

# Reach

Together in health and happiness

**The Caring During  
COVID-19 issue**

Winter 2021



## **Connecting you to care**

See the doctor from the  
comfort and safety of your home

**3**

## **Nitrous oxide for labor**

A new non-opioid option  
for pain relief is here

**6**

## **Helping Hands**

A community of caring  
for 25 years

**8**

# Pulling together

“The closest thing to being cared for is to care for someone else.”

—Carson McCullers

**We're big believers** in the power of *humankindness* to help people feel supported, cared for, and cheered. And now, that spirit of caring is more important than ever. In this issue of *Reach*, read about how we are here for you.

**Saluting our unsung heroes.** Get a behind-the-scenes look at the teamwork that kept our hospital humming (page 4).

**A better birth experience, even in a pandemic.** Two of our hospitals are the first and only Birth Centers in Nevada to offer this customized method of pain relief. Get the details, starting on page 6.

**Go, team!** On page 10, find out how the Dignity Health Wellness Centers rallied to reach people at home and bring free classes to you.

## The WomensCare/Outreach Centers

have supported Dignity Health–St. Rose Dominican's commitment to improving the health of the women, men, and children in southern Nevada since 1998. A wide variety of free or low-cost wellness, nutrition, fitness, and health classes and screenings are offered at our six convenient locations. For information, visit [StRoseHospitals.org](http://StRoseHospitals.org).

REACH is published as a community service for the friends and patrons of DIGNITY HEALTH–ST. ROSE DOMINICAN. Information comes from a wide range of medical experts. If you have any concerns or questions about specific content that may affect your health, please contact your primary care provider. Models may be used in photos and illustrations.

Physicians listed, pictured, or interviewed are licensed by the Nevada State Board of Medical Examiners (MDs), the Nevada State Board of Osteopathic Medicine (DOs), or their respective boards. Physicians are independent practitioners and not employees of Dignity Health–St. Rose Dominican unless specifically noted.

Holly Lyman, WomensCare/  
Outreach Center Director

Kimber Haley, Marketing  
Manager, REACH Editor

2021 © Coffey Communications, Inc. All rights reserved.

# Creating a more just and equitable health care system

**By Sister Phyllis Sikora, OP,  
Vice President of Mission Integration**

We know firsthand that there can be no justice or equity unless every person has access to health care.

Our faith tells us that challenges are the way God gives us opportunity. The challenge of racial inequity has been faced by far too many and for far too long. The opportunity is to follow the example so many already set each day by making our communities better for all people.

When the Adrian Dominican Sisters arrived in Henderson in 1947, they immediately stopped the practice of segregation within the hospital.

With social justice as the cornerstone of our mission and inclusion an integral part of our values, we have always used and continue now to use our commitment and resources to create solutions needed to help heal the wounds caused by systemic racism.

We know—because we see it—that inequality takes many forms. Chronic health problems grow from the same roots that underlie poverty, hunger, substance abuse, violence, and other social disparities.

Only by digging down to the roots of systemic race-based inequity can our communities grow healthier. And we have long believed that fairness and opportunities begin with access to health care.

And that is why we are here. As caregivers, we have a special voice that can illuminate where our society fails to treat people of color with the dignity that everyone in our nation deserves. And we must raise our voice to demand change.

As caregivers,  
we have a  
special voice that  
can illuminate  
where our  
society fails to  
treat people of  
color with the  
dignity that  
everyone in our  
nation deserves.

Find a doctor, locations, and services: [StRoseHospitals.org](http://StRoseHospitals.org)



# Changing the way we get care

**Telemedicine was making inroads** before COVID-19 as a handy way for people to visit with a medical provider. But with the arrival of the pandemic and social distancing in southern Nevada, the virtual office visit is gaining even more fans.

Telemedicine uses your computer, phone, or other device for a medical visit with your provider rather than having you go to the office. And the medical providers at Dignity Health Medical Group Nevada are now offering virtual visits to established patients.

Whether you have COVID-19 symptoms or not, the care team at Dignity Health Medical Group Nevada wants to make sure you get the care you need from the safety of your home. Family medicine, internal medicine, and medical specialists are available.

