

PROVIDENCE HeartBeat

QUALITY HEALTH CARE IN THE INLAND NORTHWEST | SUMMER & FALL 2020

FAMILY TIME

RYAN RAGAZA-BOURASSA
SURVIVING COVID-19

CONFRONTING THE OPIOID CRISIS

Mobilizing a community
response in rural Washington.

HEART TO HEART

Providence's comprehensive
transplant program gives
Brian Starr new life.



Providence is dedicated to keeping our entire community safe.
That's why this entire issue was produced to be read on your electronic device.



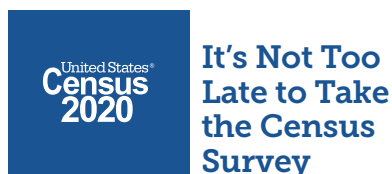


Providence Receives Healthgrades Patient Safety Excellence Award.

Among the top 5% of all acute care hospitals reporting patient safety data, Providence Sacred Heart Medical Center achieved Healthgrades 2020 Patient Safety Excellence Award™ demonstrating excellent performance in safeguarding patients. [Learn more.](#)

Virtual Support Groups

Many organizations now offer virtual opportunities for discussing important health topics, sharing personal experiences and learning from others. Get additional support group information at St. Luke's and Providence Health Care.



With options to complete the survey online, by phone or by mail, take the Census survey today. If you can't find the mailers with your unique ID or didn't get them, visit the Census page [Ways to Respond.](#)



From the kitchen of Providence Chef Tse

Moroccan Chicken Lettuce Cups

Dressing

3 tablespoons lemon juice
1 teaspoon ground cumin
Pinch salt
Pinch pepper
1/4 cup extra virgin olive oil

Salad

- ▶ 2 boneless skinless chicken breasts, sliced into 1/2 inch strips
- ▶ Salt and pepper
- ▶ 1 tablespoon extra virgin olive oil
- ▶ 1 teaspoon ground cumin
- ▶ 1 15 ounce can garbanzo beans, drained
- ▶ 1/2 cup red pepper, chopped
- ▶ 1/2 cup tomato, seeded and chopped
- ▶ 1/4 cup red onion, chopped
- ▶ 1 cup mint leaves, packed then chopped
- ▶ 3 heads butter lettuce, divided into individual leaves

Directions

▶ For the dressing, mix together lemon juice, cumin, salt, and pepper. Whisk in oil in the thin stream. Set aside.

▶ For the salad, season chicken with salt and pepper. Heat a skillet over medium-high heat. Add olive oil and heat until shimmering. Add chicken and sauté until chicken begins to turn golden brown, about 3 to 4 minutes. Add cumin and half of mint. Sauté until chicken is cooked through, another 3 minutes.

In a medium bowl, mix together garbanzo beans, red pepper, tomato, red onion, remaining mint, chicken and dressing. Toss to coat.

Divide lettuce leaves among 4 plates. Pass salad around table and spoon into individual leaves. Roll up and eat with hands (after washing, of course).

Nutritional information: (per serving)

Calories: 390; Total fat: 20g; Cholesterol: 68mg; Carbohydrate: 21g; Total dietary fiber: 5g; Protein: 33g

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Providence Health Care Eastern Washington (PHC) is the parent organization of a number of Catholic health care ministries sponsored by the Sisters of Providence and the Dominican Sisters in Spokane and Stevens counties. These ministries include:

HOSPITALS

Providence Sacred Heart Medical Center
Sacred Heart Children's Hospital
Providence Holy Family Hospital
Providence Mount Carmel Hospital (Colville)
Providence St. Joseph's Hospital (Chewelah)

OTHER HEALTH SERVICES

Providence Adult Day Health
Providence DominiCare (Chewelah)
Providence Emilie Court Assisted Living
Providence Infusion and Pharmacy
Providence Medical Group
Providence Medical Park, Spokane Valley
Providence VNA Home Health
St. Luke's Rehabilitation Institute
Providence St. Joseph's Care Center
& Transitional Care Unit

MISSION STATEMENT

As expressions of God's healing love, witnessed through the ministry of Jesus, we are steadfast in serving all, especially those who are poor and vulnerable.

CORE VALUES

Compassion | Dignity | Justice | Excellence | Integrity

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facebook.com/ProvidenceSacredHeart
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In this Together



For more than 130 years, Providence caregivers have been answering the call to serve our communities. That commitment continues and now, more than ever, Providence caregivers are serving in ways they may not have imagined.

As a ministry, we are called to create a healthier community for all, meeting people where they are to support the whole person. The needs are great as we look at health inequities and disparities. Today, we are addressing mental and emotional health, safe and healthy food resources, safe places to live, safe places to be heard, safe places to work and overcoming a full range of socioeconomic and equity barriers that prevent people from achieving their best health and life.

