

# be well

A DIGNITY HEALTH PUBLICATION | SPRING 2023

Mercy Medical Center Mt. Shasta:  
**Whole Person  
(and Community) Care**

St. Elizabeth Community Hospital:  
**One of America's  
Top Rural Hospitals**

Mercy Medical Center Redding:  
**Your Newest Partner  
in a Healthy Childhood**

CELEBRATING  
AND SUPPORTING  
*Mothers*  
**EVERY DAY**



**Dignity Health**<sup>®</sup>

Mercy Medical Center  
Mt. Shasta

# Leadership Letter

HELPING YOU

## BE WELL



**After an unusually** harsh California winter, I'm sure we're all ready for spring to arrive. It is the season of rebirth, and as we start to make our way back

to warmer weather, we must remember that with great weather comes great responsibility. In this spring issue of Be Well, we provide tips on how to remain safe if confronted with a fire emergency and how to be prepared for a power outage.

We also place a spotlight on new mothers, ensuring they have everything they need to thrive throughout the life-altering journey to motherhood. From family planning to pregnancy to labor and delivery and beyond, our OB/GYNs are ready to serve you.

Here in the North State, we take our responsibility seriously when it comes to our community, offering holistic care for the mind, body and spirit.

Sincerely,

Shelly Schorer,  
Interim President  
Northern California Division,  
Dignity Health

At Dignity Health, we believe the two pillars of humanity and kindness are the yin and yang of healing: powerful alone, but **better together**.

## North State News

### Mercy Medical Center Mt. Shasta



At Mercy Mt. Shasta, we understand the importance of caring for the whole person, which is why we strive to equip our patients with the tools they need for improved health and wellness. We are excited to expand our team of providers at our clinics to include a new chiropractor, OB/GYN, primary care physician assistant and a family nurse practitioner. In addition to providing quality medical care within our facilities. We also know it's important to serve the well-being of our community as a whole through providing mental health services, donation drives and social events.

### St. Elizabeth Community Hospital

Patient safety and transparency is our top goal in everything we do at St. Elizabeth. We're proud to be recognized as one of the safest hospitals in America, demonstrating our constant commitment to meet this goal. This recognition reinforces our commitment to our community and that every patient who walks through our doors will be treated with the best care. We are grateful to The Leapfrog Group for this national distinction and will continue to stay committed to successfully providing safe, high-quality care to our patients now and in the future.

**—Rodger Page, President, Mercy Medical Center Mt. Shasta and St. Elizabeth Community Hospital**



### Mercy Medical Center Redding

Creating a relationship with a trusted pediatrician is one of the most important things you can do for your child's health. Childhood is marked by tremendous growth and development from birth through teen years, and we want to ensure your little ones have the right advocates every step of the way. We are excited to announce the recent expansion of services at Dignity Health Medical Group — North State's Family Medicine in Redding to include pediatric care, which covers immunizations, illnesses, injuries and overall wellness.

**—G. Todd Smith, President, Mercy Medical Center Redding**

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# Whole Person (and Community) Care

THE TEAM AT MERCY MT. SHASTA BELIEVES PERSONAL AND COMMUNITY WELLNESS IS A PATHWAY TO A BETTER QUALITY OF LIFE.



## Community

Mercy Mt. Shasta strives to ensure our community members have access to the things they need to stay healthy. To support this goal, the hospital has led food and winter coat drives to help provide for those in need as well as sponsoring community events throughout the year and provides community grants to local organizations.

“The giving spirit and generosity of the staff at Mercy Mt. Shasta is what makes us special,” said Joyce Zwanziger, Director of Business Operations at Mercy Mt. Shasta.

Whether in the community or the clinic, you can count on Mercy Mt. Shasta to care for you as the whole person you are.

“Our hospital exemplifies the true meaning of the healing ministry of Jesus,” Zwanziger said. “We are a cohesive team of like-minded professionals whose overriding commitment is to the health and well-being of our community.”

## • Better Physical Health

Along with medical care, Mercy Mt. Shasta offers programs to enhance physical health, including chronic disease management to lactation and breastfeeding support.

## • Better Mental Health

Mercy Mt. Shasta offers a variety of health-related classes. The hospital also offers services to support mental health, including substance disorder treatment programs.