## What to expect from a virtual visit

A virtual visit is much like an office visit. You'll have an appointed time to check in, using a computer or mobile device. When your provider is ready to see you, you'll be connected through a video link. The provider will have your chart in front of them.

Sources: AARP; American Academy of Family Physicians



**Bringing the doctor to you.** To schedule an appointment, call **702.970.4979** or for more information, please visit [dhmg.org/nevada/virtualvisits](https://dhmg.org/nevada/virtualvisits).



# Emergencies shouldn't wait

**If you have a serious illness** or injury, make sure you get care right away. Our emergency rooms at Rose de Lima, San Martín, and Siena are here for you anytime, day or night, with board-certified emergency physicians and minimal wait times.

With advanced treatments, and direct access to specialists, you'll find the care you need when it matters most.

## Safety first. Healing always.

Rest assured, we've taken every precaution for your health and peace of mind:

- ✓ Increasing telehealth services
- ✓ Screening prior to entry
- ✓ Providing masks
- ✓ Limiting the number of visitors
- ✓ Testing in advance of procedures
- ✓ Enhanced cleaning
- ✓ Separating COVID-19 patients in treatment areas

**Online check-in.** Schedule an estimated arrival time at our emergency rooms at [StRoseHospitals.org/ER](https://StRoseHospitals.org/ER).





Environmental  
Services Team

# Heroes work here

Not all heroes wear capes...  
or hospital scrubs

If the COVID-19 pandemic has taught us anything, it's that heroes are all around us.

Tributes to our brave doctors, nurses, and clinical staff are well-deserved and appreciated. But those medical professionals are backed up by hundreds of other brave individuals working in departments that are usually behind the scenes. Together, they work to help keep this virus at bay.

While nearly everyone else in the world was staying safe in their homes to avoid contracting the coronavirus, the people who work in our hospitals—in both clinical and nonclinical environments—were bravely coming to work, following strict protocols, and wearing protective gear to look after themselves and others.

## Environmental Services

Some of our hardest-working people work in the Environmental Services Department (EVS). They are responsible for keeping our hospitals clean. Like other hospital workers, they overcame their personal fears of COVID-19 by learning about the virus and following proper infection control practices.

The EVS team oversees all areas of our hospitals, including COVID-19 patient rooms. They clean and sanitize treatment rooms, carefully following Centers for Disease Control and Prevention (CDC) guidelines. They maintain an impressively efficient pace, even while following additional steps and precautions.

The tools of the EVS trade—hand sanitizer, disinfectants, bleach, and other cleaning supplies—became in very high demand once the pandemic started. EVS teams worked with vendors to ensure that adequate supplies of CDC-approved products were on hand.

Lee Timothy, Director of Environmental Services at the Siena Campus, says, “The EVS team took on all of the additional duties that came with COVID-19, while maintaining our other responsibilities. We work hard and take pride in making sure things are safe for our patients, co-workers, and visitors.”

## Laboratory

Hospitals run tests. If you see a doctor, you will probably need blood drawn for testing. The laboratory is where those tests are run and where important data helps doctors confirm a diagnosis and prescribe a course of treatment.

At the start of the pandemic, the lab at the Siena Campus took a front-row seat, becoming one of the first labs to perform on-site testing for COVID-19 and the first lab in the Las Vegas valley to test for COVID-19 antibodies.

Deb LaCava, Lab Director at the Siena Campus, says, “The significance in the tests our lab performs is the rapid turnaround times and the high accuracy of the test results.” While most tests take from 6 to 24 hours to get results, the Siena lab has the ability to process tests in as little as 45 minutes.

Siena’s lab also has the capability of testing for COVID-19 antibodies. That helps determine whether a patient has been exposed to the virus in the past and if they have the antibodies that are contained in blood plasma.

Those antibodies are being studied as a possible treatment for COVID-19 patients. The Siena lab is playing a supporting role in a national convalescent plasma study by the Mayo Clinic.

To further the study and increase the availability of convalescent plasma, the lab team worked with health officials to conduct the first convalescent blood drive in Nevada history. The first units from the donated plasma were returned to Siena and used to treat patients.