Our Community Mission Board is chartered to help guide Providence in this work. We are a group of passionate individuals who support Providence in serving the Inland Northwest. We cultivate vital community partners. We serve as a voice for those who are otherwise voiceless. We share in the Mission and values of Providence.

People often think of Providence as a place to go when they are sick. Some may not be aware of the many programs and investments that address everyday community needs. The real goal is to keep people out of the hospital; to make them healthier and happier. That is precisely the work we do, and the work that is needed now more than ever.

"We are in this together" has become the phrase of the day of late. And that is exactly how we view the role of Providence in our communities. Enjoy the stories in this issue of HeartBeat that demonstrate our values in action.

Larry Soehren
Community Mission Board Chair



WE ARE LISTENING

If you have thoughts or ideas that you would like to share, email us at heartbeat@providence.org.



While living through a pandemic is new to us all, some things are not: Providence remains wholly committed to your care and safety. Whether you need attention for something minor or major, we've put in place additional protocols to make sure you feel comfortable and confident every time you walk through our doors.

HEALTHY LIVING

Stay Up to Date with Vaccines?

Vaccines have been a hot topic lately – especially regarding a future coronavirus (COVID-19) vaccine. Vaccines play a critical role in helping keep us healthy and well. Make sure you stay up to date with the recommended vaccine schedule for yourself and your family. For information and resources, visit **To Your Health** blog.

You Bring Out the Best in US.



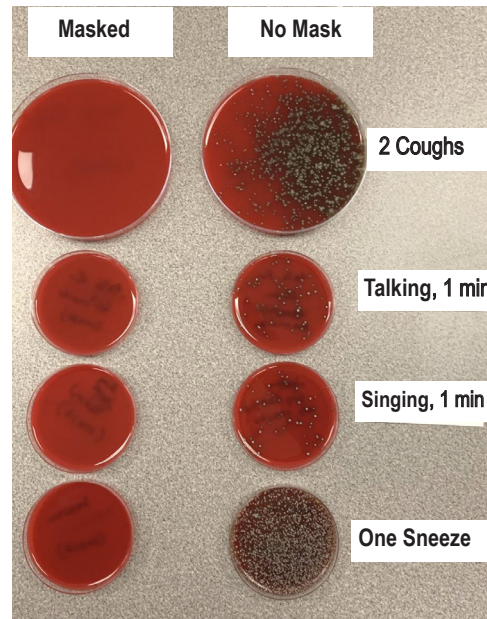
Providence Sacred Heart Medical Center & Children's Hospital has been recognized as the Best Hospital in the region by U.S. News & World Report as well as high performing in ten specialties and procedures:

- Abdominal Aortic Aneurysm Repair
- Aortic Valve Surgery
- TAVR (Transcatheter Aortic Valve Replacement)
- Heart Bypass Surgery
- Congestive Heart Failure
- Hip Replacement
- Knee Replacement
- Lung Cancer Surgery
- COPD (Chronic Obstructive Pulmonary Disease)
- Colon Cancer Surgery

Providence Holy Family Hospital also received a high-performing recognition for Knee Replacements.

Still on the Fence about Wearing a Mask?

Check out the demonstration Dr. Rich Davis, PhD, MLS, director of microbiology at Providence Sacred Heart Medical Center, conducted to show the effectiveness of wearing a mask.



Droplets from the upper respiratory tract and mouth landed on the plates and after culturing for 24 hours, colonies of bacteria (not viruses*) can be seen.

See the viral newstory and video here.

Providence ElderPlace Opens PACE Center.

Providence ElderPlace, a care system for older adults, expanded its Program of All-inclusive Care for the Elderly (PACE) with a new center in Spokane this summer. This innovative program offers medical care, long-term care and social services to seniors who wish to continue to live in the community, thus avoiding or minimizing stays in hospitals and skilled nursing facilities.

LEARN MORE: Call 509-482-2475 or email oscar.haupt2@providence.org

Healthy Weight Solutions

Stay-at-home guidelines may have disrupted your daily routines and healthy habits – and brought with it possible weight gain. To find the best fit for your lifestyle, attend a free information session to learn about the different programs and class schedules.

Call (509)232-8138 or register online.



Caring for our Communities

WE INVEST IN EASTERN WASHINGTON'S HEALTH



Total benefit to our communities in 2019
\$141.1 MILLION!



