

EvergreenHealth

# monitor

20  
FALL  
18

Health Care  
Navigation  
Issue

## Visualizing Hope:

How an oncologist navigated his own cancer care  
with his team's expert guidance

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EvergreenHealth aligns care with services  
to help patients more easily navigate the complexities  
of today's health care system

## Message from the Executives

Dear neighbors,

It's our pleasure to introduce you to the fall issue of Monitor.

We share the unique experience of navigating our way to this area fairly recently to join EvergreenHealth in leadership roles. Our shared journey of navigating a new experience is a fitting parallel to this fall issue's theme of health care navigation.

All too often we hear the stories of our friends and loved ones feeling lost in the increasingly complex landscape of the health care industry. As leaders, much of our work is focused on improving the patient experience, which includes joining patients and families as their partner in navigating the complexities of the health system to help achieve the best outcomes for all.

That is part of what makes our health system so special. Our purpose is grounded in working together, ensuring that we continue our legacy as a trusted partner in health for families throughout King and Snohomish counties—now, and for generations well into the future.

To continue that legacy in the Sky Valley community, we recently expanded our Orthopedic & Sports Care practice with fellowship-trained surgeon Dr. Joel Weber. We also welcomed Monroe primary care provider Dr. Alli Seale and internal medicine hospitalist Dr. Marc Champaloux, all of whom collaborate with patients to navigate their care from a holistic perspective.

For this issue, we're pleased to bring you a practical guide to support you in navigating your health care. We hope it offers insight into the many ways we strive to center our care and service on our expanding community, amid the ever-evolving landscape of health care delivery.

As always, we deeply appreciate your partnership and the trust you place in us, which we strive to earn every day.

Sincerely,



*Amy*  
Amy Beiter, MD  
EvergreenHealth  
Chief Executive Officer



*Renée*  
Renée Jensen,  
EvergreenHealth  
Senior Vice President,  
EvergreenHealth Monroe  
Chief Administrative Officer

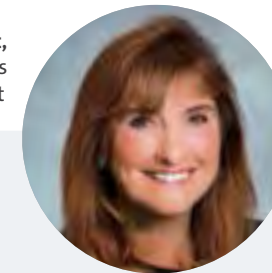
### Contact Us

We invite your feedback and questions.

Contact us at [patientrep@evergreenhealth.com](mailto:patientrep@evergreenhealth.com)

# Partnering to Navigate Your Care

Kay Taylor, Senior Vice President,  
Marketing, Communications  
& Customer Engagement



Across our industry, many *talk* about a commitment to helping individuals and families better navigate the unquestionable complexities of today's ever-changing health care system.

At EvergreenHealth, we mean it. Our commitment to empowering patients as a true partner in health is evident in all that we do, through the tools and resources available to support care coordination, informed decision-making around billing and insurance, access to the right level of care, and much more—which is why we've dedicated this issue to sharing all that is available to help you navigate your way to your healthiest best with confidence, ease and people who truly care.

In the following pages, you'll find strategies from EvergreenHealth experts, practical tips on technology tools and a guide to Healthline and other resources we offer. They're all part of our commitment to serving our community as we grow alongside it, ensuring that we continue to provide the best possible care and service well into the future.

You'll also read inspiring stories from patients and providers, including a profile of Dr. Eric Taylor, an EvergreenHealth radiation oncologist whose own battle with lung cancer earlier this year reminds us that the patient experience is one we all share at some point.

At EvergreenHealth, we understand the confidence that comes with knowledge, and we are dedicated to ensuring patients have the tools, information and support to best help you navigate your care. We welcome you to reach out to us for support anytime.



Blake Albertsen,  
EvergreenHealth Spine & Neurosurgical Care patient  
with wife Crystal and their three sons

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# Answering Your Call Around the Clock

EvergreenHealth's free 24/7 Nurse Navigator & Healthline provides a personalized on-call service for your health care needs.

## How can Healthline help you?

We've all been there: navigating the prompts of a never-ending phone tree when all you want to do is speak to a real person.

At Healthline, nurses and health care navigation experts connect more than 90,000 callers each year with personalized care and service.

**The same service at Monroe**  
EvergreenHealth Monroe also has a dedicated Healthline. Call **360.794.1111** for help navigating your care.



## Your Community Supported Resource

Healthline is funded in part by the community's levy dollars, an investment which ensures this long-standing resource continues to meet the increasingly complex needs of the patients and families we serve.

**Mary Webb, RN,**  
EvergreenHealth Nurse Navigator



"As experienced providers, our role is to enhance our patients' quality of life by guiding you as you navigate health care. When assisting callers, my overall goal—beyond assessing symptoms and providing guidance about the appropriate level of care—is to help you be your own best health advocate so you can achieve your healthiest best."

**Malia McDermott,**  
EvergreenHealth  
Health Resource Representative



"I wear many hats at Healthline, but all of them mirror EvergreenHealth's core value of compassion. For example, we follow up with many patients after a hospital discharge because we want you to know that we care about you beyond the walls of the hospital, and are here to help you navigate the next steps in your healing."



# Quiz: Your Choices for Care

Today, patients have more choice than ever when it comes to selecting the best place to seek care. Choosing the most appropriate level of care can save time, offer potential cost savings and ensure you're in the best place for the care you need.

Do you know where to go? Take our quiz to find out.

Scenario:	Answer:
<b>1</b> Kate is a 48-year-old teacher who normally has a strong immune system, but feels run down and can't shake a persistent cough.	
<b>2</b> Nadia is a 55-year-old woman who wakes up feeling lightheaded. Later, her neck and shoulder stiffen, and by the afternoon a bout of nausea causes her to break into a cold sweat. Nadia recalls from an article she read that these may be symptoms of a stroke.	
<b>3</b> Aaron, an active 34-year-old, is playing in his Tuesday night soccer league when he rolls his ankle and hears a popping sound. Even after icing it, his ankle continues to swell and bruise.	
<b>4</b> Angie and Dane's infant is unusually fussy while feeding and her diaper changes seem different, too. They wonder if her symptoms are related and if something might be wrong.	
<b>5</b> Doug is a 66-year-old avid golfer who, with his specialist, has decided to schedule an ultrasound-guided injection to treat his shoulder pain. Doug had planned to participate in a golf tournament next month, but isn't sure how soon after the injection he'll be ready to play.	

