

# Riverviews



News from Riverview Health

## Another Shot at Life



[riverview.org](http://riverview.org) | Fall-Winter 2019

### Also in this issue:

Freestanding ER  
and Urgent Care  
Facilities Underway

Schedule Your Annual  
Mammogram at  
Riverview Health

Cox, Cole and Peck  
Families Pave the  
Way for a Better  
Patient Experience

# Letter from Seth



In our last issue of *Riverviews*, I shared about my experience having surgery and being an inpatient last fall at Riverview Health in Noblesville. Well, since that time, I've had the opportunity to use the services at Riverview Health Westfield Hospital as well.

A few months ago, my 13-year-old son, Quinn, was at basketball practice at Westfield Middle School when he injured his arm while diving for a loose ball. The athletic trainer was worried it was broken, so she wanted him to get an X-ray. My wife, Maureen, picked him up and drove him down the road to the ER and urgent care at Riverview Health Westfield Hospital, and I met them there. Fortunately, the X-ray showed there was no break, and it was just a sprain. The doctor splinted it, and we were on our way. We got in and out so quickly that he was able to go back to his practice (although he wasn't able to play, of course). He was out for a few weeks after the injury but was able to return in time to finish up his basketball season and start playing soccer.

I've talked to many people in and around the Westfield area who have used the ER and urgent care for similar experiences. I even have friends who've been here from out of town for a sports tournament at Grand Park who've needed our services. The one thing we've heard over and over from our patients is how quickly they were seen and treated, as well as their appreciation for the convenience of having a combined ER and urgent care.

Often, especially as parents, we aren't sure how serious an injury is, and we don't know what level of care we're going to need. Riverview Health Westfield Hospital ER & Urgent Care takes the guesswork out of it. Our orthopedic and sports medicine doctors are located on the fourth floor of the hospital, which makes it an easy transition for patients who need the care of those specialists.

We were pretty sure that Quinn just needed an X-ray, but had he needed something more, everything was right there, and we wouldn't have had to drive to another location.

Given all the great feedback I'm hearing from our Westfield patients, we're even more excited to be introducing four other Riverview Health ER & Urgent Care locations throughout the area. (For more information about these new locations, see page 7).

In good health,

Seth Warren,  
PRESIDENT AND CEO, RIVERVIEW HEALTH

## NEWS FROM RIVERVIEW HEALTH *Fall-Winter 2019*

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Riverviews is published for the health of people living in Hamilton County.

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We hope you enjoy receiving news and information from Riverview Health and its affiliates. If you do not wish to receive this newsletter, please send an email with your name and address to [info@riverview.org](mailto:info@riverview.org) or call 317.776.7999.

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# Exciting changes at Riverview Health

At Riverview Health, we're continually making enhancements to ensure we're always providing top-notch service to our patients and guests.

## Riverview Health Provides Care for University High School Student-Athletes

Riverview Health is pleased to announce that it is the exclusive orthopedics and sports medicine provider for University High School. Riverview Health provides a full-time certified athletic trainer onsite and cardiopulmonary resuscitation and automated external defibrillator training for coaches and staff members. Under the supervision of a board-certified and fellowship-trained primary care sports medicine physician, Riverview Health also provides comprehensive medical care, including ImPACT assessments and injury evaluation, to student-athletes.

## Riverview Health Partners with Noblesville Schools to Display Artwork

Riverview Health is proud to display the artwork of local students from each Noblesville school. The student art pieces will be rotated out every quarter and vary in media, including paintings, drawings, sculptures and collage art.

"A sense of community is a big part of who we are, so having the artwork of local students displayed in our hospital fits perfectly with the culture we try to create," said Seth Warren, president and CEO of Riverview Health. "We also realize the benefit of art to our patients as a healing element, so in addition to the artwork of local students, we have photography that resembles our community all throughout the hallways of our hospitals."

## New Clinicians

Please join us in welcoming the following clinicians:

- » **Manisha Agarwala, MD**—*Emergency Medicine*
- » **Thomas Barbera, PhD**—*Psychology*
- » **Kelly Batten, NP**—*Psychiatry*
- » **Rachel Davenport, MD**—*OB/GYN*
- » **Ronald Gotanco, MD**—*Anesthesiology*
- » **Sheri Ikerd, NP**—*Internal Medicine Hospitalist*
- » **Kim Kiesel, NP**—*Internal Medicine*
- » **Traci Lyons, PA**—*Surgery*
- » **Salvatore Migliore, MD**—*Emergency Medicine*
- » **Whitney Owens, NP**—*Internal Medicine Hospitalist*
- » **Parin Patel, MD**—*Cardiology*
- » **Pawan Sethi, MD**—*Pain Management*
- » **Scott Smith, MD**—*Orthopedics and Sports Medicine*
- » **Sean Trivedi, MD**—*Emergency Medicine*
- » **Annie Walker, NP**—*Family Medicine*
- » **Patrick White, MD**—*Colon and Rectal Surgery*
- » **Lauren Heavin, MD**—*Family Medicine*
- » **Jenna Walls, MD**—*Sports Medicine*



## UPCOMING Seminars & Events

At Riverview Health, we offer a series of educational seminars and other events aimed at helping you stay well. We invite you to join our experts to learn more about specific medical conditions, as well as the advanced treatment options available at Riverview Health. Many of the informational programs include a light dinner, as well as plenty of time for questions and answers. We look forward to seeing you there. **For more information, visit [riverview.org/classes](http://riverview.org/classes).**

## GIFTING for a Great Cause

Since 1976, Riverview Health Foundation has provided funding to help purchase technology, enhance capabilities and expand the services at Riverview Health. Interested in donating? **Call 317.776.7317 or visit [riverview.org/donate](http://riverview.org/donate).**

## SIGN UP for our E-Newsletter!

Want to keep up on the latest from Riverview Health? Stay connected by signing up for our e-newsletter at [riverview.org/subscribe](http://riverview.org/subscribe). **Sign-up is easy!**





# Another Shot at Life

*“I’ve learned there’s no reason to have a heart attack before you get serious about your heart health.”*

— Randy Bagley

Standing atop the bleachers in the Tipton High School gymnasium, 61-year-old Randy Bagley gazes down the steps and grins as he breathes a sigh of triumph. A few months ago, something as simple as climbing stairs without running out of breath would have felt close to impossible for Randy. In fact, last fall he nearly had coaches call 9-1-1 after he walked up two flights of gym stairs and felt faint and had a pain in his chest. But he didn’t.

