

# GOOD HEALTH STARTS FROM THE HEART.

**GOSHEN HEART &  
VASCULAR CENTER  
2016 ANNUAL REPORT**



Goshen Heart &  
Vascular Center



OUR PRIMARY OBJECTIVE IS TO IMPROVE THE HEALTH OF OUR COMMUNITIES. THAT'S OUR MISSION. WHEN WE COME TO WORK, THE BEST WORK WE CAN DO IS TO MAKE SURE THAT EVERY PATIENT WHO COMES TO GOSHEN HEART & VASCULAR CENTER RECEIVES EXCELLENT CARE.

Ram Khattri Chettri MBA-HCM, MS, MATS, NP-C, RN,  
Director of Heart & Vascular Services



## THE PRESIDENT'S VIEW

2016 became the fifth year in a row for the Goshen Heart & Vascular Center to be recognized for our success in providing excellent treatment and outcomes for emergency heart attack patients. The award we received – the Platinum Performance Achievement Award – is offered jointly by the American College of Cardiology and the American Heart Association.

This is also the first year we've done an annual report highlighting the work of the Goshen Heart & Vascular Center. We developed the center in 2009, partnering with Dr. Mark Smucker. We were convinced then of the need for more local heart and vascular care – and we are just as convinced today that the health of our community depends on having these medical resources readily available to them.

Together, we've created a highly interdependent team of doctors, nurses, emergency technicians and medical staff who have

- Improved patient care
- Reduced unnecessary tests
- Reduced invasive surgeries
- Saved more endangered limbs from being amputated (due to vascular disease)
- Achieved some of the fastest heart attack care and lowest mortality rates in the country

These are just a few of the highlights of what we've accomplished at the Goshen Heart & Vascular Center, providing innovative and compassionate care to our community. You're the reason we do this work.

A handwritten signature in black ink that reads "Randy Christophel".

Randy Christophel,  
President and CEO of Goshen Health

## OUR PATIENTS

### Paying attention to signs

One morning while getting ready for work, Theresa Barrick went downstairs. Her heart was racing. Theresa had previously had one ablation, so she knew this was something she needed to pay attention to. Her husband offered to drive her to Greencroft, where Theresa works as a certified nurse's assistant.

On the way there, Theresa changed her mind. She told him to take her to the Goshen Heart & Vascular Center for an EKG.

Her heart rate was 200. They wanted her to have an electrocardiogram immediately. Then they used medication to slow down the heart rate. They also did a heart catheterization to see if there were any structural changes in the heart and/or blockages in her heart arteries causing the rapid heartbeat.

"I felt so good," Theresa said. "But I thought, 'how long will this last?' Then I got a virus and couldn't go back to work."

A few weeks later, Theresa had an atrial flutter ablation procedure in the new electrophysiology lab. This ended the source of the irregular heart rhythm and restored normal sinus rhythm.

"Dr. Dixon felt he had conquered the problem," she said. "I'd encourage people who need to have this procedure not to fear it, but to go ahead and have it done. It's so much easier to make decisions when you're not under the pressure of an emergency. You'll have more confidence and peace if you're not in a crisis."

### Correcting vascular issues

A car salesman, Terry Beatty was on his feet a lot. When his legs started aching, especially his right leg, he was referred to Dr. John Martens who found Terry had severe peripheral arterial disease.

Terry required a complex peripheral arterial bypass graft in addition to an atherectomy in order to solve the problem. And, it's been good for the last year and a half to two years.

"The one thing they do that I'm so thankful for is that they kept a close watch on my artery," Terry said. "I have to go in periodically for tests."

More recently, Terry's left leg had been troubling him, so Dr. Ben Moreno put stents in his left leg femoral artery. "I love the fact they do these meetings periodically where they get input from other doctors to see what's best for the patient."

Terry said he's not experiencing any symptoms or pain. "They are absolutely marvelous!" he said. "Of course, they've got me exercising," he added. But he appreciates Goshen Heart & Vascular Center's ongoing follow-up, investment and monitoring his arteries.

### Awakened by a heart attack

At 5 a.m., James Jones, 60, woke up to pain. "It felt like my throat was being squeezed. My stomach was queasy. My chest hurt so badly, like pressure was coming out of my chest."

