

PULSE

quarterly

Fall 2018

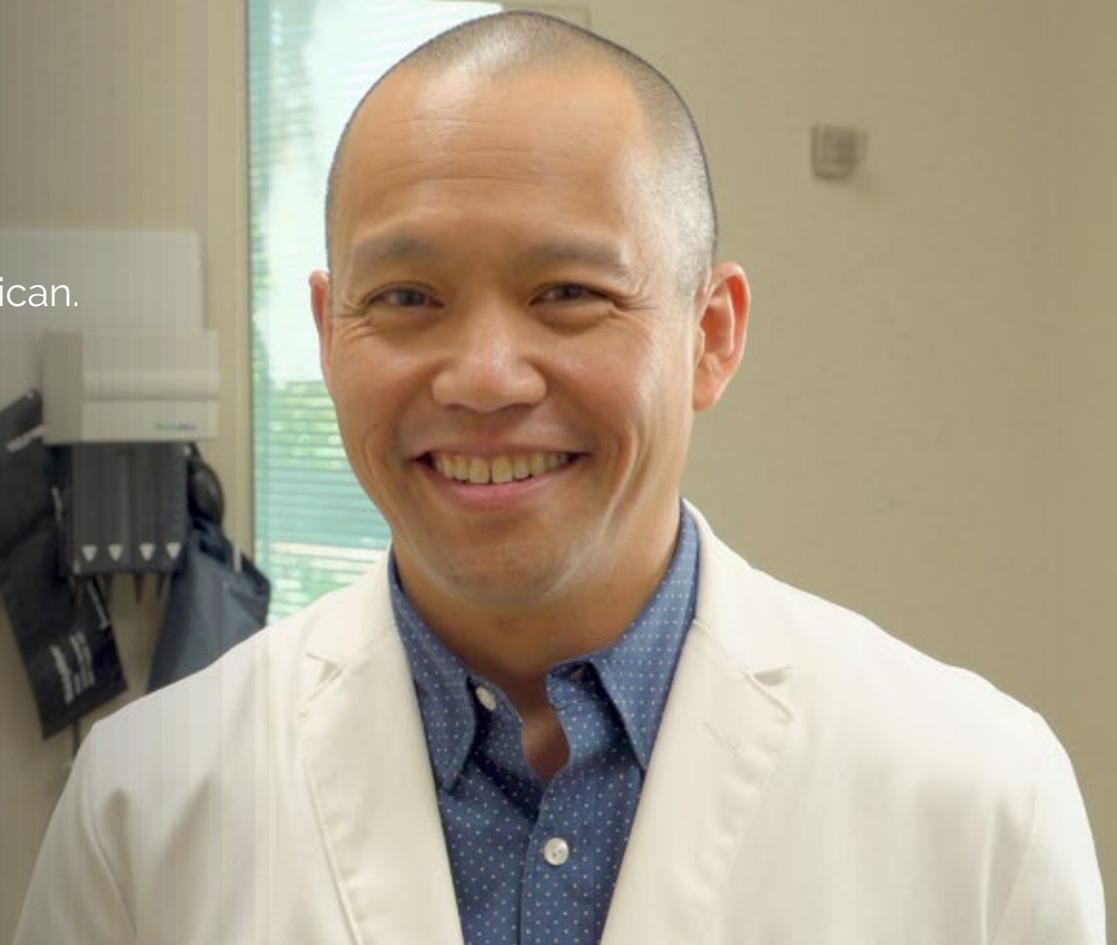
Meet Nelson

Navy veteran. First-generation American.
Spine surgeon.

Meet Evan

Construction manager. Dad of eight.
Hip surgery patient.

**Treating hearing loss for a happier,
healthier you**



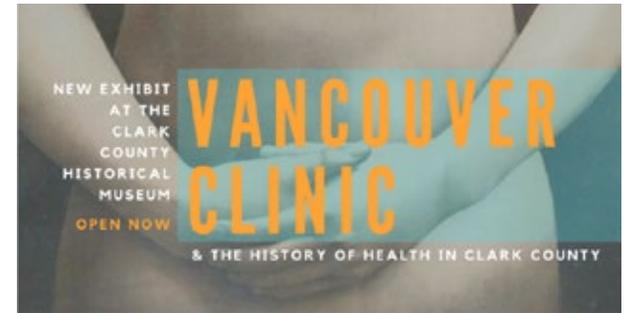
Clinic news



It's flu shot season—schedule today

Protect yourself from getting sick this winter with an annual flu shot. The flu vaccine can also help keep those around you from falling ill. Infants, children, the elderly, and individuals with compromised immune systems are at a higher risk of catching the flu. If you are part of this group, or care for those who are, it's particularly important to get vaccinated.

