside a vehicle can quickly reach dangerous levels. On a 73-degree day, the temperature in a car may climb to 100 degrees within 15 minutes.

In addition, children are much more susceptible to high temperatures than adults are. Their core body temperature increases as much as five times faster than an adult's does when inside a hot vehicle.

To protect your child from danger, follow these suggestions from the

American Academy of Pediatrics and Safe Kids:

- Never leave a child alone inside a car, even with the windows open a bit.
- Keep vehicles locked when they are parked in the driveway or garage. This prevents kids from climbing in and becoming trapped.
- Keep the keys and remote door openers out of your child's reach.
- Teach your child not to play in or around vehicles.
- If you can't find your child, check the inside and trunk of your vehicle right away.
- When you reach your destination, be sure all children get out of the vehicle before you leave it.

MORE >> Look for "Child Car Seat Safety Tips" and "CPR Anytime," a self-directed training program, at the St. Francis Open House on Saturday, June 10.

CPR: Make a difference

IN MOST SITUATIONS, four minutes isn't a long time. But for a person whose heart has stopped beating, it's far too long. In general, by the time someone has gone four minutes without CPR—cardiopulmonary resuscitation—to help restore the flow of blood and oxygen, it's likely that irreversible brain damage will begin to set in, says Vinay Nadkarni, M.D., a spokesman for the American Heart Association. After 10 minutes without CPR, he adds, there is virtually no chance for survival.

That's why you should take the time to learn CPR—you may be able to save a life.

A LIFESAVING MOVE

CPR combines simple rescue breathing and chest compressions. It circulates some blood to critical organs, such as the heart and brain, during a cardiac arrest until emergency help arrives. In some cases, it may mean the difference between life and death.

"CPR is safe, effective and lifesaving," says Dr. Nadkarni. "It is one of the few simple things that you can do in an emergency that has been proven to double survival from out-of-hospital cardiac arrest."

More than 70 percent of sudden cardiac arrests—in which the heart abruptly stops beating—occur in or around the home. So there's plenty of incentive for learning its simple lifesaving steps.

EASING FEARS

Some people may hesitate to do CPR because they worry about contracting diseases. But that's an unnecessary fear.

"Studies and reviews of the literature do not reveal any significant risk of disease transmission," says Dr. Nadkarni.

But if you are reluctant to perform rescue breathing, you may be able to help by doing chest compressions alone. "Doing something is better than doing nothing," adds Dr. Nadkarni.

Another possible fear is that you'll



perform CPR incorrectly and maybe do more harm than good. But that fear, too, is misguided. When someone's heart has stopped and that person may be dying, performing CPR gives that person the best, and possibly only, chance at survival, says Dr. Nadkarni. Any CPR is better than none.

MORE >> For more information about CPR, log on to www.americanheart.org. You can also call 1-877-AHA-4-CPR (1-877-242-4277).

Nurses

Here when you need us

A NURSE TALKED Stephanie Keller through labor pains—reminding her to breathe, rubbing her back and reassuring her that in only a few more pushes her first baby would be born.

It was also a nurse who helped Keller take her first steps after a major

St. Francis honors all nurses during National Nurses Week, May 6-12.

surgery—supporting her weight and convincing her that this, too, was something she could manage.

It was still another nurse—in a hospital emergency department—who realized that Keller's third child was gasping for air because of undiagnosed asthma.

“If I could, I'd like to track those nurses down and tell them how thankful I still am,” Keller says. “They might insist that they were just doing their jobs. But I'm indebted to them. They helped me when I was at my most vulnerable.”

Keller's gratitude shouldn't surprise anyone who's ever been helped by a nurse during a hospital stay.

“Today, if you're hospitalized, you're generally so ill that you can't take care of yourself. It's nurses who come to your aid 24/7, caring for you physically and emotionally,” says Patricia Rowell, R.N., Ph.D., spokeswoman for the American Nurses Association.

Nurses are trained to:

- Assess and monitor your health. Because nurses closely observe your progress, they are able to alert your doctor to any changes in your condition and suggest ways to respond.
- Coordinate your care. Nurses keep everyone on your health care team—from doctors to dietitians to physical therapists—aware of your needs.
- Educate you about your illness or injury. Nurses help you learn how to

care for yourself. With nurses as your teachers, you'll be better able to follow through with any treatments or lifestyle changes your doctor advises.