### Food and Nutrition

The old idiom “an army marches on its stomach” rings true in a modern-day hospital, where 12-hour shifts are common. In addition to providing meals for patients, the hospital Food and Nutrition team provides nutritious options for hospital staff, available day and night.

On a busy day, time is short and food is crucial. The same is true when hospital workers finally clock out to go home. But in the early days of the pandemic,

Our Siena Campus was one of the first labs to perform on-site testing for COVID-19 and the first lab in the Las Vegas valley to test for COVID-19 antibodies.

grocery store shelves were often bare of essentials needed to feed a family and keep a home clean.

Recognizing he could help with this issue, Siena Campus Nutritional Services Director Richard Woods worked with his team and vendors to provide a solution.

Both the San Martín and Siena Campuses capitalized on his idea to create on-site grocery stores inside each hospital. Hard-to-get necessities, including milk, eggs, meat, bread, and pre-made, ready-to-heat meals were available for purchase. Cleaning supplies, toilet paper, hand sanitizer, and other non-food essentials were also stocked.

Appreciative hospital staff took quickly to the convenient new outlet, and the concept was soon adopted by other Dignity Health hospitals in several states.

### Purchasing

Supply and demand is the name of the game for any business. But in the midst of a pandemic, keeping a hospital supplied with personal protective equipment is literally life or death.

This critical task fell to Purchasing Director John Liston and Materials Manager Robert Mills and their dedicated team. Liston was responsible for three hospitals in southern Nevada, as well as six more in southern California.

—Continued on page 6





—Continued from page 5

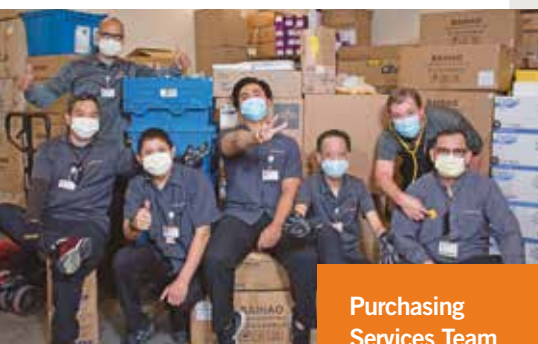
“Supply chain logistics is my baby,” says Mills, who spent the first 26 years of his career tackling similar challenges in the U.S. Air Force. Keeping shelves stocked with critical equipment—masks, gloves, surgical gowns, and more—became a battle, as every hospital began ordering massive supplies from every reliable vendor.

Dignity Health’s primary distributors have been outstanding in the crisis, but in a pandemic every hospital has the same needs. The key to success? Lean into it.

“If we needed 100 cases, we wanted to have 500 cases right behind it,” Mills says. “Everyone was always looking for a new source.”

Once critical materials hit the door, it was a whole new job. The teams on the Receiving Dock and in Inventory Control worked quickly and efficiently to get stock to the floors where it was needed most.

Mills says, “Everyone focused on the mission at hand, just like when we were fighting the global war on terrorism. This pandemic is just our latest enemy.”



**Purchasing  
Services Team**

# Nitrous oxide pain relief for new moms



Dignity Health—  
St. Rose  
Dominican’s  
hospitals offer a  
new choice  
in childbirth

**Preparing to give birth** can be an exciting and anxious experience. Luckily, we live in a time when women have options as they bring a new life into this world.

Women who deliver babies at St. Rose Dominican’s hospitals in southern Nevada can choose a pain relief method offered nowhere else in our area. The San Martín and Siena Campuses recently became the first and only hospitals in Nevada to offer nitrous oxide.

## **Empowered pain relief**

Most people know nitrous oxide by another name: laughing gas. Breathing it can help take the edge off contractions so that women in labor are better able to cope with the pain. Nitrous also has an anti-anxiety effect, which may help some women think more calmly and clearly during the birth.

First-time mother Tiffany Phuong had never heard of using nitrous oxide during labor before she

arrived at the San Martín Birth Center to deliver baby Stella. But she was one of the first to take advantage of the new option.