This season, the clinic is offering the injectable flu vaccine for adults and pediatric patients. To schedule an appointment at our Urgent Care Department for your flu vaccine, go to tvc.org/flushot. Or call 360-882-2778 to make an appointment. You may also ask to be vaccinated at your next office visit with your primary care provider.



Vancouver Clinic exhibit at Clark County Historical Museum

One of the newest exhibits at the Clark County Historical Museum is all about Vancouver Clinic. The clinic donated panels celebrating our 80th anniversary. The panels were previously on display at Vancouver Clinic 87th Avenue. The clinic also provided extra lab coats for the museum's selfie station. Visitors can explore the clinic's 80-plus years of care and discover special objects from the early days of medicine.

The museum is located in downtown Vancouver and is open 11 a.m. to 4 p.m. Tuesday through Saturday. Learn more online at cchmuseum.org or call 360-993-5679.



New neighborhood clinics opening

Additional primary care access is coming to Clark County, Washington, thanks to Vancouver Clinic and Humana teaming up to add two primary care practices to Humana's Medicare Advantage Plan network.

The two new neighborhood clinics, operated by Vancouver Clinic, will accept all Humana Medicare Advantage HMO and PPO plans offered in Washington, as well as a new Dual Eligible Special Needs Plan (for patients qualifying for both Medicare and Medicaid) that will be available Jan. 1, 2019.

The first clinic is scheduled to open January 2019, and will be located at 7809 NE Vancouver Plaza Drive in Vancouver. A second neighborhood clinic location will be added in summer 2019.

"Our community continues to grow and it's really important that we provide care close to where patients live," said Vancouver Clinic CEO Mark Mantei.

Medicare Advantage plans

They can be confusing—Let us help!



Non-contracted Medicare Advantage plans are not accepted at Vancouver Clinic. We recommend two independent insurance agencies who—with your permission—help you to compare all your available insurance options in an easy and unbiased manner. Both offer monthly workshops.

Contact the businesses below to be put in touch with a licensed insurance agent or enroll for workshops on their website.

Hargrove Financial

360-450-5013
hargrovefinancial.com

HealthCare Options NW

360-828-5544
healthcareoptionsnw.com

Vancouver Clinic is currently contracted with the following Medicare Advantage plans for 2019:

Humana Choice PPO & Gold Plus HMO & Gold Plus HMO SNP-DE

1-360-253-7523
humana.com/medicare

Regence BlueAdvantage HMO & MedAdvantage PPO

1-833-923-1518
regence.com/medicare

PacificSource MyCare HMO

1-888-863-3637
medicare.pacificsource.com

UnitedHealthcare AARP Medicare Complete HMO Plan 1, 2, 3

1-800-555-5757
AARPMedicarePlans.com

Providence Medicare Extra & Choice

1-800-457-6064
healthplans.providence.org/medicare

Meet Nelson

Vancouver Clinic's Dr. Nelson Saldua is a well-regarded and experienced orthopedic surgeon and Navy veteran. As a spine specialist, he performs some of the trickier operations in medicine, working mere millimeters away from nerves that control the body's every movement. His patients are frequently suffering when they are referred to him with bulging discs, narrowed spinal canals, and other conditions. After surgery, they use words like "pain-free," "amazed," and "night-and-day" difference.

Yet behind the impressive career is a regular guy whose favorite title is "Dad." He's a man who raps in the car and who, like many children of the 80s, once thought he had a legitimate chance of playing point guard for the Lakers. He even got into health care in part because of his parents' practical encouragement that "it's a good, reliable, recession-proof job." Of course, Saldua also had the interest and aptitude to go with it. He excelled at math and science and liked the idea of being able to improve people's lives.



Saldua, right, performs a spine surgery at Legacy Salmon Creek Medical Center.

After he graduated high school, Saldua attended the University of California in Los Angeles where he majored in biochemistry. He was wary of the six-figure debt associated with medical school and decided to join the Navy and attend the Uniformed Services University in Bethesda, Maryland. There he accrued a different kind of debt—seven years of service.

"I joined the Navy at age 24 and had no idea what I was getting myself into," the now 44-year-old said. "The world was a different place in 1998. You thought to yourself the odds you'll be in harm's way are not great."

Then the 9/11 terrorist attacks occurred. Saldua was in his final year of medical school. Once he completed his training he was put on active duty, deploying twice. He served as a primary care physician for sailors aboard the USS John F. Kennedy aircraft carrier in the Persian Gulf from 2003 to 2005. He deployed again in 2012 to a NATO hospital in Kandahar, Afghanistan.