## Answers

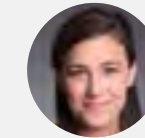
**A Message your provider**  
"Our patient portal, My Navigator, gives patients 24/7 access—whether it's to view your electronic health record, check test results, or communicate with your provider in between appointments."  
**Adrielle Fry, MD,** EvergreenHealth Sport & Spine Care



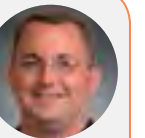
**B Urgent Care**  
"Urgent care is ideal for receiving prompt care in non-emergent situations, including times like evenings or weekends when your primary care provider isn't available."  
**Brad Younggren, MD,** EvergreenHealth Urgent Care Medical Director



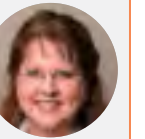
**C Primary Care**  
"Primary care allows you to establish a relationship with your provider, who knows your medical history and observes changes in your overall well-being. We're able to detect potential concerns or complications at early stages because we're familiar with our patients' holistic health needs."  
**Alli Seale, MD,** EvergreenHealth Primary Care, Monroe



**D Emergency Department**  
"EvergreenHealth's emergency departments provide the highest levels of care for acute trauma or other emergencies, such as a heart attack, that require immediate treatment only available in an emergency room. If you experience symptoms of a possible heart attack or stroke, do not drive yourself to the ER—call 911 immediately."  
**Kevin Hanson, MD,** EvergreenHealth Emergency Department Medical Director



**E EvergreenHealth 24/7 Nurse Navigator & Healthline**  
"Whether it's urging callers to visit the emergency department, or providing much-needed peace of mind, our nurses offer around-the-clock on-call triage care at no cost to our community."  
**Cheryl Patterson, BSN, RNC-TNP,** EvergreenHealth Quality and Education—Healthline, Clinical Manager



ANSWER KEY: 1 - C, 2 - D, 3 - B, 4 - E, 5 - A



# Visualizing Hope: An Oncologist's Journey Through His Own Cancer Care

With support from his family, friends and care team, Dr. Eric Taylor conquered lung cancer by relying on expert care and navigation and the power of 'present' thinking.

Situated within EvergreenHealth radiation oncologist Dr. Eric Taylor's office is a figurine of Ganesha, a Hindu symbol for wisdom, good luck, and eliminating barriers. It often serves as gentle encouragement for the thousands of patients Dr. Taylor has served throughout his 40-year career in cancer medicine.

He, too, draws inspiration from its presence, but never more significantly than earlier this year as he faced his own cancer diagnosis.

This spring when Dr. Taylor noticed a persistent cough and flu symptoms, his primary care provider recommended a chest X-ray, to rule out anything significant. Instead it revealed a cause for concern – his symptoms were actually caused by a sizeable cancerous mass in the upper right lung.

"I was absolutely terrified," he described. Never a smoker, lung cancer was the last thing the 66-year-old expected to face. Despite his decades of experience leading efforts to advance his field, "You just can't help but think that life is over," he recalled.

Like many newly diagnosed patients, Dr. Taylor and his family grappled with the darkness of the unknown as they faced an endless list of questions: How did this happen? How much time do I have? Is it terminal?

As he waded through the uncertainties, an early safe harbor emerged in the form of a conversation with Dr. Taylor's friend and colleague Dr. Hope Wechkin, medical director of EvergreenHealth Hospice & Palliative Care.

The two talked about their experience caring for patients facing cancer, while also navigating the more personal concept of "present" thinking—the idea that living in the moment, being fully present and accepting all outcomes can lead to healing.

It was that counsel and his own intense introspection, along with expert guidance from his care team, which helped Dr. Taylor emotionally prepare for the journey ahead.

"I accepted that, 'Yes, I didn't choose this. Life happens and I'm facing stage three lung cancer,'" he explained. "Once the plan was established, I thought, 'I'm going to win this,

"I wanted to go to EvergreenHealth because I believe the people in our department, and the access Halvorson Cancer Center provides to Seattle Cancer Care Alliance's internationally recognized experts, are truly exceptional. I knew that I would be treated as well at EvergreenHealth as any place, anywhere."

Eric Taylor, MD, EvergreenHealth radiation oncologist and Halvorson Cancer Center patient, with wife Sheena Aebig



Michael Bundesmann, MD, EvergreenHealth pulmonologist



"Fighting disease itself is so taxing that even for an expert like Dr. Taylor, managing the treatment process is incredibly overwhelming. Our role is to offer an umbrella of support for the range of services across many departments, creating a clear pathway for patients to follow along their care."

given all the interventions that are available to us.' The point where you can internalize and really believe that, something changes."

Tests had found microscopic cancer cells in one lymph node beyond the tumor, which confirmed he would need radiation and chemotherapy before scheduling surgery to remove the mass.

Dr. Taylor spent six weeks undergoing daily radiation therapy treatments, coupled with chemotherapy. During each session, he visualized the therapies attacking his cancer cells and melting the tumor away, viewing each treatment as an opportunity to be present and eliminate barriers to achieving a cure.

It worked. The tumor had nearly disappeared and he was ready for surgery. Then, even better news came following the operation: the cancer was gone.

"It was the moment I felt I had my life back," he described.

And his journey continues. Today, Dr. Taylor is cancer free and takes a daily medication recently approved as a targeted therapy for the specific gene mutation of his cancer to reduce the risk of recurrence. As he returned to his role treating patients this fall, he continues to adjust to a new post-cancer perspective, and he is ever mindful of the power of present thinking.

"Clinically, it's as successful of an outcome as one could hope for," he said. "Emotionally, I'm working on reconciling my new normal, and I'm grateful for the deeper level of connection and empathy I now get to share with my patients."



Rosanna Yeung, MD, EvergreenHealth radiation oncologist



"We don't often have the opportunity to care for our colleagues, so treating Dr. Taylor, who has been a great mentor to me, was a privilege and a unique situation. His experience, however, was not unique as it highlights how we approach every individual in our care. Each provider plays an indispensable role in coming together to help our patients along their journey."