Community health improvement and
strategic partnerships
\$6.9 MILLION



Health professions education and research
\$20.7 MILLION



Subsidized health services
\$5.7 MILLION



Free and discounted care for
the uninsured and underinsured
\$17.9 MILLION



Unpaid cost of Medicaid and other
means-tested government programs
\$89.8 MILLION

Providence's community benefit investments are one way we live out our Mission of service, compassion and healing. For generations, Providence has partnered with organizations and people of goodwill to offer a caring hand.

Last year we invested \$141.1 million to address our communities' most pressing needs, and that commitment continues. It's more important than ever that we continue to invest in our local communities and remain steadfast in serving all.

LEARN MORE: [PROVIDENCE.ORG/COMMUNITYBENEFITewa](https://www.providence.org/communitybenefitewa)

*Data is consolidated based on unaudited financial reporting. These numbers include home and community care investments.

Work from Home? Tips to Minimize Your Risk of Strain and Pain.

While working from home may limit the spread of the virus, you may unintentionally be putting your body and muscles in jeopardy of stiffness, pain and strains. To help minimize the impact:

- **Use a larger monitor.** Adjust the monitor so it is directly in front of you at an arm's distance and your head is about three inches below the top of the monitor. The goal is to be at eye level or slightly below.
 - **Use a desk or table.** Whether you have a home computer or a laptop, place your device on a stable platform. A good rule of thumb, whether sitting or standing, is to have your elbows at the same height as the table.
 - **Take a "proper" seat.** Your couch is meant for lounging so do your best to avoid it as your primary workstation. Instead, look for a chair that lets your feet rest on the floor and provides lower back support. With hips far back on the chair, the back of your chair should be positioned slightly below your belt line.
 - **Consider using an external keyboard and mouse.** Using these more ergonomic-friendly devices help correct the position of your shoulders, elbows, wrists and fingers. Keyboard and mouse should be level or slightly below your elbows with arms at your sides.
 - **Have good posture.** Many people think sitting at 90 degrees is good posture, but that can place added pressure on your hips. Instead, try reclining by 10 to 15 degrees and take some of that pressure off.
 - **Stretch it out.** The Ergonomics Expert recommends stretches for working from home. Hold each exercise for 20-30 seconds and repeat.
 - **Keep moving.** Consider taking your next call in the backyard. Stand during a Zoom meeting. Experts suggest changing your posture twice an hour.
- For more tips and resources on how to "WFH," go to the Providence Blog.**

Thanks to Barbie Cox, St. Luke's Occupational Therapist, this information was adapted from an article first published in LA Times.



FAMILY TIME

Ryan Ragaza-Bourassa shares his gratitude for Providence caregivers who helped him recover from the COVID-19 virus and ultimately reunite him with his family.

RYAN RAGAZA-BOURASSA HAS JUST COME BACK FROM A BIKE RIDE ALONG THE FISH LAKE TRAIL — AN ACTIVITY HE USED TO DO FOR LEISURE. NOW, BIKE RIDES ARE A DAILY EVENT IN HIS LIFE.

Ryan often gets short of breath, but he pushes through to complete a 10- to 14-mile bike ride every day as part of his physical therapy. He's committed to strengthening his lungs and keeping healthy since he was discharged from Providence Sacred Heart Medical Center on April 17.

If the name "Ryan Ragaza-Bourassa" sounds familiar, it's likely from seeing media coverage about the day he left Sacred Heart. His emotional exit from the hospital after a lengthy and hard-fought battle against COVID-19 was captured with his permission, and the video went viral. In a time of fear about COVID, many rejoiced at Ryan's good news. It was shared thousands of times on social media. In the video, Ragaza-Bourassa clapped, smiled and cried with Providence caregivers who lined the hall to congratulate him as he was wheeled to his wife and two sons who had waited 28 days to see him.

From Symptoms to Coma

Ryan's symptoms started on Friday, March 13. He noticed a cough while at work and by that evening, fatigue had set in. Next came the fever, which he said fluctuated the following days.

"The cough was so distracting, and I couldn't sleep and didn't want to get out of bed," Ryan recalls.

Ryan decided to visit an urgent care on March 20 — a week after the onset of symptoms. He was tested for COVID-19 and referred to the emergency department. Doctors told Ryan he was experiencing respiratory failure and immediately admitted him to the hospital. Eventually, he was put into a medically-induced coma for 14 days and needed a ventilator to stabilize his oxygen levels. It wasn't until he came out of the coma on April 4 that he learned he did indeed have COVID-19. After he woke, he remained on the ventilator for six more days.

Compassionate Care

"I remember the ventilator was so uncomfortable and I was coughing so much," Ryan says. "My care team would play Hawaiian music for me at night, talk about my family, and do anything to make me feel comfortable, like putting lotion on my feet or washing my hair. They were so attentive. You have to be a special person to do this job — especially in the condition I was in."