Nurses accomplish all this because they have extensive education and training. Becoming a registered nurse requires two to four years of college. Many nurses earn graduate degrees—including nurse practitioners, who can prescribe medications and treat common illnesses.

Of all the attributes nurses bring to their profession, this may be the most important: “We treat the whole person,” Dr. Rowell emphasizes. “We educate

More men drawn to nursing career

Don't be surprised if the next nurse who cares for you is a man.

Today, about 5.4 percent of the registered nurses in this country are men. Granted, that's still a small percentage. But the ranks of male registered nurses are on the upswing, having climbed by more than 200 percent in the past two decades.

Just like women, many men are drawn to nursing because they have scientific minds and thrive when helping people.

Source: U.S. Department of Health and Human Services

the family, as well [as] the patient. We care about what happens once you're home—as well [as] during your hospitalization. We see the individual—not just the disease.”



ST. FRANCIS FOUNDATION NOTES

Advancing care in so many ways

St. Francis is working hard to offer the very best in technology, such as Excellian™, an electronic medical records system; wide-ranging subspecialty services, such as the addition of orthopedic surgeon Lance Silverman, M.D.; and the very best equipment—all for you and your family. We can tell you with confidence: St. Francis is expanding as quickly as our growing communities to meet the medical needs of those we serve.

NEW STATE-OF-THE-ART EQUIPMENT

A new state-of-the-art system to screen for hearing loss in newborns will soon make its way to the St. Francis Family Birth Place, thanks to record gifts through the Foundation's Annual Community Appeal. The 1,312 donors exceeded our goal of \$18,000 to make this new purchase possible. Newborn babies require many critical tests before going home, including testing for hearing loss.

"The community's support will allow St. Francis to become one of the first hospitals to offer state-of-the-art technology that will provide increased sensitivity to detect congenital hearing loss," says Mary Schwartz, patient care manager of the St. Francis Family Birth Place. "If hearing loss is detected early, a referral to an audiologist can be made immediately, allowing a young child's communication skills to increase significantly."



Golf tournament

SAVE THE DATE

With spring weather upon us, it's time to save the date for the ninth annual St. Francis Foundation's golf tournament, "Tee One For Hope," to be held on Thursday, June 22, at Stonebrooke Golf Club in Shakopee. This year all proceeds will again benefit the St. Francis Cancer Center and will help purchase new chemotherapy chairs designed with patients' needs in mind.

The 18-hole golf scramble tournament will include unique contests, hole activities, a silent auction, a raffle drawing and opportunities to win team and individual prizes. The afternoon will conclude with a BBQ lunch and awards ceremony.

Join us for golf or come later in the day for the BBQ lunch. For information on registration, volunteering or donating raffle items, contact Joan Fawcett, development officer, at (952) 403-2072 or by e-mail at joan.fawcett@allina.com. Registration deadline is June 9.



Two-year-old Gavin, of Minnetonka, received a teddy bear while at St. Francis as a pediatric patient. His nurse, Julie, is by his side.

Teddy bears bring big smiles

Some of the littlest patients at St. Francis Regional Medical Center are smiling brighter thanks to Shakopee Girl Scout Troop 1675. The eight-member troop and its leaders, Michelle Olson and Jennifer Bremer, wanted to do something special with their Girl Scout cookie proceeds, so they went to Build-A-Bear Workshop® at the Mall of America in Bloomington. But they didn't build the bears for themselves; they built them with the intention of giving them to kids who could use a little cheering up. The troop donated 10 teddy bears to St. Francis pediatrics earlier this year.

"The girls wanted to put a smile on the face of a sick or sad child at St. Francis," says Olson, of Shakopee. "It really made them happy to do this."

Each girl and her leaders built a bear with a heart inside and went through a special ceremony where she made a wish for the child to get better. The troop members also made get-well cards to send with the bears, which come with a birth certificate and a special box.

"It's really touching to work with such an inspirational group of kids who want to help other kids," says Joan Fawcett, development officer for the St. Francis Foundation, who coordinated the donation to St. Francis. If you are interested in making a donation to the St. Francis Foundation, contact Fawcett at (952) 403-2072 or at joan.fawcett@allina.com.

Volunteer spotlight on Tom Muelken

Helping others makes volunteering something Muelken looks forward to

FOR TOM MUELKEN, volunteering at St. Francis is a wonderful way to stay connected to the community and help others at the same time. Muelken started volunteering at St. Francis in 2001 when he retired from Scott County after 34 years—28 of which he served as Scott County Treasurer. Volunteering at the information desk, Muelken quickly became one of the regulars.