## Expert Care & Navigation from an Expert Team

Dr. Taylor's multidisciplinary team included specialists from Halvorson Cancer Center, EvergreenHealth's partnership with Seattle Cancer Care Alliance, and providers from around the region. Learn more about the team's approach by visiting [www.evergreenhealth.com/cancer-care](http://www.evergreenhealth.com/cancer-care).



Richard Furlong, MD, Primary Care Virginia Mason Kirkland



Hope Wechkin, MD, Palliative Care EvergreenHealth Hospice & Palliative Care



Michael Bundesmann, MD, Pulmonology EvergreenHealth Pulmonary Care



Rosanna Yeung, MD, Radiation Oncology EvergreenHealth Cancer Care



Prakash Varadarajan, MD, Medical Oncology Seattle Cancer Care Alliance



Renato Martins, MD, Thoracic, Head & Neck Oncology Seattle Cancer Care Alliance



Michal Hubka, MD, Thoracic Surgeon Virginia Mason



# Making a Statement

From water and electricity, to automotive and cell phone bills—navigating statements can be confusing, especially when it comes to health care. EvergreenHealth is working to simplify medical billing to improve patients' experience.

After you receive medical care, dealing with the complexities of health care bills can be confusing and overwhelming. We get it.

That's why, as part of our commitment to meeting the needs of our growing community, the Patient Financial Services team at EvergreenHealth is developing solutions that simplify medical billing. From an updated statement layout to a new online payment platform that is designed with the user-experience in mind, our goal is to help patients focus more on living well and less on health care costs.

Let's break down the typical billing statement for an outpatient procedure at the hospital.

**Hospital Billing:** Your statement for in-hospital stays and outpatient procedures, such as lab work or diagnostic imaging. Visits to primary and specialty care are considered Professional Billing.

**Important Messages:** EvergreenHealth's hospital services are often just one part of a patient's overall experience. Some independent providers, who may include radiologists, surgeons or physical therapists, also have their own charges and their own negotiated prices with health insurance companies.

**Account Number:** This is the unique number associated with each separate hospital visit or procedure, which links to your patient billing record. Our system will soon link all account numbers from each visit so any outstanding balances and payment history are reflected within one comprehensive patient record.

**Total Charges:** The total cost of your services, before insurance coverage is applied.

**Total Payments:** Payments made by your insurance company toward your total charges.

**Total Adjustments:** The amount EvergreenHealth deducts as part of our agreement with your health insurance provider.

**Amount Due Upon Receipt:** Amount you owe out-of-pocket after insurance payments and provider adjustments have been applied.

**We welcome your questions.** If you have questions about your hospital bill, call 1.877.216.5245. For questions about your bill for primary or specialty care, call 1.877.216.0753.

**EvergreenHealth Billing Statement:**

Statement Date	Account Number	Due Date
3/13/2018	E123456789	Upon Receipt

**PATIENT NAME:** John Doe  
**ADMIT/DISCHARGE DATE:** 01/26/2018 - 01/26/2018

**TOTAL CHARGES:** \$1,964.00  
**TOTAL PAYMENTS:** -\$304.68  
**TOTAL ADJUSTMENTS:** -\$1,534.32  
**TOTAL AMOUNT DUE NOW:** \$125.00

**DETAIL CHARGES**

	AMOUNT
LABORATORY GENERAL	\$96.00
LAB OTHER	\$709.00
LAB HEMATOLOGY	\$800.00
LABORATORY IMMUNOLOGY	\$109.00
CLINIC GENERAL	\$250.00
TOTAL ADJUSTMENTS	-\$1,534.32
TOTAL PAYMENTS	-\$304.68

**Amount Due Upon Receipt:** \$125.00

**GUARANTOR NAME:** John Doe  
**STATEMENT DATE:** 3/13/2018  
**ACCOUNT NUMBER:** E123456789  
**AMOUNT DUE:** \$125.00  
**AMOUNT ENCLOSED:**

**CARD NUMBER:**  
 VISA  MASTERCARD  DISCOVER  AMERICAN EXPRESS

**SIGNATURE:** \_\_\_\_\_ **EXP DATE:** \_\_\_\_\_

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EVERGREENHEALTH  
 JOHN DOE  
 123 MAIN STREET  
 SOMEWHERE, WA 12345-1234



# Health Care Tools at Your Fingertips

At EvergreenHealth, our commitment to being your best partner in health means embracing technology that works for you, to help you become more proactive about your health, and to make navigating your health care experience straightforward, transparent and seamless.

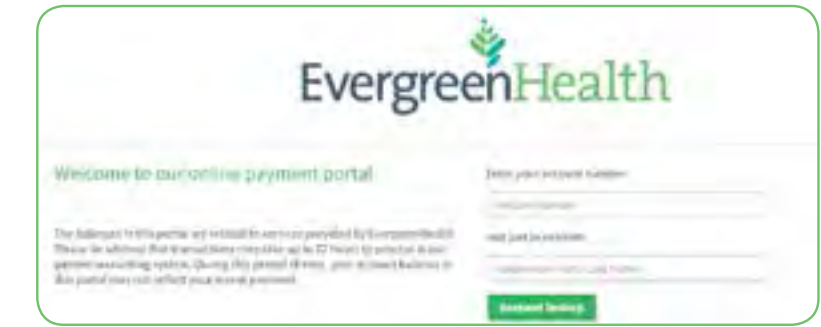
## Tools to Manage Your Payments



After receiving a billing statement in the mail, you can pay using EvergreenHealth's online payment portal. The platform serves as a single point of contact for both hospital and professional billing statements. Simply log-in with your billing statement account number to:

- Access current statements for professional and hospital services
- View remaining balances and set up payment plans
- Pay your hospital and professional bills

Pay your bill online by visiting <https://evergreen.mrvbillpay.com>.



## Personalized Cost Estimates for Your Care

Knowing how much a service or procedure will cost is an important part of navigating your care. To help patients make informed health care decisions, EvergreenHealth offers personalized cost estimates to determine the approximate amount your services will cost, what your insurance is expected to pay and how much you might owe after insurance.

To get started, it's helpful to know the CPT—or current procedural code—of your procedure. Your provider can share this, or our staff may be able to help, as well.

Submit an estimate request online at [www.evergreenhealth.com/health-care-cost](http://www.evergreenhealth.com/health-care-cost) or call our Patient Financial Services team directly at 425.899.3632.