Instead, Randy, a Tipton High School varsity assistant boys basketball coach, started getting dropped off on the other end of the building just so he could use the elevator and avoid climbing stairs.

“The other coaches could tell something was wrong,” Randy remembered. “If I went up one flight of steps, I’d have to stop at the top to let the pain go away and catch my breath.”

Chalking the chest pain and breathlessness up to aging and being a bit overweight, Randy maintained his active lifestyle of coaching, golfing and playing on a recreational softball league.

During softball games, a younger, faster teammate would often run the bases for Randy after he hit, but sometimes Randy would have to run the bases himself. He thought about telling his teammates about the chest tightness he felt during running. But he didn’t.

On some pleasant evenings, Randy and his wife would go for a walk, and he would experience chest discomfort and wonder if he should say something to a doctor. But he didn’t.

“I hadn’t been to a doctor in nine or 10 years,” Randy said. “There were so many signs, and I just blew them all off or said I’d get to it later.”

It wasn’t until January 2019, after his wife gave him a \$49 heart scan as a Christmas gift, that Randy’s heart finally got

A few months ago, something as simple as climbing bleachers without running out of breath would have felt close to impossible for Randy Bagley, who was a heart attack waiting to happen. After a simple \$49 heart scan at Riverview Health showed his heart was in bad shape, he was able to get the care that ultimately saved his life.

the attention it needed—and it saved his life.

After putting it off for a couple weeks, Randy visited Riverview Health for a calcium scoring CT scan, also known as a heart scan. A heart scan is performed using a CT scanner to determine the amount of hardened plaque inside the coronary arteries. Plaque build-up inside the coronary arteries can lead to a heart attack if the flow of oxygen-rich blood to the heart is reduced or blocked.

Randy's results revealed his heart was a ticking time bomb for a heart attack. A normal range for a man of Randy's age is a score between 50 and 100, according to Bruce Schilt, MD, a cardiologist at Riverview Health. Randy's score was 3,212.

"His calcium score was incredibly high, and the higher the number, the greater the risk for coronary artery disease," Dr. Schilt said. "Numbers above 450 or 500 show a patient is at the same risk level as someone who has already had a heart attack."

After his heart scan, Randy participated in a heart stress test at Riverview Health to get more information about the performance of his heart.

**"I think most people are shocked when I tell them I had open heart surgery. If you didn't see the scar on my chest, you'd never know. The scar is like a badge—it means you're living." — Randy Bagley**

"The nurses and technologists saw something alarming and stopped me in the middle of my stress test and grabbed Dr. Schilt," Randy said. "Dr. Schilt was very concerned and sat down with me to explain I needed a heart catheterization procedure immediately. Dr. Schilt made me feel comfortable from the get-go. He told me what he was going to do, and he was very informative in telling me what my issues and options were."

In the cath lab at Riverview Health, Dr. Schilt found that Randy had several blockages that ranged from 50 to 90 percent blocked.

"Had he not come in for a heart scan or stress test, he probably would have had a massive heart attack and most likely died," Dr. Schilt recalled. "It's pretty remarkable. This is an example of the system working—a concerned wife, the patient getting a heart scan, expert nurses and techs, and a cardiologist who can care for him in the cath lab that same day."

After the heart catheterization was done to determine the extent of his disease, Randy had quadruple bypass surgery and woke up feeling like a new man.

"It was absolutely unbelievable how much better I felt immediately upon waking up from surgery," Randy said. "I think most people are shocked when I tell them I had open heart surgery. If you didn't see the scar on my chest, you'd never know. The scar is like a badge—it means you're living."

Since surgery, Randy has lost more than 40 pounds and is lifting weights, eating healthier and controlling his food portions. He's also doing more physically than he had been able to do in years, such as enjoying walking during golf instead of riding in a cart.

"I knew I needed to come in, but I was in denial," Randy said. "Now, I tell everyone I know to get a heart scan because it's painless and it saved my life. It'll save others, and for those who don't have an issue, it'll give them peace of mind."

After recovering, Randy couldn't wait to get back to coaching basketball.

"It's a passion and a purpose. Having basketball helped me because it gave me a reason to get better," Randy mused. "Before the surgery, I was doing stuff that could have killed me. I've learned there's no reason to have a heart attack before you get serious about your heart health."

## MENDED HEARTS

Mended Hearts is a support group at Riverview Health for heart patients, their families and caregivers. The group offers peer-to-peer support and information. Lunch is provided during each meeting.

**For more information about Mended Hearts and for meeting location and times, call 317.776.7377.**

## HEART & VASCULAR SCREENINGS

Riverview Health Heart & Vascular offers preventative screenings that you can schedule or pre-qualify for without a doctor's order. Take care of your heart through one of the following tests and be sure to share your results with your physician.

- » **CT Heart Scan (\$49)** – This scan is performed using a CT scanner to determine the amount of hardened plaque inside your coronary arteries.
- » **EKG Screening (\$10)** – This baseline screening records the electrical activity of your heart to determine if your heart is normal, under stress or experiencing strain or damage.
- » **Vascular Screening (\$79)** – This package includes three tests:
  - Carotid artery screening
  - Abdominal aortic aneurysm screening
  - Ankle brachial index test

**For more information, visit [riverview.org/heartscreenings](http://riverview.org/heartscreenings).**

## DIRECT ACCESS LABORATORY TESTING

With our Direct Access Laboratory, you can order and pay for lab tests online. These test profiles are designed to evaluate your current health status via a simple blood draw done at your convenience at either our Noblesville or Westfield hospital locations. These profiles are available at a discounted price and a physician's order is not required.