## • Better Spiritual Health

Our hospice program offers bereavement support groups and social events to support the spiritual aspects of health.

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LEARN HOW YOU CAN SUPPORT OUR MISSION AT  
**[DIGNITYHEALTH.ORG/NORTH-STATE/LOCATIONS/  
MERCY-MTSHASTA/WAYS-TO-GIVE.](https://dignityhealth.org/north-state/locations/mercy-mtshasta/ways-to-give)**

## Welcome New Community Clinics Providers

Mercy Mt. Shasta Community Clinics have recently welcomed four new providers:

- + **David Paris, DC**, provides chiropractic care in our Dignity Health Pine Street Clinic.
- + **Hong La, NP**, joined our Lake Shastina Community Clinic as a family practice provider and wound care specialist.
- + **Kelsey Sloat, MD**, delivers obstetric and gynecological services in our Mt. Shasta Community Clinic.
- + **Rachel Scott, PAC**, offers family medicine services at our Dignity Health Pine Street Clinic.

Learn more about our community clinic services at [dignityhealth.org/north-state/locations/mercy-mtshasta/services/community-clinics](https://dignityhealth.org/north-state/locations/mercy-mtshasta/services/community-clinics).

# One of the **Nation's Safest**

ST. ELIZABETH COMMUNITY HOSPITAL WAS ONE OF ONLY THIRTEEN HOSPITALS IN AMERICA NAMED A TOP RURAL HOSPITAL.

**Since 1906**, St. Elizabeth Community Hospital has strived for excellence in your health care. You've appreciated our efforts through the years, as have independent organizations focused on safety and quality of care. Recently, The Leapfrog Group named St. Elizabeth a Top Rural Hospital.

"This is widely known as one of the most competitive awards a hospital can receive," said Randy Pennebaker, PharmD, Vice President of Operations at St. Elizabeth. "It highlights our commitment to providing our community quality, safe health care."

## A Safe Bet

The Leapfrog Group is a national watchdog organization that focuses on health care safety and quality. Each year, their research uncovers the top hospitals in a handful of categories. They name the top children's, general, teaching and rural hospitals.

Though more than 1,700 rural hospitals across the country were considered for the Top Rural Hospital award, only 13 earned it—including St. Elizabeth.

"Leapfrog is the gold standard for patient safety ratings," said Kelley Baas, MSN, BSN, RN, Chief Nursing Executive Officer and Vice President of Patient Services at St. Elizabeth. "Earning this was possible thanks to the diligence of our health workers."

Becoming a Top Rural Hospital requires hard work. A hospital must uphold stringent quality and safety standards. Among the areas Leapfrog investigates include:

- Infection rates
- Maternity care
- Medication errors
- Patient safety during and after surgery

## Affecting Your Health

Through the years, St. Elizabeth has earned awards from many different organizations. This one is particularly special. It shows what's been known for a long time—that providers and staff go out of their way to restore patients' health, every step of the way.

"The Leapfrog Group and St. Elizabeth have the same goal: to protect our patients' health by avoiding accident, error, infection and injury," Dr. Pennebaker said. "While this is the first time we've earned this award, we've offered the same level of care for years, and we'll keep at it for years to come."

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WHEN YOU NEED EXCELLENT CARE IN A SAFE ENVIRONMENT, VISIT [DIGNITYHEALTH.ORG/STELIZABETHHOSPITAL](https://DIGNITYHEALTH.ORG/STELIZABETHHOSPITAL).



"Our community has embraced us for years, and we're proud to serve them. Because of them, **every team member focuses on doing the right thing every time to ensure the best outcome for every patient.**"

—Randy Pennebaker, PharmD,  
Vice President of Operations  
at St. Elizabeth Community  
Hospital





# Your Partner in a *Healthy Childhood*

THE ADDITION OF PEDIATRICS WILL HELP NORTH STATE CHILDREN THRIVE WHILE PREPARING THEM TO PRIORITIZE HEALTH AND WELLNESS FOR A LIFETIME.