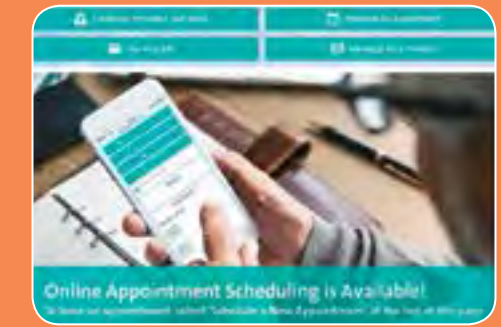
## Tools to Manage Your Care



My Navigator, EvergreenHealth's 24/7 online patient portal, is continuously evolving to better serve your needs.

### Portal Perks

- Schedule appointments and connect with providers via secure messaging
- View lab test results and visit summaries immediately after your visit
- Access procedures and medication history
- View diagnostic imaging results within four days of your visit



Now, patients can self-enroll for My Navigator from any device with internet access, simply using your medical record number or email address registered with EvergreenHealth to securely connect to your electronic medical record.

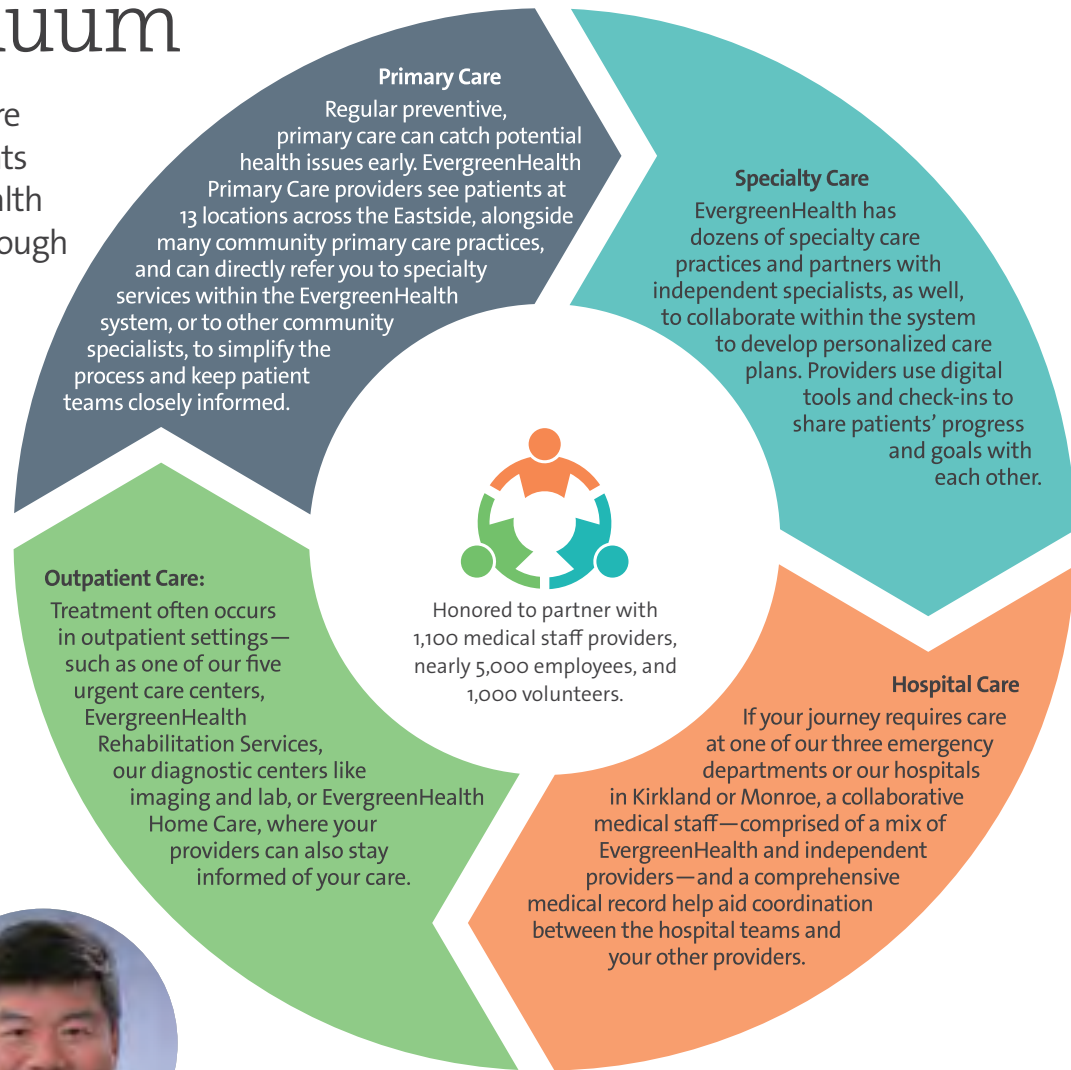
Enroll at [www.evergreenhealth.com/my-navigator](http://www.evergreenhealth.com/my-navigator).



# Coordinated Care Throughout the Continuum

EvergreenHealth aligns care and services to help patients smoothly navigate the health system from diagnosis through treatment and recovery.

Having a partner who knows the ropes of a health care system can make all the difference in achieving the best outcomes. At EvergreenHealth, we hold ourselves accountable to organizing your care to anticipate your needs while keeping all of your providers informed and aligned.



Yung Lee, DO, EvergreenHealth Sport & Spine Care physician



“My practice cares for musculoskeletal issues with minimally invasive and non-surgical approaches. If surgery is needed, I work closely with my partners at EvergreenHealth Orthopedic & Sports Care and EvergreenHealth Spine & Neurosurgical Care using a team approach all the way through my patient’s rehabilitation and recovery.”

Welcome Dr. Venuka Wick, EvergreenHealth’s newest Signature Care primary care physician



## Want an Even More Personal Guide to Your Health and Primary Care?

**EvergreenHealth Signature Care** in Woodinville is a concierge medicine practice that offers a more personalized approach to your primary care. For a small monthly fee, you can access your provider 24/7 by call, text and email; schedule same-day appointments; and benefit from home visits, hospital visits, health coaching, classes and more from Dr. Wick, Dr. Steven Montague and their team.