His care team also helped his family stay connected while he was hospitalized. Due to COVID, hospitals had a no visitor policy, especially for patients who had tested positive. While the safety

measure helped reduce the virus spread, it was difficult for family members of patients. Caregivers arranged for his wife and sons to read to him over the phone and replay old Washington State University football games on an iPad while Ryan was in a coma.

"For my family, they were just scared not knowing," he said. "They were getting updates every five or six hours and it was so tough not knowing if things were going well or not."

"I wouldn't be here, but through the grace of God and the team at Sacred Heart. They did an amazing job of supporting and caring for me."

The Ride to Recovery

Now, Ryan is back at his home with his family in south Spokane. His lungs are clear, yet he has quite a bit of healing to do. He said his priority is healing and spending as much time with his family as possible.

"I always fall back on, what if I didn't make it," he said. "The more I think about it, I want to focus more time on my own health, as well as family. That's my mindset right now."

Ryan and his family spend most of their time at home and wear masks when they need to go out. They plan to enjoy spending time together—camping, playing corn hole, swimming, fishing and of course, biking. ■

 **Watch Ryan's video** as he leaves the hospital and reunites with his family.



If you think you have been exposed to COVID-19 and develop a fever and symptoms, such as cough or difficulty breathing, call your healthcare provider for medical advice.

Caring for Our Community

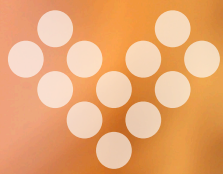
Providence has cared for our community in many ways and through many crises since the Sisters of Providence arrived in Spokane more than 130 years ago. We will continue to carry on their legacy of compassion and service.

Here are ways you can help:

- A gift to our **Area of Greatest Need Fund** gives us the flexibility to respond quickly to urgent and unforeseen needs during, and after, this critical time.
- **The Patient Assistance Fund** helps patients and their families with travel expenses, medications, utility bills, meals and other basic necessities.
- **The Employee HELP Fund** assists Providence caregivers during times of financial crisis. Your gift will ease the burden of these caregivers, who are needed on the front lines.



Consider an online gift to the Providence Health Care Foundation.



CONFRONTING THE OPIOID CRISIS FACING RURAL WASHINGTON

How One Collaboration is
Mobilizing a Comprehensive
Community Response.



*Robin was living what many would consider an ideal life. He had a loving wife and family and a successful health care career. After a prescription for pain management following back surgery developed into an opioid addiction, the life he knew drastically changed.

“I didn’t stop at my doctor’s prescriptions,” says Robin. “I knew when to say ouch. I knew how to exaggerate it to get what I needed. I took Vicodin, Oxycodone, morphine and fentanyl, which led to other drugs. As a result, I lost my career, I got divorced, and I lost my family.”

As tragic as it is, Robin’s story is unfortunately all too common. In America,¹ 130 people lose the battle to opioid addiction every day. Family physicians are scrambling to treat opiate use disorder with limited resources and more treatment programs are desperately needed—especially in rural areas where patients like Robin have minimal access to care.

Barriers to treatment, such as the stigma surrounding the condition and lack of access to care, are what inspired **Caleb Holtzer, M.D., MPH**, a family medicine provider with Providence, to lead the Tri-County Opioid Treatment Network (TCOTN), a rural opioid treatment program in Washington’s northeast counties. The result for Robin and over 300 other patients has been nothing short of life changing.

A Coordinated Response to Care

“There’s a great need in our community and a big burden of pain, and that falls to family physicians to manage that care,” says Dr. Holtzer. “There was a need for providers to take on the role of treating people with opiate use disorder and chronic pain. People don’t know how to ask for treatment. They feel marginalized.”

According to Dr. Holtzer, the interconnectedness of the Providence team makes all the difference. “We have a coordinated response and we’re all in agreement regarding medication and care thanks to our team working behind the scenes.”

In collaboration with partnering organizations in the Tri-County area, Providence care navigators, nurses and social workers support a group of wavered providers to expand access to treatment throughout the region. They do the hard work of calling patients to set up treatments, helping with transportation, and removing barriers to treatment. Most importantly, Dr. Holtzer notes, they get to personally know every patient, their families and their stories.



If you or your loved one is experiencing challenges with opioid use disorder and live in the north Tri-County area, call Monday – Friday 509-690-1303.

For help 24/7: Washington State Recovery Line 1-866-789-1511 or visit warecoveryhelpline.org.

Idaho Treatment Line 1-800-922-3406 or visit healthandwelfare.idaho.gov

“I had a couple caregivers come check on me at my home when they were off duty,” Robin shared. “Who does that? They make sure you have anything you need, like a ride to your appointment. They really go above and beyond.”