**One of the most important** relationships you and your child can have is with a pediatrician. This expert in children's health can help guide your child's physical and emotional well-being through infancy and adolescence. Knowing that children change so rapidly, these doctors are committed to treating all areas of wellness, including childhood immunizations, hearing screenings, nutritional counseling, acute and chronic illnesses, and behavioral health. Last year, Dignity Health Medical Group — North State filled a gap in health care in the North State by welcoming board-certified pediatrician Janessa Peralta, MD, to Dignity Health Medical Foundation Family Practice at 1755 Court St. in Redding.

### Experienced and Compassionate

The addition of Dr. Peralta gives Dignity Health Medical Group — North State yet another expert when it comes to providing quality care for the whole family. Having a board-certified pediatrician on board ensures the focus will not just be on helping a sick child, but also providing preventative care. The goal, as always, is to guide patients and their families through the “growing up” years and be a supportive partner in their health care by laying a foundation for a healthy childhood and future. That attentive and compassionate care goes a long way toward a child's healthy development.

“The addition of pediatrics is very important,” said Camay Tirri, Supervisor of Clinical Operations at Dignity Health Medical Foundation Family Practice. “It ensures every family leaves the office knowing the next steps in care and exactly what they need to do before their next well-child visit.”

FIND AND SCHEDULE AN APPOINTMENT WITH ANY DIGNITY HEALTH MEDICAL GROUP — NORTH STATE PHYSICIAN BY VISITING [DIGNITYHEALTH.ORG/OURDOCTORS](https://dignityhealth.org/ourdoctors).

### Well-Rounded Care

The pediatricians at Dignity Health Medical Foundation Family Practice in Redding provide a wide range of services for babies, children and teenagers, including:

- + Adolescent health services
- + Care of acute illnesses and injuries
- + Immunizations and vaccinations
- + Management of chronic diseases, such as asthma and diabetes
- + School and sports physical exams
- + Well-baby and well-child checkups

Dignity Health Medical Group — North State's providers are passionate about preventive medicine.

Our physicians will take time to ensure every family member has the information they need to help their child make healthy choices and reduce risk for chronic diseases.



## Celebrating and Supporting MOTHERS *Every Day*

WHETHER YOU'RE PLANNING A FAMILY, NAVIGATING PREGNANCY, PREPARING TO GIVE BIRTH OR ADJUSTING TO LIFE AS A NEW MOTHER, DIGNITY HEALTH IS HERE FOR YOU.

### Bright Beginnings

You want to have your baby in an environment that's warm and welcoming—somewhere that feels like a home away from home. That's what you'll find at the Family Birth Centers at Mercy Mt. Shasta, Mercy Redding and St. Elizabeth Community Hospital.

Our Family Birth Centers offer comprehensive services for you and your whole family, including childbirth classes, breastfeeding support, the latest medical technology and techniques, and a range of birthing options. Best of all, you'll stay in the same private, comfortable maternity suite from labor and delivery to recovery and postpartum.

No matter which Family Birth Center you choose, you'll have quick, seamless access to high-level care at Mercy Redding if you and your baby need extra help and support. Mercy Redding is home to a Level III neonatal intensive care unit, as well as adult and pediatric specialists.

**You have many key decisions** to make on the journey to motherhood.

One of the most important is choosing a medical team to care for you and your baby every step of the way. Dignity Health has the compassionate team and comprehensive services that mothers and babies need to start life together on a healthy footing.

In May, we'll be celebrating moms on Mother's Day, but our appreciation, help and support continue year-round. Dignity Health Medical Group — North State's OB/GYNs can partner with you throughout pregnancy and far beyond to help you achieve your healthiest self. When it's time to have your baby, you'll find a caring staff and comfortable environment at one of our Family Birth Centers (see "Bright Beginnings" for more information).

### Put Your Health First

Wondering how to maximize your health as a new or expectant mother? Steps you can take include:

- Avoiding alcohol, caffeine, soft cheeses and fish with high amounts of mercury during pregnancy
- Eating plenty of fruits and vegetables, whole grains, lean sources of protein, and low-fat or fat-free dairy products
- Gaining an appropriate amount of weight during pregnancy based on your pre-pregnancy body mass index. Take a slow-and-steady approach to losing baby weight after pregnancy.
- Staying active during and after pregnancy
- Taking a prenatal vitamin

Tell your OB/GYN or primary care provider if you have difficulty breastfeeding or experience symptoms of postpartum depression, such as feeling sad or hopeless for more than two weeks. Help is available for both of these common challenges.