Being a physician in the middle of a war zone honed Saldua's ability to deal with the unexpected during surgery. He spent several months at a satellite base in Afghanistan

where the environment was less than ideal.

"We were essentially operating in a tent on wooden tables in austere conditions," he said. "You want to be particular, but you can still do surgery. It's taught me to be more flexible with whatever circumstances or scenarios I'm in."

After his second deployment, Saldua returned to the U.S. and worked as a spine surgeon at Naval Medical Center San Diego. With 14 years of service under his belt, Commander Saldua opted to separate from the military. He was now married and the father of four kids, two boys and twin girls, and didn't want to risk another deployment.

Despite the fact that he was closer to harm than he ever anticipated and had to see the trauma of war up close, Saldua said he doesn't regret joining the military and would do it all again.

"It got me the medical training I wanted," he said. "I went to places I'll probably never go to again. You take care of people who really needed your help at that time in their lives. The medical care that you provide when you are



Commander Saldua in Kandahar, Afghanistan, in 2012.

deployed is a practice that you can never replicate any other way."

Saldua's service also provided another unique benefit—a connection with fellow veterans who walk into his exam room.

"We have shared similar experiences," he said. "It gives you a level of credibility that you have been in the service. It's familiar. They say, 'After what you've seen, I want you doing my surgery, because you've seen the worst.'"

With all his patients, Saldua strives to be straight-forward and honest about what spine surgery can and can't accomplish. It doesn't work

in all circumstances, and he's not afraid to tell patients that they aren't good candidates. For those patients he can help, Saldua takes the time to walk through their images in person, include family members in the conversation, and send computer animations of what will happen during surgery.

"In orthopedics, you deal with a lot of people in chronic pain, but when you do have an answer, it's dramatic and wonderful," he said.

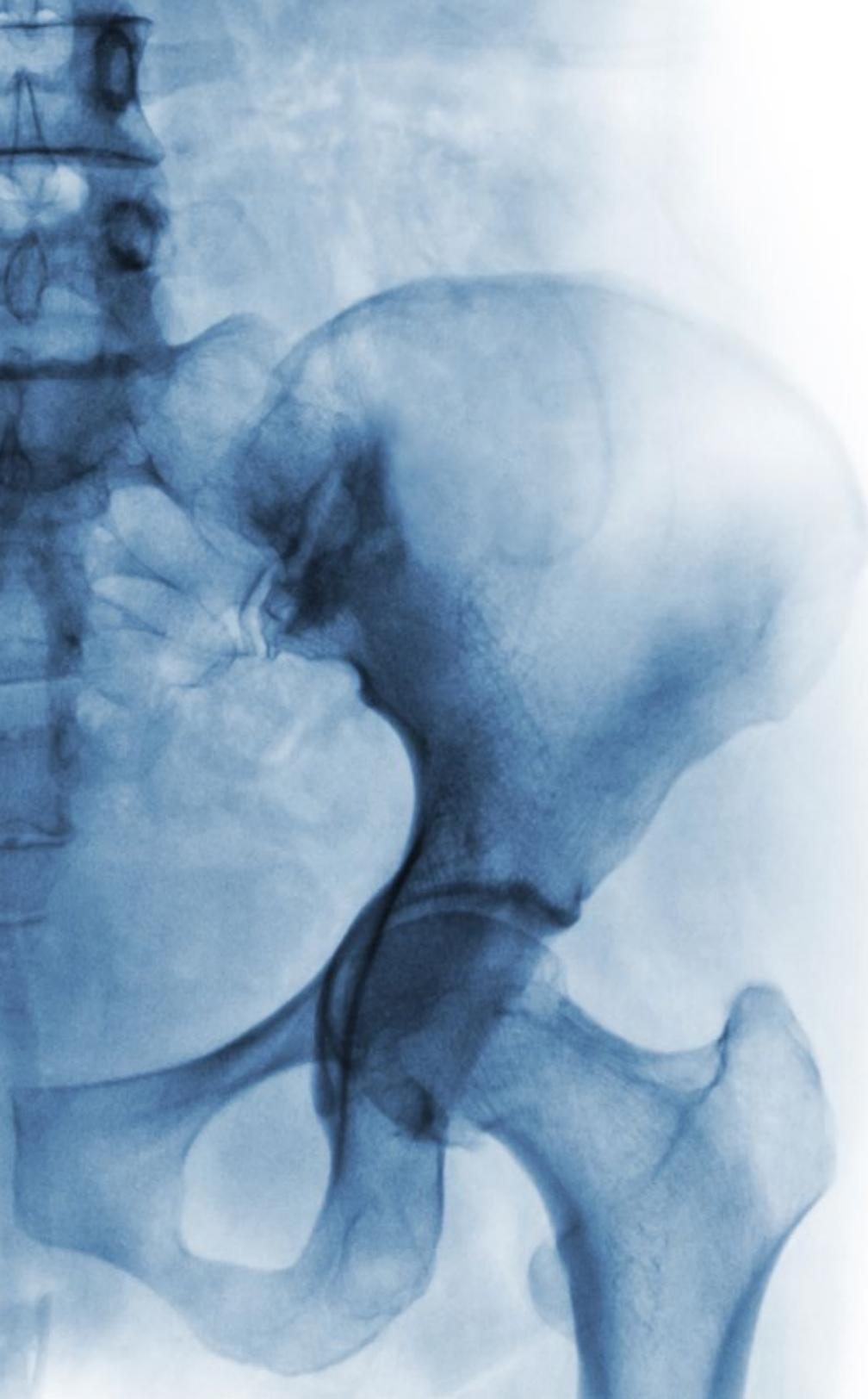
Saldua partners closely with staff at Vancouver Clinic to ensure patients have all the information they need about a surgery and are getting excellent care at every point. The