He took a shower, but the pain continued to get worse until finally he and his family decided he needed to go to the emergency department.

"I didn't know what was happening," James said. "Someone at the hospital said I was having a heart attack and they got me right in."

The cardiologist, Dr. Abdul Basit, performed surgery on James, entering through his wrist to locate arteries that were partially or completely blocked. Following treatment guidelines, he put a stent in an artery supplying blood to his heart that was 100 percent blocked, which was the primary source of his heart attack. Once James fully recovered, a second stent was inserted to help improve blood flow through another artery that had a significant blockage.

"Dr. Basit is awesome. He explained everything they did and answered all my questions. I'm really glad he was there!" James said.

Before his heart attack, James said he had been feeling fine. But he has a family history of heart disease: both of his parents had heart attacks, one brother has a pacemaker and the other has a defibrillator.

Cardiac rehabilitation is "a good experience, a good education," according to James. He appreciates Dr. Basit's attention to whether he is exercising, eating properly and taking his medication. Thirty percent of patients don't follow through with the changes prescribed after a heart attack.

James is committed to continuing his recovery. He also knows to call 911 if he ever experiences something similar or witnesses anyone else having a possible heart attack.



THERESA



TERRY





## MEET OUR PROVIDERS

One of the most compelling reasons to choose Goshen Heart & Vascular Center is that we have a team approach to patient care. Most of the centers in the nation are going to a team approach. We're already there. – *Abdul Basit, MD, FACC, FACP, Interventional Cardiologist*

Our goal is to be the best cardiac care provider in the region because we do not leave anything to chance. Our excellent providers bring their knowledge and experience to our team, so together we share joint ownership of our patients and practice true team care. – *Abrar Sayeed, MD, Invasive Cardiologist*

With this new electrophysiology lab, there is nothing arrhythmia-wise we can't treat here. This lab is on par with the best labs in the country. It has the same state-of-the-art technology you'd get at any research hospital. – *Mark Dixon, MD, Electrophysiologist*

The Goshen Heart & Vascular Center offers a unique approach to cardiovascular care. Our goal is to integrate the cardiovascular medical specialties creating a cardiovascular care team and true patient centered care. – *LeRoy Weaver, MD, Radiologist*

The Goshen Heart and Vascular team provides a patient first mentality. This is exemplified by our weekly multidisciplinary conference. We have highly skilled providers who can perform many procedures, but with collaboration we are able to perform the best intervention for our patients. – *Nathaniel Dew, MD, General/Vascular Surgeon*

What I find satisfying about working at Goshen Heart & Vascular is that everybody is very collegial and supportive – all with the goal of helping our patients. – *Kim Kahler, Nurse Practitioner*

We have excellent people working here. They are some of the most well-trained, intelligent, and more importantly, compassionate people that I have ever met. They come to work really wanting to help their patients every day. – *Peter Kim, MD, FACC, Invasive Cardiologist, Medical Director*

Interventional radiology allows us to use advanced imaging techniques such as CT scans, MRI or ultrasounds to diagnose vascular disease. After the diagnosis, there are certain types of disease that can be worked on a minimally invasive way – without an open surgery. – *Ben Moreno, MD, PhD, Interventional Radiologist*

Know your risk factors for heart disease. Go to your family doctor, get your physical, get your blood pressure and cholesterol checked. We can't do anything about our genetics, but we can reduce our risk factors by making healthy choices, eating good foods, exercising and not smoking. – *Nickie Ralston, Nurse Practitioner*

I enjoy working with the team at Goshen Heart & Vascular. We are making a real impact on people's lives and health. We have a great team that works well together, and we're using the best science available to help people live better lives. – *John Martens, MD, General/Vascular Surgeon*

We encourage everyone to keep track of their numbers: blood pressure, blood sugar, cholesterol and body mass index. The saying "An ounce of prevention is worth a pound of cure" is especially true when it comes to preventing coronary artery disease. – *Jami Kamp, Nurse Practitioner*





## QUESTIONS ABOUT HEART DISEASE

### What is the biggest advancement in treating heart conditions in the last 10 years?

Without question, the proliferation of minimally invasive devices to treat heart conditions and diseases is the biggest change. Twenty years ago, open heart surgery was probably the gold standard; now minimally invasive endovascular heart and vascular procedures are becoming more common over open heart surgery.