And she is very glad she did. Tiffany arrived at San Martín fully dilated, so the epidural she and her doctor had considered using was no longer an option.

“All my friends told me, it never goes as planned,” Tiffany says. “The nitrous helped me relax—it took the edge off.”

## **Giving moms more choices**

Nitrous oxide can be a good fit for women who want a less-medicated birth plan. Nitrous is not an opioid; it’s an analgesic—the same class as Tylenol, Motrin, and other over-the-counter pain relievers. It helps reduce pain but doesn’t completely eliminate it.

“It was really exciting when our first mother used it and liked it,” says Janell Chyle, RN, Nurse Manager of the Birth Center at the San Martín Campus. “We see a lot of happy faces when we describe our new nitrous protocol during our pre-admission tours.”

## **How it works**

Nitrous oxide takes effect within seconds. It’s self-administered, meaning women control when they need it and how much they need.

Breathing the gas just before a contraction allows it to take effect



Tiffany Phuong and Stella

## Why try laughing gas in labor?

Nitrous oxide is not new to obstetrics. It has been safely used elsewhere for nearly 50 years and is common in places like the U.K. and Norway. Among the benefits, nitrous oxide:

- ✓ Does not interfere with labor, pushing, breastfeeding, or bonding with baby
- ✓ Is not an opioid
- ✓ Is easy to use
- ✓ Is controlled by moms
- ✓ Acts fast
- ✓ Is quick to recover from
- ✓ Allows women to stay upright, move around, and actively participate in the birth

right as the contraction reaches its peak, providing the greatest amount of relief. Women may feel drowsy, light-headed, or a little silly when using it.

If they don't like the feeling, they can stop using it right away. It will be out of their system within a few minutes with no lingering effects. And they can move on to other pain relief options if they choose.

Tiffany says the nitrous helped her think clearly in the midst of her labor. "I reached out to hold my husband's hand and share a moment. I looked at him dreamily

and said, 'We're having a baby.' It was a nice moment."

Janell believes nitrous is a game-changer.

"There is still a place for epidurals and other medications," she says. "But this can bridge the gap between going unmedicated and more invasive procedures."

A small number of women may not be able to use nitrous. Talk with your doctor to find out if it's right for you.

Baby Stella is doing well, and someday Tiffany and her husband plan to give her a sibling. When that day comes, she'll use nitrous again, she says. "If you're going to have a natural birth with less medicine, nitrous is the way to go."



## Take a virtual tour

See what it's like to deliver your baby at a St. Rose Dominican Birth Center. Learn more and take a tour at [StRoseHospitals.org/baby](https://www.StRoseHospitals.org/baby).

1995

2020



# Helping Hands marks 25 years

Doing what they do best:  
Supporting seniors at home

This year, the pandemic dominated our lives. Precautions against the virus quashed many special events and occasions. One of those would have celebrated a small group of generous, hard-working people who, for more than 25 years, have been helping seniors in our community live happier, healthier lives, independent in their own homes.

Helping Hands of Henderson was founded in March 1995. At the time, St. Rose Dominican President Rod Davis called the program “another link in the continuum of care offered by St. Rose Dominican.”

Current Helping Hands Supervisor Jane Camburn says the program concept is simple: “If you could avoid or postpone costly, long-term, out-of-home care—whether for yourself or a loved one—you would. That’s exactly what we’ve

been doing for our neighbors for more than 25 years.”

Staffed primarily by volunteers, Helping Hands extends the community’s kindness to Henderson seniors, providing convenient transportation and nutrition services that help elderly or disabled residents stay in their own homes and lead independent lives.

Community Health Manager Jennifer Findlay, who oversees the program, says, “It is difficult to put

a number to the type of kindness this program provides. In a typical year, Helping Hands will assist more than 400 seniors with more than 17,000 rides to doctor’s appointments, medical treatments, physical therapy, dialysis—even to the grocery store or the post office.”

## Driven by kindness

These accomplishments are made possible by the modest Helping Hands army of 10 staff and more than 50 volunteers.





## Need a Helping Hand?

Call **702.616.6554** to learn how we can help.