Breaking Down Stigma

“I don’t think anyone wakes up and looks in the mirror and says ‘I want to get addicted and lose my family and my life,’” says Robin. “You lose hope. You get depressed a lot, because you know what people think about you. And your own self-imposed stigma – ‘I’m an addict, I’m no good’ — you allow that to dictate your life. Stigma kept me from telling people and getting help.”

“If they didn’t have this program and doctor, I probably wouldn’t be talking to you right now. I’d be back in prison, dead, or on the streets dying somewhere.”

“The hub and spoke model is aimed at increasing community awareness of the problem, normalizing it, and treating patients humanely with a caring attitude,” says Dr. Holtzer. “The biggest difference we’ve made is people start to understand opioid use disorder in context of the chronic disease model. It’s a disease of the brain and neuro-transmitters in the brain. It needs medical attention just like any other disease. It can happen to anyone.”

“They didn’t see me as a human piece of garbage,” says Robin. “They saw me as human. The nurses were awesome. Dr Holtzer was completely awesome. They have a real program. They have patience. They cry with you. They laugh with you. It saved my life.”

“I’m really proud of our staff,” says Dr. Holtzer. “They have embraced seeing patients as important members of our community rather than someone who has a moral failing. They bring warmth and caring in a crisis and have developed therapeutic relationships with them. It really changes the patient’s belief that they can succeed in handling this problem when they see a kind face.”

Robin says the treatment program has “meant everything” to him. “If they didn’t have this program and doctor, I probably wouldn’t be talking to you right now. I’d be back in prison, dead, or on the streets dying somewhere.”

Today, Robin has been in recovery and opiate free for two years. “My relationship with my kids and my ex-wife are awesome now. If you saw me back then you would say it’s a God-given miracle. I don’t want it to sound like a wave of the wand. There’s no quick fix. But I’m telling you it works. If I can change, anyone can.”

“It’s a lot of work and also very gratifying,” says Dr. Holtzer. “It’s very rewarding to see people get better and decrease the burden of that disease on their lives.” ■



Providence Northeast Washington Medical Group was recently selected as one of the feasibility sites for the Rural Expansion of Medication Treatment for Opioid Use Disorder (RMOUD) project. Led by the National Institute on Drug Abuse, the Providence program was chosen for this two-year project because of its collaborative approach, rural experience and patients’ success. Working alongside researchers at the University of Washington and University of California Los Angeles, Providence will help design protocols for tele-buprenorphine prescribing in rural areas and identify barriers to care – all with a goal to develop a best-in-class national model.

*Name changed to protect patient identity ¹ “America’s Drug Overdose Epidemic” Cdc.gov 2017



Heart to Heart

Thanks to the generous gift of organ donation—and the comprehensive transplant program at Providence—Brian Starr is getting a second chance at life.

Be
the
re
or
for

Heart

Shortly after his 50th birthday, Brian Starr contracted a virus that would change his life forever. “I ended up with a virus in my heart, and had an autoimmune response to it,” says Brian. “Basically, my immune system attempted to reject my own heart.”

Brian’s heart was severely damaged and unable to support his active lifestyle. This made physical activities Brian enjoyed, like golfing and biking, increasingly difficult.

Comprehensive Care, Close to Home

Fortunately for Brian, he was already working with the multifaceted care team at Providence, enabling him to receive world-class treatment for his condition without traveling outside of Spokane.

“The transplant program was started 30 years ago by Dr. Timothy Icenogle with a goal of using leading-edge technology and medicine to provide the safest and best care as close to the patient’s home as possible,” says **Andrew Coletti, M.D.**, program and medical director. “Instead of getting one cardiologist they get a multi-disciplinary team to provide one of the most comprehensive holistic medical experiences that a person can get.”

While the heart transplant program at Providence is also renowned for its expertise in mechanical technology, Brian was not a candidate for a mechanical device. His only option was to wait for a suitable donor heart.

Coming to Terms With the Transplant

Even though Brian had faith in the process and his caregivers, there was a lot on his mind. “I was going through the struggle of knowing that someone else was going to end up dying for me to get a heart,” he says. “And how do I feel about that?”

“The doctors, psychologist and my wife helped me through that process,” adds Brian. “I began to

recognize there was a donor out there and that situation was separate from my needs. We talked through the common things that transplant patients work through on the mental side of this experience.”

“This is an environment where you provide more personalized care,” says Dr. Coletti. “Our team of cardiologists, psychologists, nutritionists, and nurses is able to focus on what we each do best because we have a division of labor and expertise that enables us to address all patient needs.”