- » **Heart Health Profile (\$60)** – This profile provides an overview of your risk of coronary heart disease by testing your cholesterol/lipid, high-sensitivity CRP and homocysteine.

**For more information, visit [riverview.org/labs](http://riverview.org/labs).**



**Dr. Rachel Davenport found her passion for obstetrics and gynecology during her medical school rotations. She is excited to join the Riverview Health team and help guide women through their unique healthcare journeys.**

## #MyFocus: Giving New Life

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**M**et Rachel Davenport, MD—the newest addition to the Riverview Health Physicians OB/GYN team. Becoming a doctor was always the plan for Dr. Davenport, even as a little girl. She remembers using the toy doctor set her parents bought her and pretending to play doctor with her stuffed animals.

“Because I knew at a young age, my path was pretty clear all the way to medical school,” Dr. Davenport said.

Although she felt becoming a doctor was her calling, it wasn’t until about halfway through medical school that she chose to focus on obstetrics and gynecology.

“I didn’t really have a great understanding of OB/GYN at the time and thought it didn’t cross over with other specialties I was interested in,” Dr. Davenport recalled. “So, I considered cardiology at first.”

Not only was she uninterested in OB/GYN, it was at the bottom of her list when choosing her rotations. Then, when she was assigned her rotations, OB/GYN happened to be first up. While she wasn’t thrilled, she thought she would at least get it out of the way early and move onto something more interesting. But it didn’t take long for Dr. Davenport to fall in love with it.

“I just remember thinking soon after my rotation started that I can’t believe

OB/GYNs get to do this kind of work on a daily basis,” Dr. Davenport said. “As an OB/GYN doctor, you’re able to empower women through education and help them make important healthcare decisions, as well as deliver babies.”

It was a done deal. She knew this was what she wanted to do, and no other rotation could compare to her great experience with OB/GYN. Dr. Davenport is now even more confident she made the right decision. As a practicing OB/GYN physician, she’s had the opportunity to guide women by educating them and helping them to make the right healthcare choices for themselves—some of which can be life-changing.

Dr. Davenport describes being an OB/GYN as being someone who can help women through their own unique journeys. Whether it’s assisting a patient with treating her heavy periods, or walking her through her pregnancy, Dr. Davenport is happy to do it all.

Being an OB/GYN in Noblesville is also meaningful for Dr. Davenport because her husband, Keaton, was born and raised in the community. Unlike Dr. Davenport, Keaton’s

career path wasn't so straightforward. After working at his family's business for years and planning to eventually take it over, Keaton changed his path. He decided he wanted to pursue a career in an entirely new industry—construction and home renovation. Given he had no prior experience in this field, the change came as a complete surprise to his family and friends.

**“As an OB/GYN doctor, you’re able to empower women through education and help them make important healthcare decisions, as well as deliver babies.” — Dr. Rachel Davenport**

But just as Dr. Davenport had followed her passion, Keaton knew this is what he wanted to do. After countless hours of reading books and learning special software to create construction drawings, Keaton and a close friend created KDK Group, a homebuilding and renovation company. The company has now been in operation for four years.

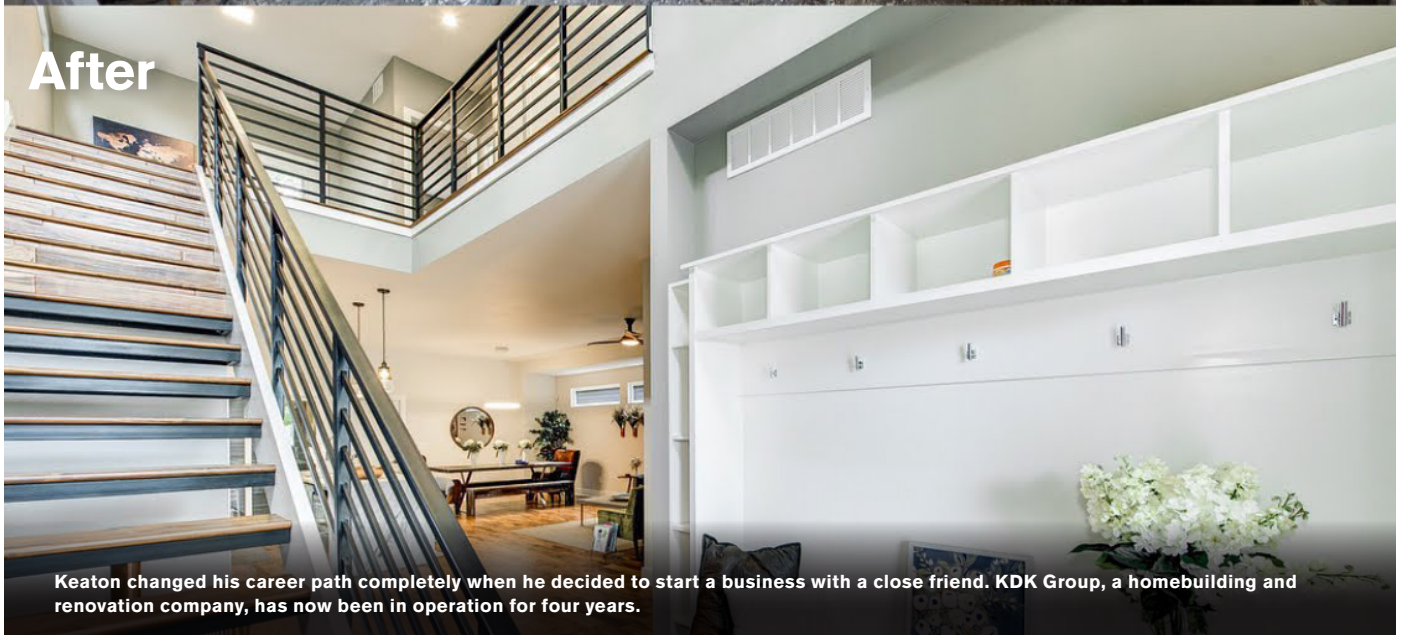
“The creative process is most fun for me,” Keaton said. “We never do the same thing twice. We’re always trying to find ways



**Dr. Rachel Davenport and her husband, Keaton, have been married for four years.**

to create an amazing and unique finished product.”