To learn more, contact the practice at 425.899.4620 or visit [www.evergreenhealthsignaturecare.com](http://www.evergreenhealthsignaturecare.com)



# From Rare to Recovery

When an abnormal tumor threatened a family’s future, they turned to EvergreenHealth’s comprehensive neurosurgical program to beat the odds.

It was a typical weekend trip to the grocery store for Blake and Crystal Albertsen and their three young sons. But when the 37-year-old father suddenly lost feeling throughout the left side of his body, he knew something was seriously wrong.

“My first thought was that I was having a stroke or a heart attack,” Albertsen explained. Given that he had never experienced anything like this before, the family dropped everything and headed to the ER to have him checked out right away.

An MRI at EvergreenHealth’s Redmond emergency department revealed a slow-growing schwannoma, an extremely rare tumor, resting near the brain stem and pushing on Albertsen’s spinal cord. Both the size and position of the tumor posed a serious threat to Albertsen’s long-term quality of life—left untreated the tumor would undoubtedly lead to complete paralysis on both sides of his body, robbing him of the ability to walk or talk, let alone care for his family.

### The Right Team for the Best Outcome

Within a week, the Albertsens met with EvergreenHealth neurosurgeons Dr. Peter Nora and Dr. Shiviendra Jeyamohan, and orthopedic spine surgeon Dr. Mark Freeborn. Together, they reviewed their plan and explained how they would work together to navigate this complex surgery to enter Albertsen’s spine and carefully remove the tumor.

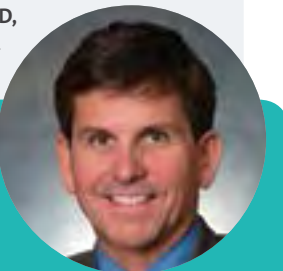


Shiviendra Jeyamohan, MD, EvergreenHealth Spine & Neurosurgical Care surgeon

“Blake’s condition was very rare, but our team performed a successful surgery that gave this young family the best outcome we could hope for. Not only did we remove the tumor, but his progress toward a full recovery has been fantastic.”

“That is the beauty of our comprehensive program—we can take on the most advanced cases and guide patients through a highly coordinated experience, from the initial diagnosis through treatment, recovery and rehabilitation,” Dr. Jeyamohan said.

Peter Nora, MD, EvergreenHealth Spine & Neurosurgical Care surgeon



“For a complex case like Blake’s, we assemble a multidisciplinary team of experts who collaborate throughout the entire procedure. It’s important to us for patients to know that they are receiving the benefit of many different specialists working together, who are all completely focused on our shared goal of achieving the most successful results.”



“Hearing the diagnosis was a total shock. But the entire team’s compassion and assurance that I was going to get the highest quality care from the best doctors made me feel like we were in the right place.”

Blake Albertsen, EvergreenHealth Spine & Neurosurgical Care patient with wife Crystal and their three sons



# When There's No Place Like Home

EvergreenHealth Home Care is the state's largest home health provider under one roof.

After an injury or illness, patients often make the most successful recoveries within the comfort of their homes. In order to meet the wide range of health needs in our growing community, EvergreenHealth provides the region's most comprehensive home health care services—but not everyone knows how to access home care and the scope of services our practitioners offer. Here's what you need to know to navigate home health care.



### Home health is designed to help patients with many different health needs.

Whether you're recovering from surgery or managing a chronic illness, home health care services are available to anyone who has difficulty leaving home. That can simply mean that traveling to a doctor's appointment is too exhausting, you have limited physical mobility, or you experience other complications.

### Home health is typically short-term.

Home health care is intended to be short-term rehabilitative care to help patients recover in a safe and familiar setting. Home health care providers are nurses, physical therapists, occupational therapists, speech therapists, social workers and home health aides. The team collaborates to help you heal.

### Home health services are billed similarly to a doctor's office visit.

When your doctor refers you for home health services, the visit is generally covered by Medicare or insurance benefits. EvergreenHealth's Home Health Services team helps you understand your benefits and how to apply them.

### You don't need to clean your house before every visit.

Put down that vacuum! Home health providers are accustomed to being in people's homes and are trained to help you modify your space to ensure your environment is safe and easy to navigate.

### Best Care from the Most Thoughtful People

When complications from Parkinson's disease required Lola Vandelac to use a wheelchair, her doctor prescribed home care from nurses to treat her immediate symptoms. She also recommended in-home physical therapy to help Lola regain strength, and occupational therapy to manage household tasks while in a wheelchair.

Lola Vandelac, EvergreenHealth Home Health Care patient



"They are like angels coming to visit. Because I live on my own, the assistance they provide gives me the skills and confidence I need to live independently. I've been given the best care from the most thoughtful and kind people."

### Getting Started

- ✓ If you need skilled care from a nurse or therapist, you're likely eligible for home health care.
- ✓ Ask your doctor if home health services are appropriate. Even if your provider hasn't prescribed it as part of your recovery, it's always OK to ask.
- ✓ A simple call from your provider can initiate home care services.

Learn more about EvergreenHealth Home Health Care Services by calling 425.899.3300 or by visiting [www.evergreenhealth.com/home-health-care](http://www.evergreenhealth.com/home-health-care).



# EvergreenHealth Experts Guide Discussions for Navigating End-of-Life Care

Advance directives help families prepare for the unexpected.

In the event of an injury or illness that left you unable to communicate for yourself, would your loved ones know your wishes for your care? For many, thinking about end-of-life care can be unsettling, and talking about it is an even bigger hurdle.

EvergreenHealth Palliative Care manager Cynthia Tomik is determined to help families embrace these conversations. She's part of a team offering practical resources and support to capture your wishes through an *advance directive*.

**Monitor sat down with Cynthia to learn how EvergreenHealth is expanding its services to help patients and families in their greatest time of need.**

### What are advance directives?

**Cynthia:** At the highest level, it's a legal document that helps guide your loved ones and health care providers in making medical decisions on your behalf. Also known as a "living will," it shares your intentions for how you'd like to receive end-of-life-care, in case you're unable to communicate your wishes.

### Who should create an advance directive, and how does the process work?

**Cynthia:** Taking time to ponder your values and what makes life worth living is worthwhile for people of all ages. Our facilitated process starts with a conversation about life, exploring your beliefs and what gives you joy—and we use those as building blocks for navigating your end-of-life care.