Now, five years later, you'll still find Muelken at the front desk every other Tuesday morning. It's no wonder that he knows so many by name. Whether it's providing directions, helping patients find their appointment locations, delivering flowers, assisting patients and visitors who are in wheelchairs, or distributing mail or other items to various hospital departments, Muelken certainly keeps busy, and he loves it. So does his front-desk partner, Stan Kocon. The pair make quite

a team, having worked together since Muelken started in 2001.

"What I enjoyed about the county is what I so enjoy about working at the hospital...helping people," Muelken says.

"Everyone is so nice; it's something I really look forward to."

COMMITTED TO THE COMMUNITY

Muelken is certainly committed to the community. Not only has he extended his volunteer services to include database entry for St. Francis Regional Medical Center's Community Outreach Ministry, but 2006 will also mark the ninth year that Muelken has served as co-chair of the Relay For Life of Scott County.

"St. Francis is blessed to have a volunteer like Tom working on our community investment reporting," says Tamara Severtson, outreach ministry coordinator. "He's very professional and a pleasure to be around. I'm truly amazed that we were able to get someone of Tom's caliber to work on our projects. I am really looking forward to working with Tom and putting his knowledge to work."

Muelken and his wife, Carol, have lived in Shakopee for 38 years. With three children and eight grandchildren living nearby, the Muelkens are able to stay very involved in all of their activities.

"It's a wonderful way to help keep us feeling young and active," Muelken says. It seems longevity is something Muelken has in his blood, and he certainly looks to continue that at St. Francis as well.

"I'll be here as long as I can," he says. "I wouldn't miss it."



Volunteer Tom Muelken and his wife, Carol.

Relay For Life

Support the search for a cancer cure

The ninth annual American Cancer Society Relay For Life will be held on Friday, July 14, at the Shakopee Senior High School Vaughn Field, beginning at 7 p.m. and ending at 7 a.m. on Saturday, July 15.

The goal this year is to raise \$200,000 with 66 teams and the sale of 5,000 luminarias. We already have 27 teams signed up. The Relay For Life of Scott County has been ranked the third-largest grossing Relay in the state of Minnesota for the past three years.

St. Francis Regional Medical Center has been a major sponsor since 1998, when Relay For Life began here in Scott County. St. Francis has supported the Relay in many ways: teams, sponsorship, meeting space, and through the Cancer Center itself, for which we will be forever grateful.

Through such dedication as that of St. Francis, great strides are being made in research to find a cure for cancer and rid our world of this dreaded disease.

For this we sincerely thank you!

Tom Muelken, Co-chair
Relay For Life of Scott County



YOUR HOME SWEET HOME should also be a safe home—and most of the time it is.

Even so, accidents are bound to happen, especially when children are around. And when the unexpected occurs, it's best to be prepared.

GET IT TOGETHER

Start your preparation by assembling a first aid kit for your home. The American College of Emergency Physicians recommends these items:

- A first aid manual. (Consider taking a first aid class as well.)
- Acetaminophen, ibuprofen and aspirin tablets for headaches, pain and fever.
- A cough suppressant.
- An antihistamine to relieve allergies and inflammation.
- Decongestant tablets to help treat nasal congestion.
- An oral medicine syringe for giving medication to children.

Make sure the medicines in your kit are suited for the ages of your family members. Medicines should be stored in their original containers marked with the dosage and instructions on how and when to take them.



Make your own

first aid kit

Know what your insurance will cover

Before you have a medical emergency, it's wise to know how to make the most of your health insurance.

Knowing what your health plan covers can help you save money while getting the care you need.

Review your member handbook so you know how your health plan works in a medical emergency. If you do not have this material, contact your insur-

ance company or the benefits department of your employer.

Federal law guarantees that everyone who goes to an emergency room will be examined, regardless of ability to pay. But it's good to know in advance what your insurance requires.

The American College of Emergency Physicians (ACEP) recommends that you understand the details

of your coverage, such as:

- Whether you have a co-payment or deductible for emergency care and, if so, how much you will have to pay.
- What you must do to make sure your emergency care is covered.

In some cases, you may need to notify your health plan within 24 hours after going to an emergency department or your expenses won't be paid.