Based on Brian’s body size and blood type, he was told the average wait time for a heart was 90 days. Fortunately for Brian and his family, that gift came in just two weeks.

“When you form a covenant to put someone’s heart in another person’s chest, that is a medical marriage. This is a covenant we take very seriously.”

A Family Approach to Care

Brian jokes that his transplant team was kind of like an entourage. “The doc and assistant. The transplant coordinator. The person doing recording and the pharmacist. There was an entire team in the room to attend to me. It was quite a scene.”

“What makes this program unique is that it was built on the premise that the transplant team is really your adopted family,” says Dr. Coletti. “When you form a covenant to put someone’s heart into another person’s chest, that is a medical marriage. This is a covenant we take very seriously.”



Be a donor, save a life. Give the ultimate gift of life by registering to become an organ donor. Visit Icnw.org for more information.

Dr. Coletti adds that this relationship is radically different than the relationship patients have with any other doctor. “It requires you to really know your patients well.

As medicine continues to get more impersonal, we’re going the opposite direction. We are the Marcus Welby of specialized medicine.”

“For such an extraordinary situation, you couldn’t ask for a better patient experience,” says Brian. “The nurses, doctors, floor managers and other staff involved, they got to know me personally and were constantly there to make sure my stay was pleasant. Everyone on that team—they were just fantastic and caring.”

Getting Back to Living

Today, nearly a year since his procedure, Brian describes his outlook in life as “fantastic.” “It’s huge. I get to watch my granddaughter grow up. My son and daughter-in-law continue to be great parents. Getting to see my son grow up with a wonderful life, it’s just very joyous. And I’m able to get back to living, which I haven’t done in a few years.”



Brian’s ongoing care routine consists of taking long walks, eating a healthy diet, and attending follow-up appointments to monitor his progression. “Everything has been going fantastic and I’ve had no rejection whatsoever,” he says. “I couldn’t ask for a better outcome.”

While Brian is now going longer periods between checkups, he will remain connected to the care team at Providence Spokane Heart Institute. “We follow patients from the time they develop advanced failure, to implantation of a mechanical heart and ultimately to transplantation,” adds Dr. Coletti. “Following a patient’s heart transplant, we are their primary transplant care provider.”

“It’s one of the greatest gifts that can be given and received.”

Brian was recently reunited with his transplant team as well as other transplant recipients at Providence Spokane Heart Institute during the Walk of Gratitude in early 2020. “It was amazing to see how many of us there were,” he says. “That was the biggest surprise. It was also an incredible experience for me as a patient going back to say, ‘here’s what your care did.’”

Brian hopes that sharing his personal success story will impact people in two ways. First, by reducing anxiety for those headed towards a transplant, and second, by inspiring more people to become organ donors.

“I’ve always been an organ donor and I will continue to be a donor,” Brian says. “It’s one of the greatest gifts that can be given and received.” ■



Providence Spokane Heart Institute is the only program between Seattle and Minneapolis to offer comprehensive transplant services that includes kidney, pancreas, heart and ventricular assist devices.

Celebrating its 30th anniversary, the transplant program is recognized as one of the most leading-edge programs in terms of bringing mechanical technology to patients. This recognition brings mechanical support research and clinical trials to Spokane.

The goal of the transplant program at Providence is to make sure patients are able to go home and be supported in their community.

- Brian shares more about his journey and his outlook on life in a video story created by KSPS Public Television.
- To see a video of the Walk of Gratitude event that reunited transplant recipients with their care team, visit the “Providence Spokane” channel on YouTube.



Safe in Our Care

Seven Safety Steps to Protect Your Health

Maintaining your health during the coronavirus (COVID-19) pandemic is important. Whether you need a routine medical check-up, think you may be sick, or need to schedule a procedure, it's important to see your doctor.

At Providence we're taking all necessary precautions to keep you (and our caregivers) safe, and prevent the spread of

the coronavirus. Our dedicated teams are facing a new normal, one that includes a different way to deliver health care. But one thing remains constant: Your health and safety are our top priority.

We've always been a leader in safety. These are just some of the additional protocols we've put in place to help ensure your safety when you're with us for care.



DAN GETZ, D.O.
Providence Health Care

For additional information, resources, guidance and community updates, visit [COVID-19: The New Landscape for Care](#) website.

Seven safety steps we're taking to protect your health and help you feel confident and comfortable while getting the health care you need.



SCREENING
We conduct routine coronavirus symptom screening on patients, visitors and employees.



MASKING
Our facilities have adopted policies that align with recommendations from the Centers for Disease Control and Prevention.



DISTANCING
We're taking steps to ensure appropriate distance between you and other patients, visitors and staff.