Cynthia Tomik, EvergreenHealth Palliative Care manager

### Who should be involved in creating your advance care directive?

**Cynthia:** In addition to creating a guiding document, advance care planning considers who you would appoint as your health care agent, or power of attorney. Whether it's your spouse, sibling or friend, it's important to include your agent so they can reflect back on your planning discussions when making decisions on your behalf.

### How can I get started?

**Cynthia:** We welcome families and individuals to join us at upcoming free, two-hour workshops for advance care planning on our Kirkland campus. Please call Healthline at 425.899.3000 to register or learn more at [www.evergreenhealth.com/advance-directives](http://www.evergreenhealth.com/advance-directives).

- December 1, 2018 at 1:00 p.m.
- January 11, 2019 at 10:00 a.m.
- February 9, 2019 at 10:00 a.m.

"Our interest in advance care planning began when our parents developed health issues. Anna, the facilitator, walked us through the entire process while answering all of our questions. Although it's an emotional topic, she made us feel comfortable and valued, and we're so glad we took this step."

Chris and Rich Helmholtz, EvergreenHealth advance care planning workshop participants





# Navigating the Benefits of a Clinically Integrated Network

## Understanding its Structure

A how-to guide for getting the most from your health care benefits and network.



When navigating health care benefits and insurance networks, an advanced degree can feel necessary just to understand the basics. ACO, CIN, ACA – what do these network structures mean, and how do they benefit you?

With the launch of a new clinically integrated network (CIN), Eastside Health Network (EHN), formed by providers from EvergreenHealth, Overlake Medical Center and Clinics, and independent practices, nearly 50,000 community members have access to providers who are working together to offer a more coordinated experience for better outcomes, and increased value for patients' health care dollars.

With open enrollment upon us, here are a few tips to harness the benefits of a clinically integrated network and navigate one like a pro.



### Technical Terms to Know

#### Clinically Integrated Network (CIN)

CINs align independent providers with a health system's employed providers through a shared infrastructure that promotes provider collaboration. CINs improve patient outcomes and reduce costs because they incentivize providers to work together more effectively.

#### In-Network

Patients will typically pay the lowest out-of-pocket costs when they receive services from "in-network providers" who are part of their clinically integrated network, compared to providers who are out-of-network.



David LaMarche, Chief Administrative Officer, Eastside Health Network

"Clinically integrated networks emphasize accessibility and value above all else. At Eastside Health Network, we believe in partnering with patients to offer access to an expert group of providers who can serve their specific health needs at the best value. By connecting our community with our network of providers, EHN helps patients to approach their health holistically, which leads to better outcomes."



### Find an In-Network Provider

When your employer chooses an Eastside Health Network plan, you have access to nearly 1,400 in-network Eastside providers from EvergreenHealth, Overlake Medical Center and Clinics, and independent practices.

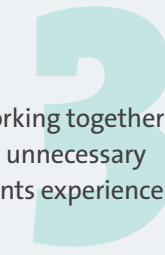
You can find an EHN provider, or check to see if your current provider is a member by:

- Using our online provider search tool at [www.eastsidehealthnetwork.com](http://www.eastsidehealthnetwork.com).
- Calling the EvergreenHealth 24/7 Nurse Navigator & Healthline at 425.899.3000, where a health resource representative can refer you to an in-network provider.



### Save Money and Earn Better Value

By sharing infrastructure costs and working together to eliminate duplicate testing or other unnecessary care, EHN limits added costs and patients experience better overall value.



### Get the Best Care, Informed by the Latest Data

A key advantage of the Eastside Health Network is its ability to share data and best practices among providers across the network. The integrated structure fosters provider-to-provider communication, paired with technology support. It also helps establish guidelines and resources for treating common, but serious, chronic diseases like diabetes.

According to Dr. Greg Aeschliman, EHN is developing a clinical-decision support tool to bring the latest data and guidelines to providers' fingertips, beginning with diabetes care.



Greg Aeschliman, MD, EvergreenHealth Primary Care, Woodinville

"We're using a multidisciplinary team approach to benefit our patients. We know that 27 percent of Medicare patients live with diabetes, which, left unchecked, can lead to many serious complications. The tools we're developing enable providers to input patients' risk factors on a desktop computer or mobile app and access on-demand information to help determine the most effective treatment plans."



### Partner with an EHN Nurse Care Manager

Dedicated EHN Nurse Care Managers work with at-risk patients as an extension of the primary care team to help you achieve your goals and prevent chronic issues from worsening.

Meet Carloss Vincent and Nurse Care Manager Debi Jefferson, RN



Carloss Vincent, Bellevue Family Medicine patient with Debi Jefferson, RN, EHN Nurse Care Manager

Carloss Vincent was struggling with a trifecta of health complications. He'd suffered two strokes and was dealing with mobility limitations, while maintaining a physically demanding job working nights as a security officer. When his primary care provider suggested he work with an EHN Nurse Care Manager to help him better manage a new diabetes diagnosis and lead a healthier lifestyle, he was reluctant to accept help.

"Before I thought I had to do everything on my own and this concept of care management was foreign to me. But now, Debi helps me keep everything I need to work on front and center, letting me be in control of making my own health care decisions with her guidance and support," said Vincent.

"My message to other patients is to embrace it because it's really advantageous."



# Integrated Network and



# Health Classes

Register for classes online or by phone.

For your convenience, you may register and pay for classes 24/7 online at [www.evergreenhealth.com/classes](http://www.evergreenhealth.com/classes). You may also call the EvergreenHealth Nurse Navigator & Healthline at 425.899.3000, Mon. – Fri., 7 a.m. – 7 p.m.

Pre-registration is required for all classes. Checks, VISA and MasterCard are accepted. Refunds and rescheduling will only be given for cancellations two business days prior to the class. Let us know if you need special accommodations to participate.

## FREE SEMINARS

### Weight-Loss Surgery: Is It Right for You?

Experts from the EvergreenHealth Bariatric Center will discuss surgical options, postoperative follow-up, lifestyle changes, financial information and nutrition support.