Today, a small opening in the wrist or groin is all that's needed to address many patients' heart and vascular symptoms and disease effectively. These minimally invasive procedures allow patients to go home sooner and recover so much more quickly.

### Why are early screenings so important?

There is not one answer to this. Because each person may be in a different stage of developing heart disease, the answer will vary. But overall, screenings are critically important because they can

- Help identify risk of heart and vascular disease early
- Help reduce risk factors that cause heart and vascular events
- Identify and treat heart and vascular disease early and effectively
- Help prevent emergencies
- Help prevent major complications
- Prevent amputation
- Save lives

Early identification of heart diseases means that intervention can begin sooner, preventing or reversing damage to the heart and vascular systems.

Helping patients live healthier lives is one of the missions of Goshen Health. A heart-healthy lifestyle can help prevent heart disease – as well as result in more energy and a higher quality of life.

### What is the role of the primary care provider in managing a patient's heart health?

Primary care providers are integral to patient care. They have personal and intimate knowledge of their patients across their lifespans. Their input and experience is critical to effectively evaluating and treating heart and vascular disease. In essence, they are the gatekeepers of patients' health and wellness and our partners in referring patients to cardiologists.

### Do people who have had a heart attack usually have another one?

They don't have to. The heart is an amazingly resilient organ. With rehabilitation, the heart can recover to a large degree. That's why rehab is such an important part of our treatment plans. To prevent repeat heart attacks, we form collaborative lifelong partnerships to ensure the patient's risks are reduced. We optimize medical therapy by following evidence-based guidelines. We are healing with coaching, education, supervised exercise and emotional support.

### What is the relationship of vascular disease to heart disease?

The vascular system is intricately related to the heart. There are over 60,000 miles of blood vessels inside our body consisting of major arteries, veins, all the way down to tiny capillaries. All of these vessels take away blood from the heart and bring it back to the heart. In contrast, it is less than 25,000 miles around the earth. The vascular system delivers vital oxygen and nutrients to all the cells in the body, and delivers waste to be processed by major organs of the body such as the lungs, liver, and the kidneys.

Early diagnosis of vascular disease can be critical for preventing amputations. One disease that can lead to amputation is peripheral artery disease. We suspect in our area, this condition is often underreported and undertreated – because our communities have a high incidence of factors related to peripheral artery disease – like diabetes, tobacco use, obesity and inactivity.

### What does Goshen Heart & Vascular Center do to help prevent heart disease?

Our mission – the mission of Goshen Health – is to improve the health of our communities. To reach that goal, we provide

- Health screenings at events like the Elkhart County Fair
- Calcium score testing
- Education on nutrition, diabetes and managing stress
- Education and support groups to help people stop smoking
- Fitness classes
- A community garden

We also support the American Heart Association locally in its efforts to raise awareness of heart disease, including the impact of lifestyle, recognizing the warning signs of a heart attack and knowing when to call 9-1-1.



Dr. LeRoy Weaver (facing) talks to Dr. John Martens about the challenges of managing high cholesterol.

**FACTS, FIGURES  
& HIGHLIGHTS**

**Same-day service for acute or urgent care**

We offer same-day service when a physician refers a patient to one of our cardiologists at Goshen Heart & Vascular Center.

**Platinum Performance Achievement Award**

For the fifth consecutive year, Goshen Health was awarded the Platinum Performance Achievement Award for exceptional heart attack care by the American College of Cardiology (ACC) and the American Heart Association (AHA). The Platinum Performance Achievement Award is specific to Acute Myocardial Infarction (AMI), commonly known as a heart attack.

Because we participate in this registry, we know that we are achieving the following scores in these areas:



**Overall AMI performance**

- Aspirin at arrival
- Evaluation of LV systolic function
- Reperfusion therapy (STEMI only)
- Time to fibrinolytics (STEMI only)
- Time to primary PCI (STEMI only)
- Aspirin at discharge
- Beta blocker at discharge
- ACE-1 or ARB for LVSD at discharge
- Statin at discharge
- Adult smoking cessation advice
- Cardiac rehab referral

**99.7%**

Goshen H&V

**96.1% 99.1%**

U.S. Hospitals 50th Percentile	U.S. Hospitals 90th Percentile
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**Overall excellent care**

The proportion of patients who receive “perfect care” based upon their eligibility for each performance measure. If a patient fails to receive even one therapy for which he or she is eligible, that patient fails to meet the “defect-free” criteria.