“They treat me like family,” says 64-year-old Melony Holton, who uses Helping Hands transportation services. “The drivers get out of the van to assist me, and they wait until I get into my house before driving away. I feel special and taken care of.”

Vince Diego became a Helping Hands staff driver in 2014. He picks up clients at their homes in his colorful Helping Hands van and takes them wherever they need to go. His thankful riders bring him far more personal satisfaction than his previous construction job.

“They are so grateful,” he says. “As soon as they get into the car, it’s ‘Thank you, thank you, thank you.’ Every day.”

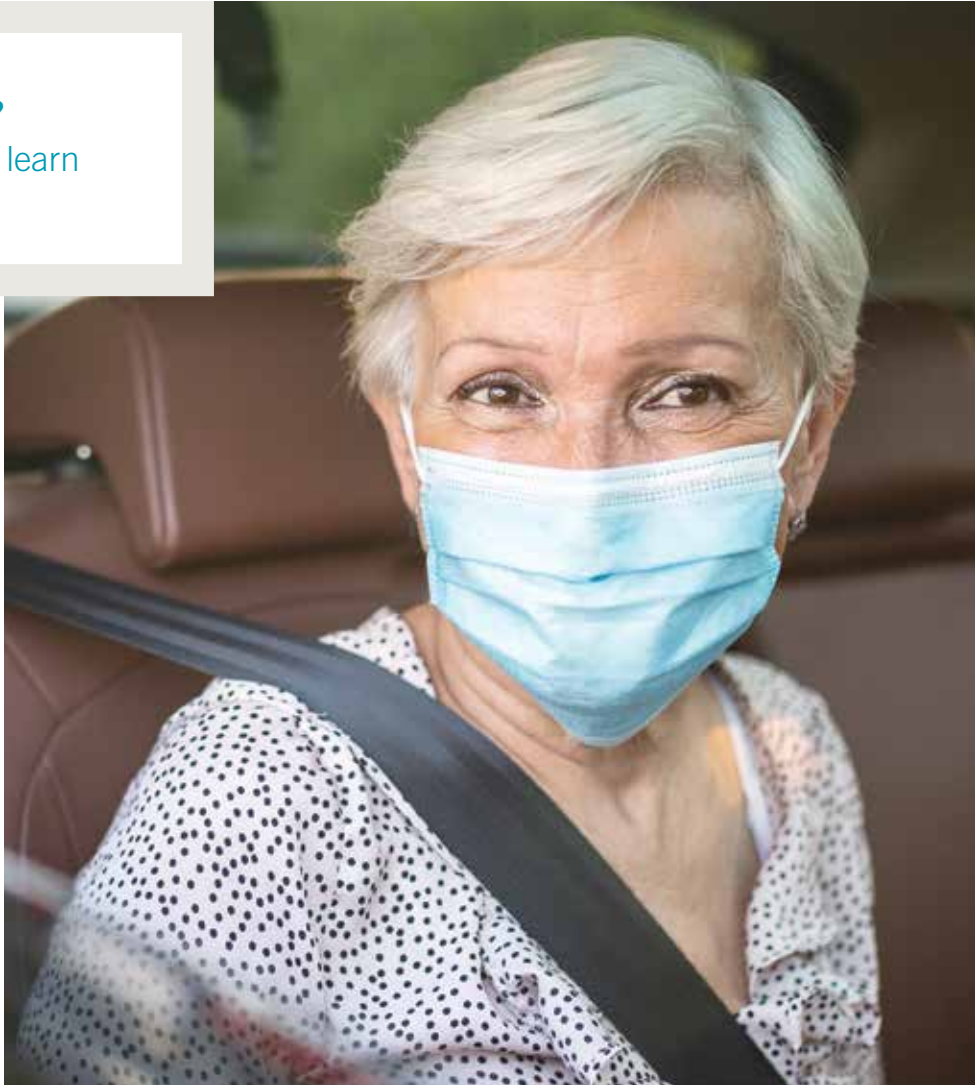
### Rising to the challenge

The Helping Hands team is going strong, even under COVID-19 restrictions.

