

# Health Connection

A PUBLICATION OF  
WOODWARD REGIONAL HOSPITAL



Our medical staff  
cares for you!

Get to know  
our pediatrician

5 hidden  
heart-disease  
risk factors

**Woodward**  
Regional Hospital

[www.woodwardhospital.com](http://www.woodwardhospital.com)



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## Dear neighbors,

**W**oodward Regional Hospital (WRH) had a successful year in 2009. We're proud to have received an Excellence through Insight Award for overall most-improved inpatient satisfaction from HealthStream Research (read more on this page at right).

### COMMUNITY PROGRAMS

WRH is proud to offer to our community local chapters of the Senior Circle, Healthy Woman and Lose2Win programs. Visit [www.woodwardhospital.com](http://www.woodwardhospital.com) to learn more about these excellent resources.

### RECRUITING FOR YOU

In the past year, we've recruited family practice physicians Walter Klassen, M.D., and orthopedist Patrick Kelly, D.O., and opened a new clinic staffed by internist Helen Chiou, M.D., and family practice physician Kathryn Ray, M.D.

We hope you continue to make WRH your hospital of choice.

Sincerely,

LEADERSHIP AND STAFF  
Woodward Regional Hospital

## Benefits to the community

Total salaries and benefits	\$15,157,473
Total property taxes	\$76,244
Total sales taxes	\$319,676
Dollars spent locally	\$2,086,208
Capital expenditures	\$1,634,490
Charity and uncompensated care	\$5,167,331
Nursing instructor position at Northwestern Oklahoma State University, annually for three years	\$35,000

# Excellence in patient care!

**H**ealthStream Research recently recognized Woodward Regional Hospital (WRH) with an Excellence through Insight Award for overall most-improved inpatient satisfaction. WRH was awarded this honor for its commitment to excellence in patient care, receiving high ratings in this category among HealthStream Research's clients, and for exceeding industry standards. To qualify for such an award, a hospital must have scored in the 75th percentile or higher and surveyed a minimum of 100 patients.

### OUR STAFF CARES FOR YOU

"Our continuing success in improving patient satisfaction is due to our employees' efforts. Whether they provide direct care or support others who do, our employees consistently show compassion and concern for patients and their families," says Steve Owens, WRH chief nursing officer. "We focus on initiatives like staff training to improve patient interactions, covering everything from introductions and explanations to making sure each inpatient is visited hourly.

Our goal is for WRH to be a great place for patients to receive care. It's good to know that our patients recognize and appreciate our improvements," he says. "The credit goes to our employees, volunteers and the physicians who provide outstanding care and service every day."

J. Edward Pearson, president of HealthStream Research, says, "We applaud WRH's high-level commitment to excellence in health care, and we're pleased to recognize their achievement through our presentation of an Excellence through Insight Award."

## ! Link to learn!

Learn more about all that WRH has to offer you and your family. Visit [www.woodwardhospital.com](http://www.woodwardhospital.com) and click on "Our Services."





Pediatrician Janice Chleborad, M.D.

# Physician spotlight

## Get to know Dr. Jan

**P**ediatrician Janice Chleborad, M.D., joined the medical staff at Woodward Regional Hospital in 1988. A native of Fremont, Neb., Dr. Chleborad attended medical school and completed her residency at the University of Nebraska Medical Center.

### CARING FOR ALL CHILDREN

Dr. Jan, as her patients call her, is devoted to serving children. Accepting Medicaid patients, she serves many children who might otherwise go untreated. Also passionate about reporting and treating kids who've been abused or neglected, she has served as the medical director and child health services provider for Woodward County Health Department since 1990. She performs forensic medical exams for all child victims of abuse for the Child Abuse Training and Coordination Council and Northwest Domestic Crisis Services. She provides expert testimony for the district attorney's office and has been on the county and state multi-child abuse task force for the past three years. She also mentors youth at St. Peter Catholic Church, where she's an active member.

### SERVING THE COMMUNITY

Dr. Jan has been involved with the Pacman Boxing Club as a ringside physician since 1991. She's certified as a

USA Boxing ringside physician and attends about 20 matches a year throughout the state. Club organizer Ray Johnson says that when he teamed up with Dr. Jan, he moved the club from Shattuck to Woodward to make it more convenient for her. Now, competitors come to Woodward at least three times a year. "Without her, the program would never have been a success," says Johnson.

Dr. Jan not only serves her patients, community and church, but her hospital as well. She has been the infection-control committee chairman since 1995, has held all medical staff leadership positions and has served on the Board of Trustees.

"She's an exceptional advocate for children. She works extremely hard. She's amazing," says Susan Meinders, Juvenile Division assistant district attorney.

### Need a pediatrician?

Call (580) 256-0900 to make an appointment with pediatrician Janice Chleborad, M.D., at 1017 17th St. in Woodward. She will be joined by advanced registered nurse practitioner Linda Rich this spring.

*Health Connection* is published as a community service of Woodward Regional Hospital. There is no fee to subscribe.

The information contained in this publication is not intended as a substitute for professional medical advice. If you have medical concerns, please consult your health care provider.

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## One family's story of caring

**W**oodward Regional Hospital (WRH) is proud to serve this community. It's gratifying to hear from patients who've had positive experiences at our hospital. We'd like to share one such story with you, in the words of Lanette Sowle, daughter of WRH patient Earl Martin:

*On January 6, my parents were returning to Woodward when they slid on black ice on the highway and their car rolled off an embankment. They were taken to the closest hospital and then moved to WRH later that night, where my father was admitted and stayed in the intensive care unit (ICU) for about a week. My mother was transferred out to another larger hospital.*

*We had excellent care from the doctors and nurses at Woodward. I believe they saved my father's life. Beyond the wonderful physicians, the nursing staff was top-notch. They were there for us all the time. From a family perspective, they were kind and gracious and answered all our questions. They smiled. Not only did they care about the patient, they cared about the family.*

*When I came to WRH, everyone would stop me to ask how Mom and Dad were doing. The hospital that Mom was in had a lot of traveling nurses and you could tell it was just a job to them. They were overextended, and we didn't see that at WRH.*

*Sometimes the nurse in the ICU would pull up a chair to Dad's bed to talk to him. Even Dad's doctor would sit down and talk to us. She never made us feel rushed. The feeling was, "What can I do to help you?"*

*My parents are both recovering, and things are getting back to normal. We're so thankful to our local hospital for helping us get through a difficult time.*



Lanette Sowle and her father, former Woodward Regional Hospital patient Earl Martin, are thankful to WRH for providing care and compassion.



### Stay healthy!

Visit [www.woodwardhospital.com](http://www.woodwardhospital.com) and click on "Health Resources" to find your family's guide to being well and staying healthy.