Some plans require you to call your

WHAT'S MORE

Your kit should also contain bandages of assorted sizes, such as “butterfly” bandages to tape edges of minor cuts together; a triangular bandage to wrap injuries or make an arm sling; elastic wraps to wrap wrist, ankle, knee and elbow injuries; rolls of gauze; and 2-inch and 4-inch pads for dressing larger cuts and scrapes. You also need adhesive tape to keep gauze in place.

Other items to consider:

- Sharp scissors with rounded tips.
- Latex gloves to protect hands and to reduce risk of infection when treating open wounds.
- Antiseptic wipes to disinfect wounds or to clean hands.
- Hydrogen peroxide to disinfect and clean wounds.
- Antibiotic ointment.
- Hydrocortisone cream to relieve irritation from rashes.
- Calamine lotion to relieve itching and irritation from insect bites, stings and poison ivy.

For more information on physicians and services at St. Francis, call ‘Ask St. Francis’ at (952) 403-2000.

- Disposable, instant-activating cold packs to ice injuries and burns.
- Tweezers to remove ticks, small splinters and other foreign objects.
- A thermometer.

LISTS GALORE

Include a list of phone numbers for your family doctor and pediatrician, the American Association of Poison Control Centers (1-800-222-1222) and a number (or numbers) to summon

doctor before you go to the emergency department—unless the condition is life-threatening. So find out how your health plan defines *life-threatening*. Also find out whether expenses will be covered if you're not able to contact the health plan right away; for example, if you are unconscious.

Other questions to ask:

- Can I go to the nearest emergency department or must I go to a specific hospital to ensure full coverage? Your health plan might pay less for services

What is a medical emergency?

Seconds can save lives in a medical emergency. That's why it's important to recognize problems that are serious enough to need immediate medical care.

The American College of Emergency Physicians says to call 911 right away if any of these symptoms are present:

- Chest pain that lasts two minutes or more.
- Uncontrolled bleeding.
- Sudden or severe pain.
- Coughing up or vomiting blood.
- Difficulty breathing or shortness of breath.
- Sudden dizziness, weakness or change in vision.
- Severe or persistent vomiting or diarrhea.
- A change in mental status, such as confusion or being difficult to arouse or waken.

The bottom line: Call for emergency help if you think someone could suffer significant harm or die without prompt care.

police, fire and ambulance service, such as 911.

Make a list of the kit's contents. Write separate lists for medicines taken by each household member. If anyone has a life-threatening allergy to food, medicines or insect stings, include a list of allergies for each person.

HOW TO STORE

After you've gathered your supplies, place them in a container, such as a tote bag, that is clean, roomy and durable. Find a place to store your kit that is easy to get to, and make sure that all adults in the house know where it is. Be sure to store the kit where a young child cannot get to it.

Remember to check your kit regularly to replace items that are missing or have been used up. Throw out and replace medicines that have passed their expiration dates.

if you do not go to a hospital that participates in your plan.

- What is the policy on hospital transfers if I go to a hospital that doesn't participate in the health plan? According to the ACEP, hospital transfers should be limited to patients whose condition has been stabilized, or after it has been determined that the medical benefits of a transfer outweigh the possible risks.
- Who decides what care is medically necessary? Your care cannot be



A good emergency kit has separate lists of medications and allergies for each family member. It also includes a list of important phone numbers.

delayed in an emergency, the ACEP points out. However, once your condition is stabilized, your health plan may not agree to cover medical care recommended by the emergency department staff.

- Whom should I contact if I have a problem with claims? The hospital? The insurance company? And with whom should I speak?

By getting answers to these and other questions now, you'll be better prepared if an emergency arises.

Is a sprain worse than a fracture?

By Lance Silverman, M.D.

Does your ankle feel wobbly or unsteady when you step on one side? Do you have pain on the outside of your ankle long after an ankle sprain? Chances are you have ankle instability.

In a typical ankle sprain, the foot rolls inward under the leg. People report a sudden loss of balance, extreme pain, and immediate swelling and bruising. X-rays look normal and patients are told, "It's only a sprain."

This can be confusing. It hurts. How can it not be broken? The truth is that magnetic resonance images (MRIs) of acute ankle sprains show nondisplaced fractures throughout the ankle and foot. Fortunately, most of these injuries heal with a brace and physical therapy.