“It never occurred to us that we might shut down,” Camburn says. “Our first task was to let seniors know we were still here for them.”

Findlay adds, “We knew they would be feeling isolated and needed the emotional support we provide.”

Being unable to check in face-to-face, Helping Hands turned to the phones, making more than 1,000 calls to check the welfare of homebound seniors. In conjunction with Three Square



and other food banks, they turned their focus to delivering food packages to clients unable to shop.

Camburn says, “Our team also built *Humankindness Kits* with essentials we knew our clients needed—soap, toilet paper, shampoo, paper towels, face masks.”

### A community of caring

Donations and grants provide the majority of the organization’s funding. Clients are not charged

for any Helping Hands assistance, although many make contributions based on their ability to pay.

Diego has never regretted his career change. He knows the work he’s doing now makes a difference. “I like helping them keep their independence,” he says. “They are the forgotten ones in our society. For some of them, we might be the only person they see all week. I sleep well at night knowing I helped someone that day.”



**No gift is too small.** If you are interested in making a donation to support the program, please contact the St. Rose Dominican Health Foundation at **702.616.5750**.

## Good things happen when wellness goes online

### When Nevada businesses

were asked to shut their doors on March 17, the doors of the six Dignity Health Wellness Centers were included. Each day, hundreds of people counted on the facility's fitness instructors, specialty counselors, and registered dietitians to help them stay fit and healthy.

So the Wellness Center team immediately went to work to find a way to reach their clients remotely. With a goal, but without any fancy equipment or particular technical expertise, they were determined to find a way.

### Rising to the challenge

Community Health Director Holly Lyman says, "It was pretty remarkable. We closed our doors March 17, and with no prior plan in place, we hosted our first online fitness class on March 18."

Using the online video platform Zoom, instructors began teaching their classes from their homes, via computer, to people in their own homes. A schedule of 20 classes was emailed to every person the staff could reach. People tried it, liked it, and spread the word. People of all ages began taking advantage of the free online classes while sheltering at home.

### Learning together

Lyman says, "Early on, we spent time at the top of every class helping people log on and get their



# Necessity is the mother of invention

settings right. But we all got better at it. And our seniors are getting pretty internet-savvy."

The schedule—continually updated with new, different classes—has now grown to more than 50 classes each week. Find a class you like, click on the link a few minutes before the class begins, then get comfy in your own home, and get ready to rumble... or Zumba or yoga or tai chi.

There's just about any class you can imagine. And they are all free. All you need is a computer and an internet connection.

"Nothing can replace the energy generated by face-to-face human interaction in a classroom full of people," Lyman says. "But it seems we might not see much of that for a while. We're proud we were able to get this option running so quickly to serve the people who were counting on us."

To find a class you will love, visit [StRoseHospitals.org/VirtualClasses](https://www.strosehospitals.org/VirtualClasses) anytime to view the most up-to-date schedule.

# For your health

Calendar of classes and events | Winter 2021



## Wellness has moved to cyberspace

The pandemic may have temporarily closed our Wellness Center doors, but it can't keep us from our mission of keeping you fit and healthy. Many of the classes you love are still being held on the internet. Right now. Free of charge. From Zumba and Yoga to Baby Basics and Toddler Time with Miss Tawanda. So call your friends, grab a towel, and join us in cyberspace from your living room. We're still providing everything you've come to count on us for. Our schedule updates every week, but you can always find it at [StRoseHospitals.org/VirtualClasses](https://StRoseHospitals.org/VirtualClasses).

### Fitness

#### Chair Yoga

A beginners-level class.

**Wednesdays, 4 to 5 p.m., PDT**

#### Trauma Recovery Yoga

Turn loss into blessings and pain into power.

**Tuesdays, 4 to 5 p.m., PDT**

#### Fun Fitness with Jeannine

Low-impact cardio and strength-building.

**Monday through Friday, 9 to 10 a.m. or 1 to 2 p.m., PDT**

#### Fun Fitness with Paige

**Tuesdays and Thursdays, 11 a.m. to noon**

#### Tai Ji Quan: Moving for Better Balance

Call **702.616.4922** to learn more and to register.