SANITIZING
Our staff are regularly cleaning waiting areas and exam rooms in between visits, and hand sanitizer stations are located throughout our facilities.



SEPARATING
COVID-19 patients, as well as those caring for them, are safely isolated from the rest of the population.



VISITORS
We are limiting people coming into our facilities to those deemed essential. This helps maintain appropriate physical distancing and reduces spread of germs.

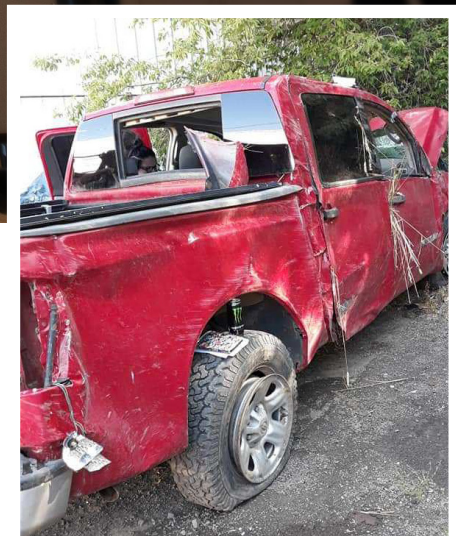


VIRTUAL VISITS
For on-demand and routine medical care, we offer virtual visits – a reliable way to see your provider from the comfort of your own home.

For additional information, resources, guidance and community updates, visit [COVID-19: The New Landscape for Care](#) website.

Innovative Equipment
Eliminates Fear of
Falling, Speeds Rehab.

LEARNING TO WALK AGAIN.



Whenever Cameron Tweedy wants to remind himself how far he's come, all he has to do is glance down at his arm. A tattoo displays the date his life changed forever: July 23, 2019.

That's when Cameron, then 20 years old, rolled his truck five times on his way to work. He was flown to Providence Sacred Heart Medical Center with a broken back, four broken ribs, a cracked sternum, a crushed ankle, a severe concussion and complete loss of function in his legs.

The Prognosis was Grim

With doctors skeptical he'd ever walk again, Cameron was in a dark place. "They thought I might be able to twitch my toes someday," he says. But now, thanks to an innovative piece of equipment at **St. Luke's Rehabilitation Institute**, Cameron is able to get around on crutches and is optimistic that he'll be able to walk down the aisle at his wedding using just a cane.



"The ZeroG is helping me learn how to trust my legs to do what they're meant to do again," says Cameron.

The ZeroG Gait and Balance System is a robotic body-weight support system designed to help people like Cameron relearn to walk and gain balance. It removes a patient's fear of falling during therapy, which is an obstacle to effective rehabilitation says Jake Allstot, assistant manager of rehabilitation at St. Luke's. "Taking that first step is scary," says Jake. "The ZeroG helps us completely take that fear away."

The ZeroG is used to aid patients with conditions such as spinal cord and brain injuries, stroke, Multiple Sclerosis, Parkinson's disease and even lower-extremity amputations. It is the only device of its kind in the Inland Northwest and is expected to serve around 1,000 adult and pediatric patients each year.

The equipment and necessary space modifications totaled \$260,000 and were made possible by generous donations to Providence Health Care Foundation. Major funders included the Craig H. Neilsen Foundation and the M.J. Murdock Charitable Trust.

The ZeroG offers patients a reduced gravity-like environment, allowing them to practice a wide range of activities such as climbing up and down stairs, getting up off the floor, getting in and out of a chair and other everyday tasks. Patients wear a harness that connects to the ZeroG robot as it tracks their movements from above. A nearby touchscreen allows physical therapists to simulate various scenarios and track a patient's progress.

"The ZeroG allowed me to stand up and hold my daughter, Hazel, again. I can pick her up and put her in her highchair."


Learning how to walk again after an injury like Cameron's is intimidating. "When you fall and hit the ground, it hurts," he says. The ZeroG simulates falls without letting the patient hit the ground. "I felt more confident because I knew that if I fell, I would be caught."

The ZeroG also reduces injuries to employees. "Our therapists don't run the risk of hurting themselves when they save a patient from a fall. Therapists can put their focus on the patient to get the best outcomes," says Jake.

Cameron marvels at the progress he's made since beginning therapy on the ZeroG. Before using the equipment, Tweedy was reaching 600 steps during a 45-minute therapy session. Using the ZeroG, he is hitting 1,500 steps.