Other people have persistent pain or recurrent sprains and may feel unstable walking on uneven surfaces. Physical therapy may improve balance and coordination, but it is a temporary solution. These patients will enter an injury-recovery cycle until they have a "sprain that won't go away." By then they have arthritis or a torn tendon. Others discontinue sports or activities that require pivoting and do well until they get older or heavier and suddenly find they don't have the ability to overcome the tendency to sprain.

Surgery is an excellent solution. Present techniques include minimally invasive repairs, using bioabsorbable materials, and an accelerated physical therapy regimen. You can expect to return to all your pre-injury activities after therapy. Recurrence rates are extremely low, and patient satisfaction is high.

Better care for your feet

Lance Silverman, M.D., Silverman Orthopaedics, P.C., is seeing patients in the St. Francis Specialty Care Clinic. Dr. Silverman specializes in the surgical care of the foot and ankle, including complex problems such as bunions, arthritis, injuries and care of the diabetic foot. He is also trained to perform the new generation of total ankle joint replacement for severe arthritis.

Dr. Silverman is a board-certified member of the American Academy of Orthopaedic Surgeons and the American Orthopaedic Foot and Ankle Society.

For more information or to schedule an appointment at the St. Francis Specialty Care Clinic, call Silverman Orthopaedics, P.C., at (952) 920-4333.



Learning to speak again

When 79-year-old Joan Paine of Shakopee had a severe stroke in July 2003, she thought she'd never speak again. According to the Brain Injury Association of America, an estimated 5.3 million Americans live with traumatic brain injury (TBI). TBI affects language skills including speech, reading and writing. Cognitive skills, such as attention, memory, reasoning and problem solving, can also become impaired. Although TBI treatment and rehabilitation is often difficult, it's incredibly rewarding. Paine immediately began intensive speech-language therapy at St. Francis.

Paine initially communicated with gestures and by writing with her nondominant hand, but she saw progress in her therapy. She started by relearning every letter of the alphabet with speech-language pathologist Marypat Parker. Next she put sound to the letters, then she put the letters together. Words, and eventually sentences, followed.

"She was a good teacher," Paine says. "The more I began to talk, the more I realized I could do it, and the better I wanted to become." One of Paine's goals was to become confident enough to make appointments and socialize over the phone. "I wouldn't talk on the phone. I was scared people wouldn't be able to understand me," she says. "Marypat would go into one office, and I would go into another. She'd call me over and over so I could practice making appointments. It helped me gain the confidence I needed."

After two years of intensive speech-language therapy, Paine still speaks slower than she used to, but her friends don't mind. "I used to talk so fast they could never get a word in edgewise," she delights. Paine also received occupational and physical therapy at St. Francis.

Paine not only made several trips a week to St. Francis, she also made some very good friends. "I can't say enough about the entire rehab department," she says. Paine visits them often—just to talk.

For more information on speech-language pathology services at St. Francis, call (952) 403-2001.



HOW TO REACH US

General Information (952) 403-3000
'Ask St. Francis' (952) 403-2000
St. Francis Urgent Care, Shakopee (952) 403-2111
 Monday through Friday, 6 to 10 p.m.
 Weekends, 1 to 10 p.m.
St. Francis Urgent Care, Chaska (952) 361-3999
 Monday through Friday, 6 to 10 p.m.
 Weekends, 1 to 8 p.m.
Diagnostic Services (952) 403-2150
Family Birth Place (952) 403-2062
Capable Kids Pediatric Rehabilitation Center . . . (952) 403-3980
St. Francis Cancer Center (952) 403-2031
St. Francis Foundation . . (952) 403-2068
St. Francis Pediatrics . . . (952) 403-3360
St. Francis Physical, Occupational and Speech Therapy
 Shakopee (952) 403-2001
 Chaska (952) 448-5077
St. Francis Specialty Care Clinic and Breast Center
 Shakopee (952) 403-2600
St. Francis Specialty Care Clinic
 Chaska (952) 361-3990
 TDD (952) 403-2257

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www.stfrancis-shakopee.com
 or e-mail us at
askstfrancis@allina.com.