**Mondays and Wednesdays, 9 to 10 a.m., PDT**

#### Zumba GOLD

A low-impact dance fitness class perfect for beginners of all fitness levels.

**Mondays, 11 a.m. to noon, PDT**

### Wellness

#### Bariatric Weight Loss Program

Let us help you get started on your journey to less weight and more life in our online seminars. Please call **702.616.4976** for information.

#### Better Breathers Club

Chronic lung diseases can be managed. For details and the monthly Zoom link, call **702.419.4288**.

**First Thursday of every month, 1 to 2 p.m.**

#### Caregivers Support Group

**First and third Tuesdays, 4 to 5 p.m.**

Call **702.616.4912**.

#### Chronic Pain Self-Management Program

An hour-long class held once a week for six weeks. Call **702.616.4932**.

#### Conquer Anxiety and Build Resiliency

Receive support and resources to conquer anxiety. Call **702.419.4288** for information.

#### Diabetes & Nutrition

Individual phone consultations and Zoom group classes are available. Call **702.616.4975**.

#### Eating for a Healthy Heart

An interactive class with personalized strategies. Call **702.616.4902** for details.

### Resources

#### Adult Mental Health First Aid

Learn how to help someone experiencing a mental health crisis until professional help arrives. Call **702.616.4902**.

#### Bereavement Support Group

Please call **702.616.4912**.  
**Second and fourth Wednesdays of every month, 3 to 4 p.m., PDT**

### Nevada Medicare Assistance Program

Offering unbiased Medicare counseling (SHIP), assistance with healthcare fraud, abuse, and errors (SMP), and resources for Medicare costs. Call **702.616.4926** or **800.307.4444**.

This project was supported in whole or in part by grant numbers 90SAPG0066-01-00, 90MPPG0047, 1801NVMISH-01, 1801NVMIA-A-01, and 1801NVMIDR-01, from the U.S. Administration for Community Living (ACL) as well as the Nevada Aging & Disability Services Division (ADSD).

### Uninsured?

Nevada Health Link connects individuals to a variety of insurance plans from different health insurance companies, as well as offers tools and resources to help you choose the plan that's right for you. Call **702.616.4904**.



### Caregivers, You Are Essential

Powerful Tools for Caregivers provides tools to communicate, reduce stress, and take care of yourself in a six-week series. For more information or to register, please call **702.616.4912**.

### Senior Peer Counseling

Get help facing life's changes and challenges. Call **702.616.4902**.



From your friends at  
Dignity Health—St. Rose Dominican

St. Rose Dominican Hospitals  
102 E. Lake Mead Drive  
Henderson, NV 89015-5524

Nonprofit Org.  
U.S. Postage  
**PAID**  
Merced, CA  
Permit No. 1186

Fit  
for  
life



Want to move more, make social connections, find support, or learn something new? There's a class for you! See the highlights inside this issue. Get the full list at [StRoseHospitals.org/classes](https://StRoseHospitals.org/classes).

0

# Together in healing for 20 years

For 20 years, the doctors, nurses, and staff of the St. Rose Dominican Siena Campus have held true to the healing mission and spirit of our namesake, St. Catherine of Siena.



**2000**—The Siena Campus opened its doors on July 17. It became a central focus for health care in southern Nevada.



**2005**—The Siena Campus became a certified Level III Trauma Center, equipped to handle major traumatic injuries 24/7.



**2015**—The Siena Campus opened the new Dominican Tower, which expanded inpatient rooms, the emergency department, and surgical services.

**Thank you!** The mission of St. Rose Dominican is only possible through the generous support of the community.



“Be who God  
meant you to be,  
and you will set  
the world on fire.”

—St. Catherine of  
Siena (1347–1380)



## Did you know?

- Lake Mead Parkway, adjacent to the hospital, was renamed St. Rose Parkway in honor of the opening.
- The 6-foot-tall, 75-pound titanium cross atop the Siena bell tower was a gift from the TIMET Corporation and fashioned right here in Henderson.
- The iconic bell tower has become a signature element built into all of our hospitals for the last two decades.