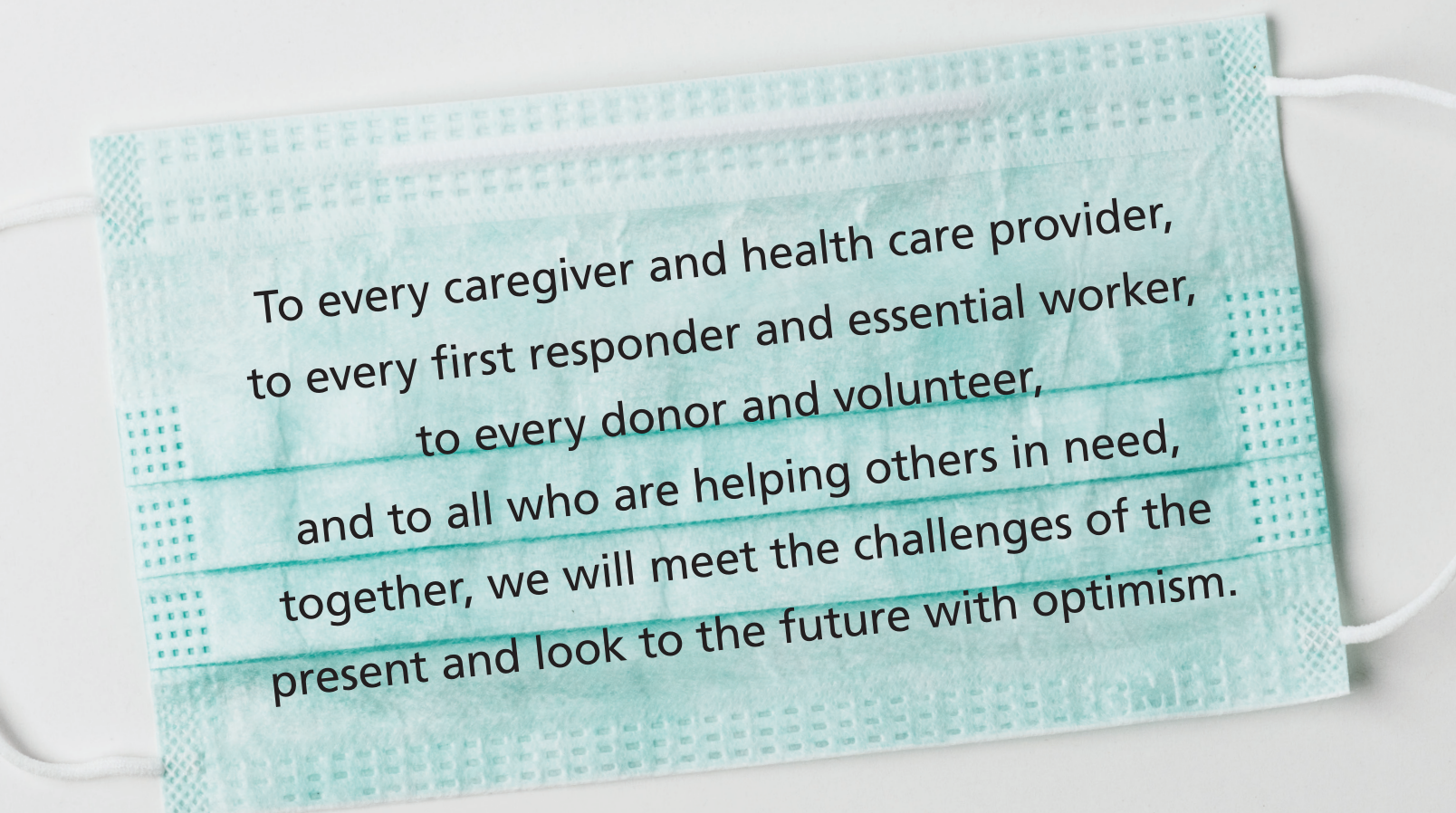


But the number of steps is just one indicator of his progress. "The ZeroG allowed me to stand up and hold my daughter, Hazel, again. I can pick her up and put her in her highchair. I can walk around the kitchen. Last night I made steaks for dinner. It's nothing shy of a miracle that I've gotten to where I am," says Cameron. "St. Luke's and the ZeroG changed my life."

 **Watch how Cameron** learned to walk again.

Make a meaningful contribution.

You can support innovative technologies and programs that are aiding patients in their recoveries by giving to Providence Health Care Foundation at providence.org/givingewa



To every caregiver and health care provider,
to every first responder and essential worker,
to every donor and volunteer,
and to all who are helping others in need,
together, we will meet the challenges of the
present and look to the future with optimism.

thank you

Together, we are **#InlandStrong**.



As expressions of God's healing love, witnessed through the ministry of Jesus, we are steadfast in serving all, especially those who are poor and vulnerable.