While home renovation and being an OB/GYN may sound like completely different careers, Dr. Davenport and Keaton have found some similarities in their chosen paths—just as each patient is different, each home is, too. And while one of them is focused on giving a home a new lease on life, Dr. Davenport is helping women bring life into the world.



**Keaton changed his career path completely when he decided to start a business with a close friend. KDK Group, a homebuilding and renovation company, has now been in operation for four years.**

# Freestanding ER and Urgent Care Facilities Underway

Every parent has experienced a similar scenario: your child is sick or hurt and your doctor's office isn't open. What do you do?

Westfield resident Michael Alessandrini recently found himself in this situation. His daughter, Ella, twisted her ankle on a Saturday night. The next morning, they woke up to find that rest hadn't helped, and she was still in pain. Michael worried her ankle was broken and wasn't sure whether he should take her to a nearby emergency room or an urgent care.

He decided to bring Ella to the combined ER and urgent care at Riverview Health Westfield Hospital. Ella was quickly seen by a board-certified emergency medicine physician and had X-rays taken. Michael and his wife were happy to find out that Ella's ankle injury was only a sprain, and because her visit was deemed as urgent rather than emergent, they were only billed at an urgent care level.

Westfield community members like Michael have enjoyed this kind of joint ER and urgent care model since last October, and now this same model of care will soon be offered to other neighboring areas.

Riverview Health plans to build four freestanding combined ER and urgent care facilities, and two of them are currently underway. One facility, located in Fishers, will be up and running by the end of this year, and an additional location in Carmel is on track to be finished by early 2020.

The retail model facilities will focus on customer service and treating patients quickly. That means no complicated or lengthy paperwork, no glass partitions and a treatment process that keeps patients moving. Like Riverview Health Westfield Hospital, the ER services will be available 24/7, while the urgent care hours will be 7 a.m. to 10 p.m. daily. An ER physician will see all patients,



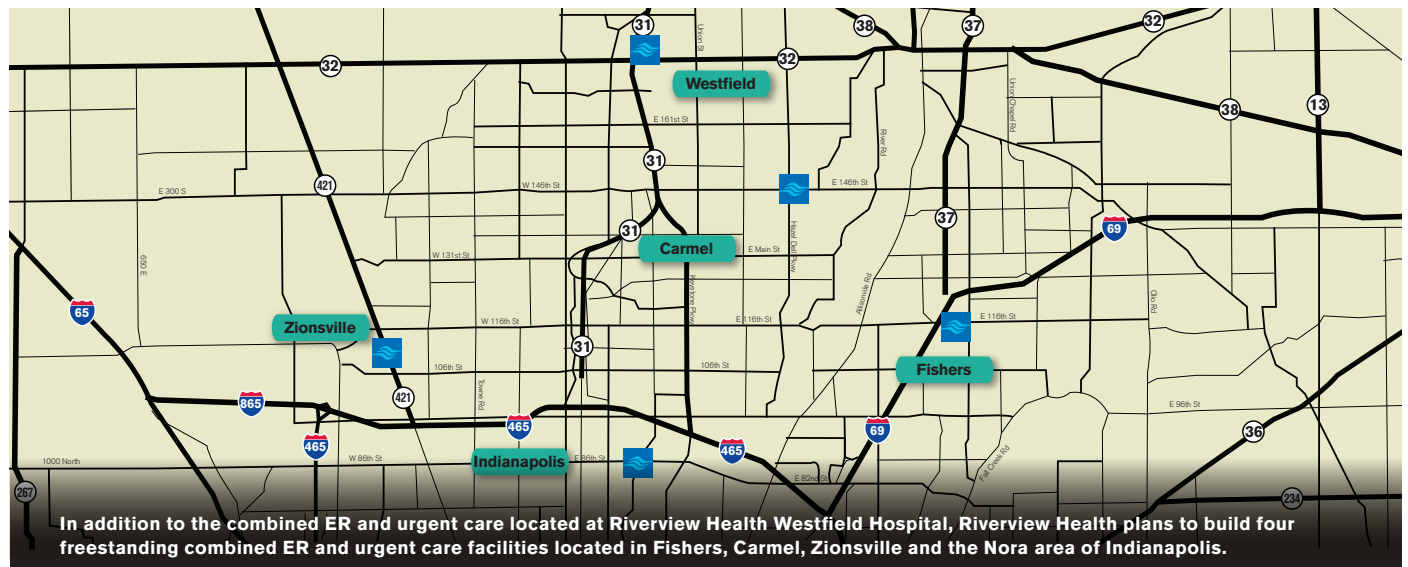
Michael was thankful for the combined ER and urgent care model at Riverview Health Westfield Hospital when his daughter, Ella, hurt her ankle.

regardless of the level of service needed. However, patients will only be billed for the level of care that is provided.

The other two facilities will be located in Zionsville and the Nora area of Indianapolis.

"As the area continues to grow, the demand for urgent and emergency services has, too," said Seth Warren, Riverview Health president and CEO. "We are excited to expand our footprint while also meeting this need."

Riverview Health is excited to offer this type of care to community members, like Michael, who are unsure if they should go to an ER or urgent care. The dual model ensures that patients will receive the best care at the best price when an unplanned medical need arises.