## WELLNESS & HEALTHY LIVING

### Healthy Meals Made Easy

- Winter Squash Inspired Meals
- Holiday Party Appetizers
- One Pot Meals
- Freezer Friendly Dinners
- Sustainable Weight-Loss
- Smoothie & Brunch
- How to Stock Your Pantry for Health

### CanCan Health Workshop

CanCan is the ovarian and breast health education program of the Rivkin Center that empowers individuals to take action about their health. Through this fun and frank CanCan party, you will learn the tools for early detection, prevention, and self-advocacy.

## WELLNESS & HEALTHY LIVING CONTINUED

- Little Known Martial Art Training Techniques to Remain Calm & Reduce Stress

### Stroke

This class is designed to help attendees understand their risk of stroke, when to call 911, and why calling 911 FAST makes such a difference. Would you know when to call 911?

- How to Reduce Stress and Anxiety With Mindfulness
- Small Steps to Cultivating Joy
- Old Carpentry, New Problems ... When You Have Metal in Your Back
- How to Eat Right For Your Body Type
- Get a Good Night's Sleep
- Vitamins & Supplements: What's Right For Me?

## EMERGENCY & SAFETY EDUCATION

- Babysitting Basics
- Infant and Child CPR
- Community CPR
- Community First Aid
- Community CPR and First Aid
- CPR for Health Care Providers

## SENIOR HEALTH CLASSES

In addition to the classes offered at EvergreenHealth Medical Center, we offer classes and health screenings at other convenient community locations. Visit [www.evergreenhealth.com/classes](http://www.evergreenhealth.com/classes) for class schedules and locations.

- AARP Smart Driver Program
- Cholesterol and Diabetes Screening
- Holiday Cooking: Quick & Delicious

### Return to Slender

Talk to a nutritionist about diet risks, myths and fads. Simple, safe and permanent tips for achieving a healthy weight loss and balanced nutrition will be provided.

- What You Need to Know About Stroke
- Laughter Yoga

## NEUROLOGICAL & MOVEMENT DISORDERS

EvergreenHealth Neurological Care offers classes and support groups to aid patients living with a variety of neurological diseases and movement disorders.

- Living Mindfully with Chronic Illness
- PD Carepartner Support Group
- Neuro-Nutrition Class
- From-the-Ground-Up Strength and Flexibility
- Living Well After Stroke
- Evergreen Men's Group
- Eastside MS Self Help Group
- Kirkland MS Self Help Group

## BABY & FAMILY BOUTIQUE

Clothing, nursing bras and supplies for pregnancy, breastfeeding and your newborn. Visit [www.evergreenhealth.com/boutique](http://www.evergreenhealth.com/boutique).



## CHILDBIRTH PREPARATION

For class dates and times or to register for classes, go to [www.evergreenhealth.com/childbirth](http://www.evergreenhealth.com/childbirth) or call the EvergreenHealth Nurse Navigator & Healthline at 425.899.3000. Register early during your pregnancy, as classes fill quickly.



- Pondering Parenthood
- Family Maternity Center Tour
- Tour Para Personas De Habla Hispana
- Meet a Midwife
- Warm Welcomes

### Delivery Day—Birth and Beyond

Learn about the labor and birth process, and labor coping skills such as patterned breathing and positioning. This class provides information about pain medication options including epidural anesthesia, procedures such as induction and cesarean birth, and tips for a smooth postpartum recovery including breastfeeding your newborn. Course includes a tour of the Family Maternity Center.

## CHILDBIRTH PREPARATION, CONTINUED

- Delivery Day for Teens and Young Adults
- Delivery Day for Multiples
- Labor Coping Skills Review
- Prepare the Nest: Childbirth, Breastfeeding & Newborn Care
- HypnoBirthing®—The Mongan Method
- Siblings Class



### Conscious Fathering

Expectant and new fathers are equipped with the skills and knowledge needed to build a strong, nurturing parent/child relationship from the first moments of their baby's life. New fathers learn to anticipate their baby's five basic needs through hands-on instruction and practice. Taught by a parent educator.

## BABY CARE

- Fit4Baby Program
- Yoga for Pregnancy
- Pelvic Health Class
- Car Seat Safety
- Car Seat Checkup
- Infant Safety and Injury Prevention: Just for Parents
- Infant Safety and Injury Prevention: Just for Grandparents
- Day About Baby
- Breastfeeding Basics and Beyond
- Pumping Class
- Bringing Baby Home Workshop
- Parenting Your Toddler Classes
- This is Not What I Expected
- Starting Solids
- Breastfeeding Your Older Baby
- Screen Savvy Parenting

## BABY CARE CONTINUED

### Parent-Baby Groups

Bring your baby and meet other families in an informal group setting to share the joys and challenges of parenting. Classes meet weekly and cover topics including feeding your baby, sleep, postpartum adjustment, calming and soothing, relationships after baby and more. The 0-3-month newborn Snugglers group is free as our gift to new parents. Age-specific groups are available for babies 3-15 months old.



## BABY CARE CONTINUED

### Making the Magic Last

A one-night class focused on six practical steps to avoid common relationship challenges. Intended for new and expectant parents, this class is part of the nationally recognized Bringing Baby Home Program developed by Dr. John Gottman based on 30+ years of marriage and family research. Come start your journey of connection and learn how to make the magic last.

## Cancer Care Classes

Classes and support groups at Halvorson Cancer Center.

EvergreenHealth offers cancer care support and education for patients and families in partnership with Cancer Lifeline. To register, call 206.297.2500 or 1.800.255.5505, or visit online at [www.cancerlifeline.org](http://www.cancerlifeline.org).

## ARTISTIC EXPRESSION

- Crafting with Corks
- Ikebana Flower Arranging

## COOKING DEMONSTRATIONS

- Winter Salads
- Healthier Sweets

## EXERCISE AND MOVEMENT

- Gentle Yoga
- Healthy Steps—Managing Lymphedema
- Qigong

## PRESENTATIONS

- Medical Marijuana
- Living with Anticipatory Grief
- Cancer 101
- Meditation for Beginners
- Chair Yoga
- Coping with Stress
- Genetic Screening for Prostate Cancer

## SUPPORT GROUPS

- Bosom Buddies Breast Cancer Networking Group
- Breast Friends Breast Cancer Support Group
- GI Cancer Support Group
- Living with Cancer Support Group
- Living with Metastatic Cancer Support Group
- Oral, Head and Neck Cancer Support Group
- Prostate Cancer Networking Group

## SPECIAL EVENTS

**Climb**—Free workshops to support children (age 6-12), whose parents or grandparents have cancer. Contact Cancer Support Services at EvergreenHealth for dates and information at 425.899.2265.