front desk makes sure patients are submitting forms with essential medical background. Medical assistants know the particulars of different surgeries and can counsel patients about after-care questions. A physician assistant oversees post-surgical care. The operating room techs at Legacy Salmon Creek Medical Center often know what instrument he wants simply by the way he's holding his hands.

"That's remarkable," he said. "It allows me to focus on protecting those nerves and putting everything in the right spot. My team is just that good at anticipating what's next."

Of course, Saldua's favorite team can't be found in a clinic. It's the one he comes home to every evening.

"I'm not one of these guys who jumps out of airplanes and skydives," Saldua said. "I want to spend as much time as I can with my family. We took our first family of six vacation to L.A. recently. They wanted to go someplace with a good hotel pool. Maybe that sounds boring, but I love spending time with my wife and kids. The more I can do of that the happier I am."



Meet Evan

Since Evan Hollett's first hip replacement in December 2015, he's caulked the entire outside of his home in Amboy, patched the siding, repainted the exterior by hand, replaced the soffits on the front and back deck, remodeled the basement, cleared a bunch of trees, and caught up on yardwork. Those are just the big projects.

"I've done more in the last couple years than the last eight years before that," he said. "Normally I would come home and rest because I was hurting. But now the kids want to run to the library and go shopping. I don't have to sit in my chair and rest."

Hollett also fit in a second hip replacement in September of 2017, ending a decade's worth of increasing pain.

Hollett, 53, was diagnosed with femoroacetabular impingement in both hips when he was in his early 40s. His hip ball and socket

were misaligned, causing the joint cartilage to wear away and arthritis to develop. At first the pain was intermittent, affecting him mostly at work or while playing sports. Eventually, however, he gave up all his extracurricular activities and did the bare minimum to keep the house going.

One time while on an out-of-town trip for the construction management company he worked for, the pain became unbearable.

"I didn't sleep for like three nights," he said. "I couldn't get comfortable. It just hurt too bad."

Hollett had already tried to manage the pain using physical therapy, cortisone shots, and prescription medications. It was time for surgery.

Hollett, his wife, and their eight children are long-time Vancouver Clinic patients. Hollett met with Dr. Michael Fleischman, a Vancouver Clinic orthopedic surgeon who is

After hip replacement, it's house projects, hoops, and family time for this dad

fellowship trained in hip and knee replacements. Between the bone-on-bone arthritis he saw on the x-rays and Hollett's description of his diminished quality of life, Fleischman had no doubts about recommending surgery. Hollett was ready to move ahead with the operation.

"You know when you feel comfortable with somebody? He looked at my x-rays and explained everything. I felt confident. Part of it

was the history of Vancouver Clinic, and part of it was the doc," Hollett said.

Fleischman is one of a handful of Vancouver-area orthopedic surgeons offering robotic-assisted hip replacements, and he was certain the approach would benefit Hollett.

"It's not that the robot does the surgery," Fleischman explained. "Robots aid us in doing the surgery

with more precision. If we put joints in the correct position they last longer. One millimeter or one degree makes a difference. Robotic-assisted surgery helps me make sure that it's precise every single time."