# Meals on Wheels: Working Together to Serve the Community



**Tammi Nash, executive director of Riverview Health Westfield Hospital, Diane Cooper, director of operations, and several other Riverview Health employees regularly volunteer to deliver food to Meals on Wheels clients.**

You may be familiar with Meals on Wheels and Riverview Health, but you may not know about the relationship between the two organizations and how it benefits residents in Hamilton County.

In April of 1975, Meals on Wheels of Hamilton County was founded by long-time volunteer and supporter of Riverview Health, Mary Bray, along with the Rev. David Garrigus. Beginning as an all-volunteer organization, Meals on Wheels delivered meals to only a handful of community members in Hamilton County.

Throughout the years, the client base of the organization has grown along with the need for a bigger office. One thing that has remained is its strong partnership with Riverview Health. Meals on Wheels has occupied various spaces within the Riverview Health system, including the fifth floor of the Noblesville hospital and its current office in the building near Riverview Health Rehab & Fitness in Noblesville.

“Both entities want what’s best for the people in our community, so it only makes sense that we work together to achieve that,” said Brenda Baker, Riverview Health chief financial officer and former Meals on Wheels board member. “I am excited to witness how the partnership between Meals on Wheels and Riverview Health will continue to serve the Hamilton County community.”

Today, Meals on Wheels of Hamilton County employs three full-time staff members, has more than 400 volunteers and provides nutritious meals to approximately 180 community members. Meals are delivered on a short-term or long-term basis to elderly, disabled and homebound residents. The overall goal is to assist those who aren’t able to prepare meals for themselves, but still wish to live independently.

“Our long-standing partnership with Riverview Health is a big deal,” said Beth Gehlhausen, Meals on Wheels of Hamilton County executive director. “We wouldn’t be able to assist as many individuals in Hamilton County without it.”

Monday through Friday, Riverview Health cafeteria staff members prepare 100 hot and 80 cold meals that take into consideration a client’s dietary needs. These meals are then delivered by volunteers on a rotating schedule.

“I found my passion for the mission of Meals on Wheels when I first became a volunteer,” said Brant Bucciarelli, chief information officer of Riverview Health.

After six years of serving as a volunteer driver alongside several Riverview Health employees, Brant became a member of the Meals on Wheels of Hamilton County Board of Directors.

“I was interested in taking a more active role in the organization, especially since I oversee the food service here at Riverview Health,” Brant said.

Though the relationship between the two organizations began almost 45 years ago, it has only grown over time. It’s no secret that access to nutritious meals is a key to staying healthy, so supporting the efforts of Meals on Wheels has never been a hard decision for Riverview Health.



**Riverview Health cafeteria staff member Sara Roell prepares and packs meals for Meals on Wheels five days a week.**

# Schedule Your Annual Mammogram at Riverview Health

One woman in eight will be diagnosed with breast cancer during her lifetime. While there is no cure for breast cancer, we do know that early detection is important. Many women with breast cancer have no symptoms, which is why regular screenings are so important. The American Cancer Society recommends that most women of average risk start having annual mammograms at age 40. However, women who are at a high risk for breast cancer should start at an earlier age. It's important to talk with your physician about what's right for you.

Riverview Health offers 3D mammography, which experts agree is the most accurate kind of mammogram. The 3D mammogram acquires thin slices of images of the breast and detects more cancers than the traditional mammogram.

"A 3D mammogram is especially helpful for women with dense breast tissue," said Sarah Ochs, Riverview Health Bone & Breast Health manager. "It's also reduced the number of women we

have to call back for more follow-up images due to something being unclear the first time."

Riverview Health offers the latest in 3D screening technology for mammography as one of the first hospitals in the nation to install Hologic 3Dimensions™, a mammography system with patient-centered features. In addition to offering three-dimensional viewing capabilities, this system takes images faster, which means less time that a woman must spend being compressed. The 3Dimensions system also features a SmartCurve™ compression paddle. While other systems have a flat panel used to compress the breast, the SmartCurve™ paddle is curved and mimics the natural shape of the breast. This allows for more comfortable compression during the test.

**Riverview Health Bone & Breast Health has locations in Noblesville and Westfield. To schedule your mammogram, call 317.776.7247.**

## Breast cancer risk factors you can't control

<p style="text-align: center; color: #00AEEF;"><b>Certain inherited genes</b></p> <p>About <b>5% to 10%</b> of breast cancer cases are thought to be hereditary, meaning that they result directly from gene defects passed on from a parent.</p>	<p style="text-align: center; color: #00AEEF;"><b>Having dense breast tissue</b></p>	<p style="text-align: center; color: #00AEEF;"><b>Your race and ethnicity</b></p>
<p style="text-align: center; color: #00AEEF;"><b>Having a family history of breast cancer</b></p>	<p style="text-align: center; color: #00AEEF;"><b>Starting menstruation (periods) early</b></p> <p>Women who have had more menstrual cycles because they started menstruating early (especially before age 12) have a slightly higher risk of breast cancer.</p>	
<p style="text-align: center; color: #00AEEF;"><b>Being a woman</b></p>	<p style="text-align: center; color: #00AEEF;"><b>Getting older</b></p>	<p style="text-align: center; color: #00AEEF;"><b>Going through menopause after age</b></p> <p style="text-align: center; font-size: 2em; color: #E91E63;"><b>55</b></p>

Cancer.org

# A Few Helping Hands: Treating Patients as a Team

Noblesville resident Jenni Backs had just finished a meeting at her church, Our Lady of Grace, on the evening of Monday, Aug. 27, 2018. She stopped by the Noblesville Wal-Mart to grab a few items before heading home. Little did Jenni know, her evening was about to go from normal to traumatic.

Jenni stopped to look both ways before crossing parking lot traffic. As she did, a driver coming from the right turned too sharply and struck her.