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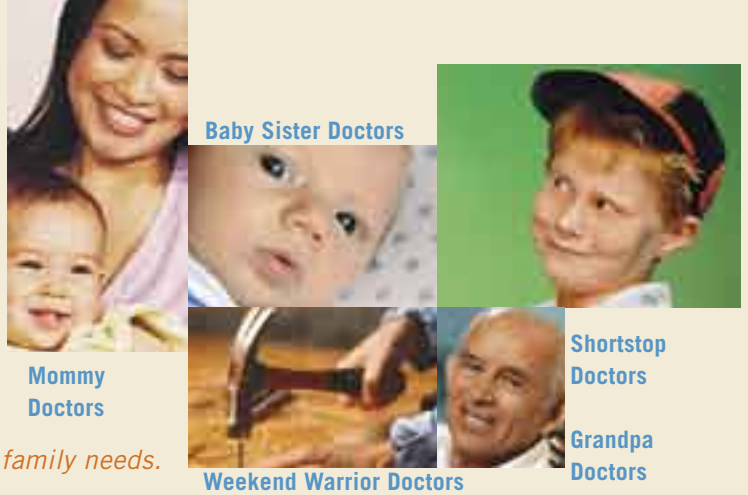
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Contributors: **Theresa Johnson, Karen Cook, Molly Johnson, Gina Swanson.**
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What kind of doctors practice at St. Francis Regional Medical Center?

The kind your family needs.



At St. Francis we value the contributions of our physician and clinic partners, not only as providers of quality health care, but as community and organizational leaders. Recognizing the need for strong medical services in this rapidly growing area, they have committed to meeting that growth with added resources and services. For more information on our physicians or clinics, call the 'Ask St. Francis' information line at **(952) 403-2000**.

- Allina Medical Clinic**
 Shakopee (952) 403-3535
 ■ Family medicine
 ■ Internal medicine
 ■ Nephrology
 ■ Podiatric medicine and surgery
Crossroads Medical Clinic
 Shakopee (952) 496-6700
 Chaska (952) 448-2050
 Prior Lake (952) 447-1700
 ■ Family medicine
Jonathan Clinic
 Chaska (952) 448-3500
 ■ Family medicine
Jordan Medical Clinic
 Jordan (952) 492-2225
 ■ Family medicine
Metropolitan Pediatric Specialists, P.A.
 Shakopee (952) 445-6700
Minneapolis Cardiology Associates
 Shakopee (952) 403-2099
Orthopaedic Surgical Consultants, P.A.
 Shakopee (952) 403-3399
Park Nicollet Clinic
 Shakopee and
 Prior Lake (952) 993-7750
 ■ Allergy
 ■ Cardiology surgery
 ■ Endocrinology
 ■ Family medicine
 ■ Obstetrics/gynecology
 ■ Orthopedic surgery
 ■ Otolaryngology
 ■ Pediatrics
 ■ Physical medicine
 ■ Podiatry
 ■ Vascular surgery
St. Francis Specialty Care Clinic
 Shakopee and
 Chaska (952) 403-2600
Advanced Dermatology
 (952) 915-6000
Behavioral Health Services
 (952) 403-2601
Colon & Rectal Surgery Associates
 (651) 312-1700

- HCMC Physical Medicine and Rehabilitation**
 (952) 403-2600
Minneapolis Children's Heart Clinic
 (612) 813-8800
Minneapolis Clinic of Neurology, Ltd.
 (952) 403-2600
Minneapolis Otolaryngology
 (952) 920-4595
MN Gastroenterology, P.A.
 (612) 870-5412
Orthopaedic Consultants, P.A.
 (952) 892-1800
Plastics and Reconstruction
 (952) 925-1111
Silverman Orthopaedics, P.C.
 (952) 920-4333
Specialty Surgical Services
 (952) 224-9360
St. Francis Breast Center
 (952) 403-2700
St. Francis Sleep Diagnostics Center
 (952) 403-2800
Surgical Specialties, LTD
 (952) 224-9350
Urologic Physicians
 (952) 920-7660
St. Francis Emergency Department (952) 403-2200
 ■ Suburban Emergency Associates
St. Francis Cancer Center (952) 403-2031
Radiation Oncology
 (952) 403-2031
Valley Family Practice Chaska (952) 448-3303
 ■ Family medicine
In-hospital physicians
 ■ Pathology
 ■ Radiology
 ■ Anesthesiology

MARK YOUR calendar

CHILDBIRTH CLASSES

Call Medformation at 1-800-877-7878 or (651) 697-3333 to register for prenatal classes or go to www.allina.com and click on "Be Healthy." Dates and times subject to change.

New Parent Connection

Meets weekly

This class is co-sponsored by ECFE and is designed for children up to 4 months of age. It is a great way to learn more about parenting while being supported by parents going through the same things you are.