**98%**

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**79% 94.8%**

U.S. Hospitals 50th Percentile	U.S. Hospitals 90th Percentile
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**STEMI performance composite**

**99.7%**

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**97.6% 99.7%**

U.S. Hospitals 50th Percentile	U.S. Hospitals 90th Percentile
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**NSTEMI performance composite**

**99.7%**

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**95.3% 99.3%**

U.S. Hospitals 50th Percentile	U.S. Hospitals 90th Percentile
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**Proportion of STEMI patients receiving primary PCI within 90 minutes**

**96.7%**

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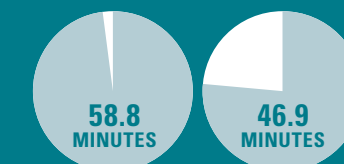
**97.2% 100%**

U.S. Hospitals 50th Percentile	U.S. Hospitals 90th Percentile
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**Median time in minutes to primary PCI for STEMI patients**



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U.S. Hospitals 50th Percentile	U.S. Hospitals 90th Percentile
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Clinical Exercise Physiologist Matt Thomas talking to a patient in the cardiac rehabilitation program.



## 2016 HIGHLIGHTS

### Vascular care highlights

We see all of our patients with vascular conditions under one roof at the Goshen Heart & Vascular Center where cardiologists, surgeons, radiologists, nurse practitioners and other allied health professionals can evaluate and determine the best treatment options for each patient's disease and risk factors.

We hold a weekly vascular case conference where each patient's treatment is presented and discussed with the complete team to decide on the best treatment plan.

We participate in the Vascular Quality Initiative® of the Society for Vascular Surgery® where we submit all of our patient care data and are compared with hundreds of hospitals across the nation. We are proud of our community and the work we do on their behalf because our long-term follow up among vascular patients is one of the best among hospitals who participate in the registry.

Many vascular patients have a dependence on tobacco. Our dedicated tobacco cessation program has achieved a high rate of success (100 percent quit during a 12-month period) among our referred vascular patients because we include medications, individual education by a certified professional and a weekly support group.

### New, state-of-the-art electrophysiology lab

The major part of the construction of the new electrophysiology lab was completed in 2016. The lab opened for full service on February 16, 2017, on the second floor of Goshen Hospital.

This state-of-the-art lab enables Goshen Heart & Vascular to diagnose and treat common arrhythmias such as AV nodal re-entry tachycardia, atrial flutter, supraventricular tachycardias, and ventricular tachycardias.

We also treat atrial fibrillation or A-fib, the most common heart arrhythmia. Over the last three years, more than 10 percent of patients admitted to Goshen Hospital had either a primary or secondary diagnosis of atrial fibrillation. Seeing the need in the community Goshen Hospital Colleagues began planning for a new lab.

The lab also has another benefit for both patients and medical providers: reduced exposure to radiation. The new 3-D mapping system allows 3-D images to be superimposed over X-ray images, reducing the number of X-rays needed and the amount of contrast we use, which can adversely affect the kidneys.



## VISION FOR THE FUTURE.

A healthy heart and vascular system is essential to overall good health and well-being. That's why we do what we do. We saw a need in our communities and wanted to address it.

In 2017, we will continue to bring new technologies to the practice of heart health in Goshen. We are planning to upgrade our Interventional Radiology (IR) lab. The new lab will have a level of automation not seen in the region before to image patients vasculature and organs from head to toe without needing to reposition or move the patient. It saves time and exposure to radiation and contrast while improving the quality of imaging and patient care.

Keeping pace with innovation in heart health is one part of offering the best care to our community. Another part is attracting and retaining the best, most compassionate healthcare providers who will work as an integral team to meet the needs of our patients.

Good health starts from the heart. And that's at the heart of what we do.



THE SINGLE BEST THING A TOBACCO-  
USER CAN DO TO SIGNIFICANTLY  
IMPROVE THEIR HEALTH, IS TO QUIT  
USING TOBACCO. I ALWAYS TELL PEOPLE  
NEVER QUIT TRYING TO QUIT.

Mark Potuck, Tobacco Education Specialist, Goshen Health





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