"I remember a flash of blue and my hand going up," Jenni recalled. "The next thing I knew, I sat up and screamed for the driver to get off of me because the car was on my foot."

When the driver backed up, Jenni went into shock. She remembers pulling her left arm over herself. She could already feel it start to swell and she knew in her gut that her arm was broken.

X-rays after the accident confirmed Jenni's fears—her elbow was shattered into six pieces. She also sustained wounds to her right foot, where the tire had pinned it.

The morning after the accident, Jenni underwent surgery at Riverview Health to stabilize her left arm. Orthopedic surgeon Christy Kellams, MD, who specializes in upper-extremity surgeries, performed the operation.

"Jenni suffered from a proximal ulna bone fracture and required a plate and screws to hold the fracture anatomically aligned while it healed," Dr. Kellams said. "My goal for her was to regain full, pain-free motion in her elbow, which is critical for upper-extremity functioning. Fortunately, we achieved great alignment during her surgery."

After her surgical success, Jenni began rehabilitation at Riverview Health outpatient therapy. An active individual, Jenni was ready to start the recovery process so she could get back to some of her favorite pastimes—photography and yoga.

"Working with Jenni was a team effort that required collaboration of occupational therapy and physical therapy to ensure best quality care," said Riverview Health occupational therapist Jenn Lewis. "After 35 visits, we were excited to be able to guide her through yoga poses—one of her favorite hobbies—to obtain the last few degrees of range of motion and to gain functional strength."

Jenni's evaluating physical therapist, Jennifer Butts, found more than just a foot issue during her examination of Jenni.

"When Jenni's right foot was injured, it changed her gait resulting in issues with her right knee and hip. Her neck and left shoulder were also impacted by the fall that caused the elbow fractures," Jennifer said.



**After suffering from a traumatic arm injury after being struck by a vehicle in August of 2018, Jenni Backs is excited to continue her rehabilitation and get back to the hobbies she loves—photography and yoga.**

Jennifer also noted how "ramped up" her patient's entire nervous system was.

"She was anxious, guarded and hypersensitive to most any touch or movement," Jennifer said. To help ease this tension, Jennifer felt that Jenni might benefit from craniosacral therapy (CST), a non-invasive, hands-on therapy using light touch.

"Craniosacral therapy monitors very subtle changes to a patient's tissues and helps facilitate the body's natural healing processes," said Riverview Health physical therapist Amy Miller Reusze. "When someone has been through trauma their nervous system can be on high alert. CST can help induce the parasympathetic portion of the nervous system. This allows the entire body to enter a state of restoration."

Jenni had the hardware in her arm surgically removed in April and has once again picked up occupational therapy to strengthen her arm. While her journey is not yet complete, she is ready to tackle the coming challenges with her therapy team by her side.

"To say the therapists have kept things positive would be an understatement," Jenni said. "I felt a profound sense of safety at Riverview Health and knew they were taking care of me. The combination of physical, occupational and craniosacral therapy makes me think of Riverview Health as on the leading-edge of holistic treatment. They care for the entire person."

# Cox, Cole and Peck Families Pave the Way for a Better Patient Experience



**The Cox, Cole and Peck families pose with Riverview Health administration in the new Infusion Center during the building process. This new space better accommodates patients' needs and offers choices for how they receive their care, depending on their medical situation and personal preference.**

Earlier this year, Riverview Health Foundation received a major gift of \$500,000 from Dave and Jackie Cox, Courtney Cole, and Darren and Monica Peck for the expansion of the Infusion Center at Riverview Health.

"We are so grateful for the generous support of Dave and Jackie Cox, Courtney Cole, and Darren and Monica Peck for this important and impactful project," said Megan Wiles, executive director of Riverview Health Foundation. "We had several other families, along with the Riverview Health Auxiliary, who already made naming gifts for the project, but the Cox, Cole and Peck families' gift was the most significant, and it's so appropriate given their history and connection to Riverview Health as well as to our community."

The Cox, Cole and Peck family members are no strangers when it comes to the Noblesville community and Riverview Health. In fact, they have local roots spanning more than 170

years. Courtney and Monica are the daughters of Dave and Jackie Cox and were the sixth generation to run their family's car dealership business, Hare Chevrolet in Noblesville, which originally produced and sold horse-drawn carriages.

Jackie also served as the executive director of Riverview Health Foundation from 1988-1997. Dave served on the Foundation Board and as Chair in 2011-2012. Monica served as a member of the Foundation Philanthropy Council and Courtney has been a patient and advocate for Riverview Health and the Foundation for many years. Although they sold their family company in 2017, their legacy lives on with the new Infusion Center at Riverview Health.

Chances are you've never even thought about an infusion center unless you or someone you know has experienced one. This was the case for Courtney and her family five years ago when Courtney was first diagnosed with lung cancer.

"I had no knowledge of infusion centers before being diagnosed with cancer," Courtney said. "It was all new to me."

For patients like Courtney who are dealing with cancer, or others who are battling chronic conditions, such as gastrointestinal, rheumatology, pulmonology and blood disorders, medication is administered through intravenous therapy rather than an oral pill. Intravenous therapy services are provided at infusion centers where patients can also receive blood transfusions. For some patients, an appointment can take less than an hour, but for others it can be for hours a day, multiple days a week.

"There were times I had to be at the Infusion Center for up to four hours at a time, and I remember thinking 'I'd give anything to have a window,'" Courtney recalled. "You're sitting there with everybody else; you have very little privacy and you're going through a tough time. It wasn't the most positive place. I always brought a family member or friend to my appointments."

Understanding patients are facing challenging circumstances with their health, the Infusion Center staff works around the clock to create the best experience they can. Whether it's a friendly smile, chatting with patients or offering a warm blanket, it's the people that can make a difference in the care received.