Small Talk Class

Meets twice a year

This is a sign language class for babies that hear. This class will help you and your baby/toddler to understand each other and decrease frustration.

New Brother/New Sister

Meets every other month

A one-night class designed to help children ages 2 to 8 prepare for the birth of a sibling. All participants should bring a doll or stuffed animal to class.

Breastfeeding Preparation

Meets once a month

One-night class offering helpful hints to prepare for breastfeeding.

Healthy Pregnancy

Meets every other month

One-night class providing important information about the development of babies and how to make pregnancy easier and more fulfilling.

Childbirth and Parenting Preparation

Choice of four 3-hour weekly classes or five 2½-hour weekly classes

Focuses on preparation for labor, birth and early parenthood. Plan to attend classes during the last three months of pregnancy and complete about one month before due date.

Weekend Express available Friday evenings and Saturdays.

All About Babies

Meets every other month

Two-night class designed for new parents to relieve some of the anxiety expectant parents, grandparents or adoptive parents experience.

Weekend Express also available.

Refresher Childbirth and Parenting

Offered every four to six weeks

One-night class for parents who have taken a childbirth preparation class within the last three years.

Car Seat Safety

Meets once a month

This class helps the expectant or new parent to learn about car seat safety. Car seat not necessary for class. U-Care members covered.

Infant Massage

Two-week class meets every other month

Infant massage is a unique form of nurturing touch shown to have physical and psychological benefits for infants and parents. For infants 3 weeks to 1 year old.

Infant and Child CPR

Meets every four to six weeks

Cardiopulmonary resuscitation (CPR) is an important first aid skill for helping an infant or young child who is choking or has stopped breathing. This course does not qualify you for CPR certification.

Vaginal Birth after Cesarean

Meets every other month

Designed for women (and their partners) who have had previous cesarean births and are considering a vaginal birth. This class should be taken in addition to Refresher Birth and Parenting Preparation during the last two to three months of pregnancy.

Prenatal Yoga

Six weekly classes

Women who exercise their minds and bodies during pregnancy have an increased feeling of well-being and heal more readily after the baby is born.

Yoga Bonding

Six weekly classes

This class incorporates fitness, fun and togetherness. While baby enjoys "baby kisses," "airplane rides" and other poses, moms and/or caregivers enjoy a more physical workout.

SUPPORT GROUPS

Child Loss Support Group

This group offers hope and provides support, education and resources to those who have experienced the death of a child. Call the 'Ask St. Francis' line at (952) 403-2000 for more information.

Infant Loss Support Group

Meets the first Tuesday of every month at 7 p.m.

For more information, call (952) 403-2002.

Diabetes Support Group

Class meets the first Monday of each month at 7 p.m.

Monthly information and group support for those with diabetes. For more information, call Bonnie Epple, R.N., at (952) 403-3392.

Women's Connection

Meets the fourth Monday of each month (Note: December meets the third Monday) at 7 p.m.

Support for women with cancer. Call Marti Auringer at (952) 403-2700 for more information. The American Cancer Society's Look Good...Feel Better representatives will be on hand during each meeting. Call (952) 403-2000 to sign up for Look Good...Feel Better.

Grief Support Group

Meets the first Wednesday of each month at 7 p.m.

For more information, call (952) 403-2002.

Heart Support Group

Meets the first Tuesday of each month at 7 p.m.

For people who have been diagnosed with heart disease. For more information, call (952) 403-2080.

Smoking Cessation

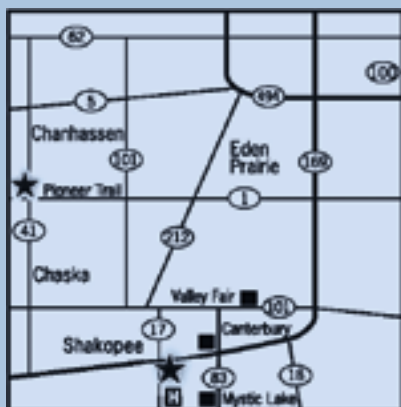
If you're ready to stop smoking, call 1-888-354-PLAN (7526).

Emergency Medicine Services Education/CPR

For information and to register for EMS/CPR classes, call (612) 775-9626.

For class cancellations, tune into WCCO TV Channel 4 or WCCO Radio 830 or go to www.wcco.com or www.830wccoradio.com.

HOW TO FIND US



1455 St. Francis Ave.
Shakopee, MN 55379-3380

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