

NorthCrest health

Great Care, Right Here

SUMMER 2009

Delivering More Than Great

***Birth
Experiences***

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A publication of
NorthCrest
MEDICAL ♦ CENTER



CEO LETTER

NORTHCREST MEDICAL CENTER'S

commitment to obstetric and gynecological care remains strong. While other facilities around us have discontinued their obstetrical services, we have

expanded and enhanced ours. As a 501(c)(3) not-for-profit hospital, we embrace our community and work diligently to meet its needs. Clearly, providing quality care to women, newborns, and families is our priority, and it shows.

With a generous philanthropic donation from the Stokes Brown Trust, we have expanded our services and enhanced our space. An additional donation from St. Luke's Episcopal Church has given us the opportunity to further enhance our quality of care. The NorthCrest Foundation, led and directed by Ms. Adele Dorris, has been a conduit for these enhancements to occur.

With the renovation of the labor and delivery suites and the postpartum and recovery rooms, an enhanced security system, and the high-quality, tender, loving care provided by women's services nurse manager Tracey Barker and her phenomenal staff as well as our great team of physicians, the experience an expectant mother and her family will have at NorthCrest is absolutely second to none. That is our commitment to you.

Sincerely,

Scott Raynes
President & CEO



Delivering More Than Great Birth Experiences

At NorthCrest Medical Center, we've been dedicated to growing our hospital and services to meet the expanding needs of our patients. Recent renovations and the additions of new physicians are just a couple of the new changes that make NorthCrest—now more than ever—the perfect place for women in the community.

"WE'RE THRILLED TO ANNOUNCE that our renovations are complete and that every patient room was upgraded to make it more comfortable and family oriented," says Tracey Barker, RNC, BSN, women services department director at NorthCrest. "We have six labor and delivery suites, and each room now has new furniture and garden bathtubs."

The patient rooms were designed to provide ultimate comfort for new mothers and to be convenient for family members supporting the new mom and baby. A table and chairs have been added for the celebratory meal offered to new parents, and a glider rocking chair also has been provided for those wanting to spend a few moments rocking the new baby.

"We strive to keep new mothers in the labor and delivery suites, but in some cases we need to move them to one of the separate postpartum rooms—all of which have been updated as well," says Barker. "While we're excited about our patient room renovations, we recognize that the support parents need doesn't begin or end in a single room, and we're proud to provide a full spectrum of help to new parents and babies."

A Variety of Services

NorthCrest provides classes for parents-to-be, including "Labor of Love"—a labor and delivery class—and a new class for siblings. Labor of Love is a four-class series that covers all of the stages of labor and concludes with valuable information about how to care for your newborn.

"It's our goal to meet a one-to-one ratio for women in labor," says Barker. "That means there is a skilled, experienced nurse who is able to focus on one woman and dedicate her time to helping that family have a great experience."

NorthCrest also is committed to being a resource for women who are at different points in their lives.

"Our surgeons can perform a range of surgeries, including hysterectomy and bladder repair," says Barker. "We're upgrading our facilities and adding physicians regularly, and that's a testament to how much we're growing."



NorthCrest Center for Women's Health

One of the relatively new physicians to join the NorthCrest team is Shana Dowell, MD, Ob/Gyn at NorthCrest's Center for Women's Health. Dr. Dowell came to Tennessee from New York, where she completed medical school at the University of Rochester and her residency at Columbia University.

"Not long after my family moved to Tennessee, I had my baby at NorthCrest," says Dr. Dowell. "It's great to be able to experience a hospital from both the perspective of a patient and as a physician, and I can truly say that every single person at NorthCrest believes in working hard to create a wonderful experience for families bringing babies into the world."

Dr. Dowell and her colleagues—Cherise Felix, MD, Ob/Gyn, who is new to the hospital, and Robert Shearer, MD, Ob/Gyn, who has many years of obstetric and gynecological experience—complement the myriad of services available at NorthCrest.

"We are excited to bring more services into the community, including Essure® [incisionless tubal ligation], endometrial ablation, and ultrasounds," says Dr. Felix. "All of these services are offered directly in our office." ♦

Dr. Dowell, Dr. Felix, and Dr. Shearer are accepting new patients. To make an appointment with one of these physicians, call (615) 384-4496. For a complete listing of Ob/Gyns on staff at NorthCrest, call the HealthLine at (615) 384-1600.

"What people may sometimes forget is that a bigger hospital isn't always a better hospital. When a woman chooses NorthCrest Medical Center, she can be confident that her care will be as good or better than what she might get at a bigger facility. We're a very close-knit community, both inside and outside the hospital, and that translates into caring, high-quality patient care."

—Shana Dowell, MD, obstetrician and gynecologist at NorthCrest

Turn to Us

NorthCrest Center for Women's Health sees patients at:

► **NorthCrest Center for Women's Health**

212 NorthCrest Drive
Springfield, TN 37172

► **NorthCrest Imaging and Specialty Clinic**

2536 Highway 49, Suite 120
Pleasant View, TN 37146

► **NorthCrest Medical Care in White House**

The E. Dee Reid Medical
Office Building
121 Highway 76
White House, TN 37188

To schedule an appointment at any of these locations, please call (615) 384-4496.

This publication in no way seeks to serve as a substitute for professional medical care. Consult your physician before undertaking any form of medical treatment or adopting any exercise program or dietary guidelines.

A Strong Foundation

NorthCrest Medical Center Foundation is furthering the mission of NorthCrest by raising funds to help support programs that improve patient care and comfort.

“THE ROLE OF the Foundation is to raise money and awareness for patient-support programs, upgrades, and improvements throughout the facility,” says Adele Dorris, executive director of the Foundation. “We want to ensure that NorthCrest is offering great care and compassionate care, right here.”

The Foundation supports hospital and community programs such as NorthCrest Hospice, Camp T.A.G. (a grief support camp for children who have lost a parent), and Martha’s Song (a program that provides financial support to Robertson County cancer patients). Currently, the Foundation is helping establish a cancer education library within the new oncology offices and a courtyard patient and family healing garden. Recently, the Foundation assisted in purchasing new equipment for the cardiac catheterization lab and provided support for renovations in NorthCrest’s Women’s Services Department.

How You Can Help

Volunteer work and charitable giving allow the Foundation to serve the community and meet its goals. There are many ways to become involved with

the Foundation, including:

- ❖ participating and volunteering in fundraising events, such as the NorthCrest Golf Classic or Night on the Town, which benefits Hospice
- ❖ purchasing a Plaza Memorial Brick in honor or memory of a loved one
- ❖ remembering NorthCrest in your estate planning

Another exciting opportunity is coming this fall. In November, the Foundation will be hosting the third annual Cornerstone Gala. This black-tie benefit will take place at the Music City Sheraton in Nashville and will include a silent auction, raffle, and great food and entertainment.

“Community participation is the cornerstone of success for the Foundation,” says David R. Bellar, Sr., chairman of the board of the Foundation. “Our events are a tremendous way for community members to become involved and help us enhance and improve the care offered at NorthCrest.” ♦

For more information on upcoming events, visit www.northcrest.com and click “NorthCrest Foundation” or call (615) 382-6048.