**Look Good, Feel Better Workshops**—Support for women dealing with hair-loss due to cancer treatment. Classes offered monthly; to register for the next class at EvergreenHealth, call ACS at 1.800.227.2345.



For more scheduling information:

Visit [www.evergreenhealth.com/classes](http://www.evergreenhealth.com/classes) for a full listing of classes, descriptions, dates and times.



### Honoring the Wockner Legacy

On Saturday, July 21st, Betty Wockner was surrounded by family and friends as EvergreenHealth Foundation honored her legacy with the naming of the Jack & Betty Wockner Family Reflection Room at the Gene & Irene Wockner Hospice Care Center.

Betty has wholeheartedly embraced the words she lives by, "Donate your dollars and donate your time to help your local community." Her gift to support EvergreenHealth Hospice and Palliative Care programs will continue the Wockners' philanthropic tradition, impacting the patients and families served by EvergreenHealth Hospice Care for years to come. **We sincerely thank you, Betty, for your commitment and generosity.**

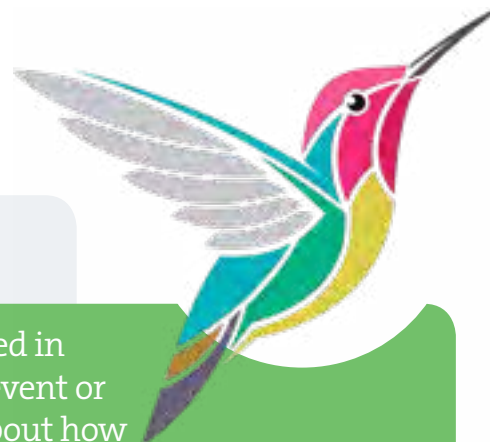


### Seasons of Hope Celebrates a Decade of Compassion

Over the last 10 years, the EvergreenHealth Foundation's Seasons of Hope Fundraising Luncheon has accomplished far more than just securing vital financial support for **EvergreenHealth Hospice and Palliative Care** programs. The event has brought hope, compassion and healing to our community.

In 2017, the support of our generous friends and neighbors enabled nearly 4,000 hospice patients to receive exceptional care through EvergreenHealth Hospice and Palliative Care. We are extremely grateful that you have chosen to support us in our mission to make a positive impact on the lives of our patients and their families.

If you're interested in donating to the event or learning more about how you can contribute, please visit [www.SeasonsofHopeLuncheon.org](http://www.SeasonsofHopeLuncheon.org) or contact Jennifer Dreyfuss at 425.899.1908 or [jedreyfuss@evergreenhealth.com](mailto:jedreyfuss@evergreenhealth.com).



### EvergreenHealth Foundation Receives BECU People Helping People Award

Through a generous grant provided by BECU, the EvergreenHealth Foundation was able to fund the purchase of new furniture for the Dave Snapp Memorial Conference Room at the Gene & Irene Wockner Hospice Center at EvergreenHealth.

Celia Harper, BSN, RN, CHPN, Manager, EvergreenHealth Hospice Care Center



"This conference room supports daily meetings with 30 to 40 staff in attendance to develop care plans for hospice patients and their families. In addition, this space is also heavily used to train volunteers to provide care and comfort to patients and families either in our inpatient facility or in their homes. Having a furnished space in a central location in which the staff and volunteers can be truly present allows them to work together to enrich the health and well-being of every life we touch."



### 2018 EvergreenHealth Monroe Foundation Blue Jeans and Boots Gala: Bringing Cancer Care Closer to Home

The EvergreenHealth Monroe Foundation's 2018 Blue Jeans & Boots Gala raised funds to support EvergreenHealth Monroe's Cancer Support Services, including the formation of a new partnership with expert physicians from UW Medicine in collaboration with Seattle Cancer Care Alliance.

Too often, cancer patients make the daily commute to a hospital outside of Monroe to receive their life-saving treatments. The proceeds from the September 8th event will provide EvergreenHealth Monroe with necessary equipment, increase its capacity and help to create a welcoming environment for patients to receive their chemotherapy, close to home. By bringing additional cancer services to the Sky Valley, it allows residents to remain comfortable near their homes, physicians and loved ones rather than traveling to receive exceptional care.

**Thank you to all the volunteers, donors and sponsors who made this event a great success. The EvergreenHealth Monroe Foundation appreciates your generosity—you make an enormous difference.**

**EvergreenHealth Monroe Welcomes New Providers to Primary Care, Internal Medicine and Orthopedic & Sports Care**

EvergreenHealth Monroe recently welcomed new providers **Dr. Alli Seale, Dr. Marc Champaloux and Dr. Joel Weber** to serve the growing health needs of the Sky Valley community.

As a primary care provider, **Dr. Seale** enjoys learning about her patients' diverse backgrounds and works to incorporate their lifestyles and support systems into their health care plans.

**Dr. Marc Champaloux** is a board-certified internal medicine hospitalist who cares for adult patients during hospitalization, partnering with them to create treatment and care plans, prepare for hospital stays and discharge, and make health care decisions to support their overall health goals.

Orthopedic surgeon **Dr. Joel Weber** is a fellowship-trained physician, specializing in treating patients with complex sports-related injuries along with a full range of orthopedic issues of the shoulder, knee and hip.



**EvergreenHealth Monroe Launches Online Scheduling Tools to Reduce Emergency Room Wait Times**

EvergreenHealth Monroe recently launched a new online scheduling tool for its 24-hour emergency room (ER) to help reduce wait times by giving you

the option to reserve your spot in line for emergency care, and to check live wait times from EvergreenHealth Monroe's website before your visit. Patients can also compare EvergreenHealth Monroe's wait times with those of our Kirkland and Redmond emergency care locations, to provide you even greater choice for seeking immediate care.

Visit [www.evergreenhealthmonroe.com/wait-times-emergency-monroe-wa](http://www.evergreenhealthmonroe.com/wait-times-emergency-monroe-wa).



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