"We get plenty of positive comments about our Infusion Center team and how great everyone is," said Angie Bolinger, director of Cardiology and Cancer Services. "Over the last few years, the number of outpatient visits doubled to more than 10,000. With the growing numbers, we felt there was an opportunity to—not only expand—but create an infusion center that better complemented the caring staff members and made our patients' experiences even better."

Courtney and her family now know a thing or two about

infusion centers. While it isn't something one would want to become familiar with, Courtney and her family have taken the unfortunate reality of cancer and turned it into something positive by helping to create a better environment for other patients.

"We met with Courtney and Jackie after her first round of treatments," said Joyce Wood, chief nursing officer and vice president of Organization Improvement. "They provided ideas on enhancing the old environment, which sparked the idea of creating a whole new space. Many of their ideas were incorporated into the new Infusion Center."

In the new Infusion Center, patients are receiving the same great care but in a more patient- and family-centered environment. The new space is more welcoming with a soothing color scheme, plenty of natural light and calming artwork. It is also designed to accommodate a variety of needs and patient preferences. This includes:

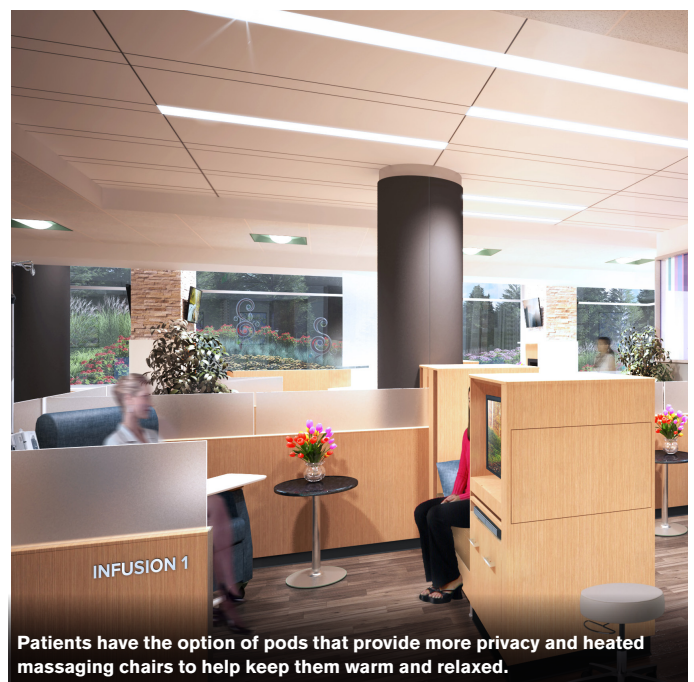
- » 15 private rooms with beds
- » 10 semi-private suites with fireplaces and windows
- » 8 infusion pods
- » TV and USB connection for each person
- » Family area and garden

"The road to recovery can be a tough one, and while the medicine and treatment are a big part of getting better, staying positive can certainly play a role in the healing process as well," Joyce said.

With the help of the Cox, Cole and Peck families, others going through similar experiences can continue receiving compassionate care close to home—but in a new space that takes into account the physical and emotional needs of patients and their families.



The fireplaces and TVs provide a more home-like feel for patients.



Patients have the option of pods that provide more privacy and heated massaging chairs to help keep them warm and relaxed.

# Upcoming Seminars & Events

## SEPTEMBER

### Innovations in Joint Replacement

**When:** Wednesday, Sept. 11, 6-7 p.m.

**Where:** Riverview Health, 395 Westfield Rd., Noblesville (Krieg DeVault Conference Room, Entrance 3, Lower level of the Women's Pavilion)

Join Dr. Michael Kaveney, a board-certified and fellowship-trained orthopedic surgeon, as he describes the cutting-edge techniques used for joint replacement at Riverview Health. If joint pain has been holding you back, this event is a great opportunity to ask questions and get answers from an expert.

### Handling Hand & Arm Pain

**When:** Thursday, Sept. 19, 6-7 p.m.

**Where:** Riverview Health, 395 Westfield Rd., Noblesville (Krieg DeVault Conference Room, Entrance 3, Lower level of the Women's Pavilion)

Join Dr. Christy Kellams, a board-certified and fellowship-trained orthopedic surgeon, as she describes the treatment options available for common hand and arm problems at Riverview Health. Dr. Kellams will discuss conditions such as carpal tunnel, thumb arthritis, tennis elbow, trigger finger and more.



## OCTOBER

### Back in Balance Seminar

**When:** Thursday, Oct. 3, 6-7 p.m.

**Where:** Riverview Health, 395 Westfield Rd., Noblesville (Krieg DeVault Conference Room, Entrance 3, Lower level of the Women's Pavilion)

Do you have a spinning sensation when you lie down or feel off-balance when you walk? Have you fallen lately? Join Elissa Moise, DPT, as she discusses balance issues and how physical therapy may be able to help.

### Treating Common Fall Sport Injuries

**When:** Wednesday, Oct. 9, 6-7 p.m.

**Where:** Riverview Health, 395 Westfield Rd., Noblesville (Krieg DeVault Conference Room, Entrance 3, Lower level of the Women's Pavilion)

Join Dr. Jenna Walls, a board-certified family medicine physician who is fellowship-trained in sports medicine, for a seminar on common fall sport injuries. Dr. Walls will discuss ways to prevent injuries, as well as post-injury treatment options. Dr. Walls will also highlight the diagnosis and management of concussions. The program will conclude with a Q&A.

### Low Back Pain Treatment Options

**When:** Wednesday, Oct. 23, 6-7 p.m.

**Where:** Riverview Health, 395 Westfield Rd., Noblesville (Krieg DeVault Conference Room, Entrance 3, Lower level of the Women's Pavilion)

Join board-certified and fellowship-trained physicians, Praveen Perni, MD, and John Ward, MD, to learn about treatment options for low back pain, sciatica and spinal stenosis. Dr. Perni and Dr. Ward will discuss ways to reduce pain, including injections and surgery.