NEED AN OB/GYN TO PARTNER WITH ON THE ROAD TO MOTHERHOOD? VISIT [DIGNITYHEALTH.ORG/OURDOCTORS](https://www.dignityhealth.org/ourdoctors).

# Hope for the Best AND PREPARE FOR THE WORST

NO ONE EXPECTS TO BE IN AN EMERGENCY, BUT PLANNING FOR THEM CAN HELP YOU AND YOUR FAMILY STAY SAFE IF THE UNTHINKABLE HAPPENS.



## Preventing and Responding to Fires

Fires move quickly and may be life-threatening within two minutes.

### To help prevent fires:

- Avoid overloading outlets.
- Have a fire extinguisher in the home and know how to use it.
- Store matches and lighters away from children.
- Test smoke alarms once a month and replace batteries twice a year.
- Unplug appliances when you aren't using them.
- Use a smoke alarm with a flashing light or vibrating pad if you're hard of hearing or deaf.

“People who use supplemental oxygen need to be extra mindful of fire safety,” said Jacqueline Crum, a Respiratory Therapist and the Manager of Mercy Redding’s Cardiopulmonary Program. “Keep oxygen at least six feet away from stoves, ovens or fireplaces, and avoid electric toothbrushes or razors. Never smoke, and don’t allow others to smoke near you if you’re using oxygen.”

### If a fire happens:

- Call 911 when safe to do so.
- Stay low to the ground to avoid smoke.
- If your clothes are on fire, stop, drop and roll while covering your face with your hands.
- Feel the door before opening it. If it feels hot, find another way out.
- Meet up with others at designated spot outside.



## Preparing for a Power Outage

### Before a power outage:

- Ensure you have enough water and nonperishable food.
- Have extra batteries, flashlights and a portable phone charger on hand.
- Install carbon monoxide detectors with a battery backup.
- Talk with your provider if you have refrigerated medication or use powered medical equipment.

### During a power outage:

- Keep the refrigerator and freezer closed. Food will stay cold for approximately four hours in a fridge and 48 hours in a freezer.
- Only use camp stoves, generators or grills outside and away from your home.
- Unplug appliances and electronics to avoid damage from a power surge.

### Make a Plan

Knowing what to do and how to respond to an emergency is an excellent first step. **The next step is to make a plan by time period of evacuation (5 minute, 1 hour, etc.):**

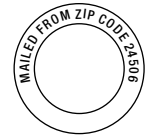
- 1. Talk** with your family or housemates about making a plan.
- 2. Think** about the layout of your home and any personal needs. Ready.gov has special tips for older adults, people with disabilities and pet owners.
- 3. Write** down the plan and put it in a common area.
- 4. Practice** the plan.

If you need assistance to evacuate or use powered medical equipment or supplemental oxygen, **contact your local fire department and electric company.** They may be able to put you on a priority list for restarting services or sending assistance.

TALK WITH YOUR DIGNITY HEALTH PROVIDER TO LEARN MORE ABOUT EMERGENCY PREPARATION.  
FIND A PROVIDER AT [DIGNITYHEALTH.ORG/OURDOCTORS](https://dignityhealth.org/ourdoctors).



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# Experts in care and kindness.

At Dignity Health – Mercy Medical Center Mt. Shasta, our providers have years of experience in their fields of medicine. But they also specialize in the type of treatment everyone wants to receive: kindness. To schedule an appointment with any of our providers, simply give them a call. Or, learn more about each at [dignityhealth.org/mercymtshasta](http://dignityhealth.org/mercymtshasta).



**Hong La, NP**  
Family Nurse Practitioner  
Lake Shastina Clinic  
(530) 938-2297



**David Paris, DC, DACRB**  
Chiropractor  
Pine Street Clinic  
(530) 926-7196



**Rachel Scott, PAC, MMS**  
Primary Care Physician Assistant  
Pine Street Clinic  
(530) 926-7196



**Kelsey Sloat, MD**  
OB/GYN  
Mt. Shasta Community Clinic  
(530) 926-7131



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