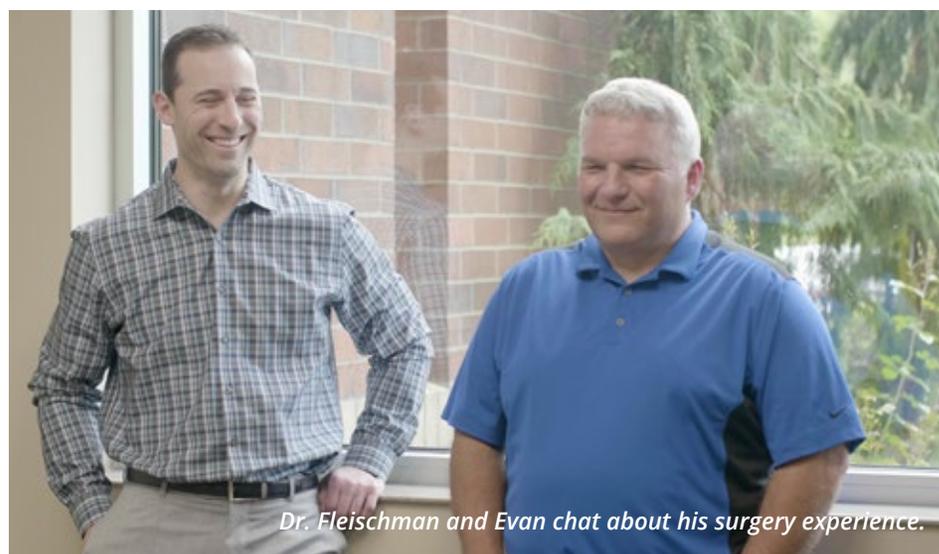
Fleischman replaced the worst hip first and performed the second surgery a year and a half later.

"It went every bit as good as I had hoped," Hollett said. "In hindsight I should have done it a lot sooner."

Today, Hollett is back to shooting hoops with his kids and doing all the house projects he can fit in during the daylight hours.

Fleischman expected a great outcome and is thrilled to see Hollett being active again.

"Evan was a patient who really wanted to get better, and that's what makes our jobs here so rewarding, when we can actually make those people's lives change," he said.





Hearing loss is one of the most common health issues in the U.S. Some 48 million Americans, including one-third of people over 65, deal with the condition, according to the Hearing Loss Association of America. We sat down with Crystal Miyake, a Vancouver Clinic audiologist, to talk about the importance of treatment. Crystal holds a doctorate in audiology and has a special interest in amplification.

Treat hearing loss for a happier, healthier you

Q: What causes hearing loss?

Crystal: Oftentimes it's just getting older. In other cases, patients are dealing with cancer, chemotherapy, renal disease, and diabetes, which are all associated with hearing loss. I also see premature babies who are now able to survive because of technology, but their hearing doesn't develop typically. Some young people in their early 20s are developing hearing loss from wearing earbuds.

Q: What can patients expect at an audiology appointment?

Crystal: We want our appointments to be an educating and empowering experience. This is about letting you know your hearing status and giving you options for how we can help you. We aren't going to say you have to

have hearing aids or you have to do this. The patient helps decide what's appropriate.

Q: Why is it important to treat hearing loss?

Crystal: Hearing loss isn't just about not hearing sounds. It affects you socially and cognitively. It's associated with depression and anxiety, because a person's world starts shrinking. With older adults, it can feed into cognitive decline and loss of brain mass. Hearing is one of our basic five senses. If you can hear well or the best you can, you can have a more fulfilling life.

Q: What are today's hearing aids like?

Crystal: They're discreet and no one can usually tell that people are wearing them. They can be

customized to a patient's lifestyle, and there's lots of flexibility for adjustments. But the patient has to be willing to make a long-term commitment to work with the audiologist. It takes patience to adapt to all the sounds you haven't heard in a long time. We just don't put hearing aids in and send people on their way. There are lots of visits and counseling. It's an ongoing dialogue

Q: Why should you work with a trained audiologist?

Crystal: We need to look at hearing aids the same way we look at knee replacements. Both the quality of the technology and the quality of the provider matter. Audiologists have been trained to diagnose and treat all different types of hearing loss. If you need hearing

aids, an audiologist has the clinical experience to make them work. Hearing aids are sophisticated instruments, and it takes many years of practice to successfully treat people using them. You can have the fanciest ones out there, but if they aren't programmed correctly, they won't help much.

Q: How can you help patients who are feeling frustrated with their current hearing aids?

Crystal: All they need to do is come in for a hearing test. We'll look at the hearing aids, assess them using the equipment we have, and try to maximize the performance before we move to anything else.