## NOVEMBER

### Memory Problems & Dementia

**When:** Thursday, Nov. 7, 6-7 p.m.

**Where:** Riverview Health, 395 Westfield Rd., Noblesville (Krieg DeVault Conference Room, Entrance 3, Lower level of the Women's Pavilion)

Join Dr. Nathan Parmer, a neuropsychologist board-certified in rehabilitation psychology, as he presents on common memory and cognitive conditions. Dr. Parmer will discuss the difference between mild cognitive impairment and dementia, types of dementia and how dementia is evaluated and diagnosed. If you or a loved one is experiencing memory problems, this event is a great opportunity to ask questions and get answers from an expert.

### Treating Joint Pain

**When:** Wednesday, Nov. 13, 6-7 p.m.

**Where:** Renaissance Indianapolis North Hotel, 11925 N. Meridian St., Carmel, IN

Join Dr. Norman Mindrebo, a board-certified orthopedic surgeon and sports medicine physician, to learn about the latest techniques for treating joint pain at Riverview Health. Dr. Mindrebo will discuss hip, knee and shoulder pain as well as advances in joint replacement procedures.

# Land and Water Fitness Classes

Looking to add something different to your workout routine? Check out these classes at Riverview Health Rehab & Fitness. Both facilities offer class membership packages good for unlimited classes, and drop-ins are also welcome (space permitting). For more information or to register, call 317.776.7225 for the Noblesville location or 317.705.4350 for the Carmel location.

## Tai Chi for Arthritis (Level 1 and 2)

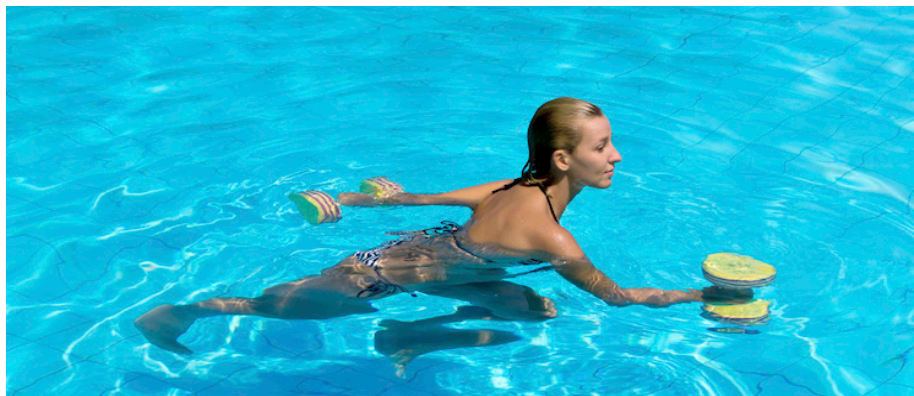
Type of class: Land



This class follows the Sun Style of Tai Chi in a program developed by Dr. Paul Lam for the Tai Chi for Health Institute/Arthritis Foundation. Tai Chi encompasses a series of slow, gentle movements. Practice focuses on balance, strength, flexibility and breath awareness.

## Wave Runners

Type of class: Water



Begin your day by making a wave with this intense water workout that will have you traveling in all directions around the pool. This class uses a variety of aquatic equipment and movement combinations to give you a total-body workout to challenge your muscles and heart endurance. Come in to wake up and leave energized and ready to start your day.

All seminars are free and include a light dinner. Registration is required for seminars and can be completed by visiting [riverview.org/classes](http://riverview.org/classes) or by calling 317.776.7999.

## Support Groups

### Adolescent Pregnancy and Peer Support Group

**When:** First Monday of every month, 6-7 p.m.  
**Where:** Riverview Health, 395 Westfield Rd., Noblesville (Dad's Retreat, Lower level of Women's Pavilion, use entrance 3)  
**Information:** Call 317.776.7200

### Breastfeeding Support Group

**When:** Every Thursday, 10:30 a.m.-noon  
**Where:** Riverview Health, 395 Westfield Rd., Noblesville (Krieg DeVault Conference Room, Lower level of Women's Pavilion, use entrance 3)  
**Information:** Call 317.776.7202

### Diabetes Support Group

**When:** Once a quarter (upcoming sessions will be held Sept. 12 and Nov. 14), 5-6 p.m.  
**Where:** Riverview Health, 395 Westfield Rd., Noblesville (Conference Room 1435, use entrance 3)  
**Information:** Call 317.776.7233

### Infant Loss Support Group

**When:** Last Thursday of every month, 7-9 p.m.  
**Where:** Riverview Health, 395 Westfield Rd., Noblesville (Dad's Retreat, Lower level of Women's Pavilion, use entrance 3)  
**Information:** Contact Dede Flaherty at 317.776.7302 or by email at [dflaherty@riverview.org](mailto:dflaherty@riverview.org)

### Mended Hearts

**When:** Third Wednesday of every month, 11:30 a.m.-2 p.m.  
**Where:** Riverview Health, 395 Westfield Rd., Noblesville (Classrooms A&B, Lower level of Professional Building, use entrance 4)  
**Information:** Call 317.776.7377

### Postpartum Anxiety and Depression Support Group

**When:** First and third Wednesday of every month, 10 a.m.-noon  
**Where:** Riverview Health, 395 Westfield Rd., Noblesville (Dad's Retreat, Lower level of Women's Pavilion, use entrance 3)  
**Information:** Contact Kristy McNamee at [kmcnamee@riverview.org](mailto:kmcnamee@riverview.org)

### Leading with Joy: Survivors of Suicide Loss Support

**When:** Second Tuesday of every month, 6:30-8:30 p.m.  
**Where:** Riverview Health, 395 Westfield Rd., Noblesville (Classrooms A&B, Lower level of Professional Building, use entrance 4)  
**Information:** Contact Sue Puce at 317.776.7365



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**To learn more, visit [riverview.org/cardiovascular](http://riverview.org/cardiovascular)**

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