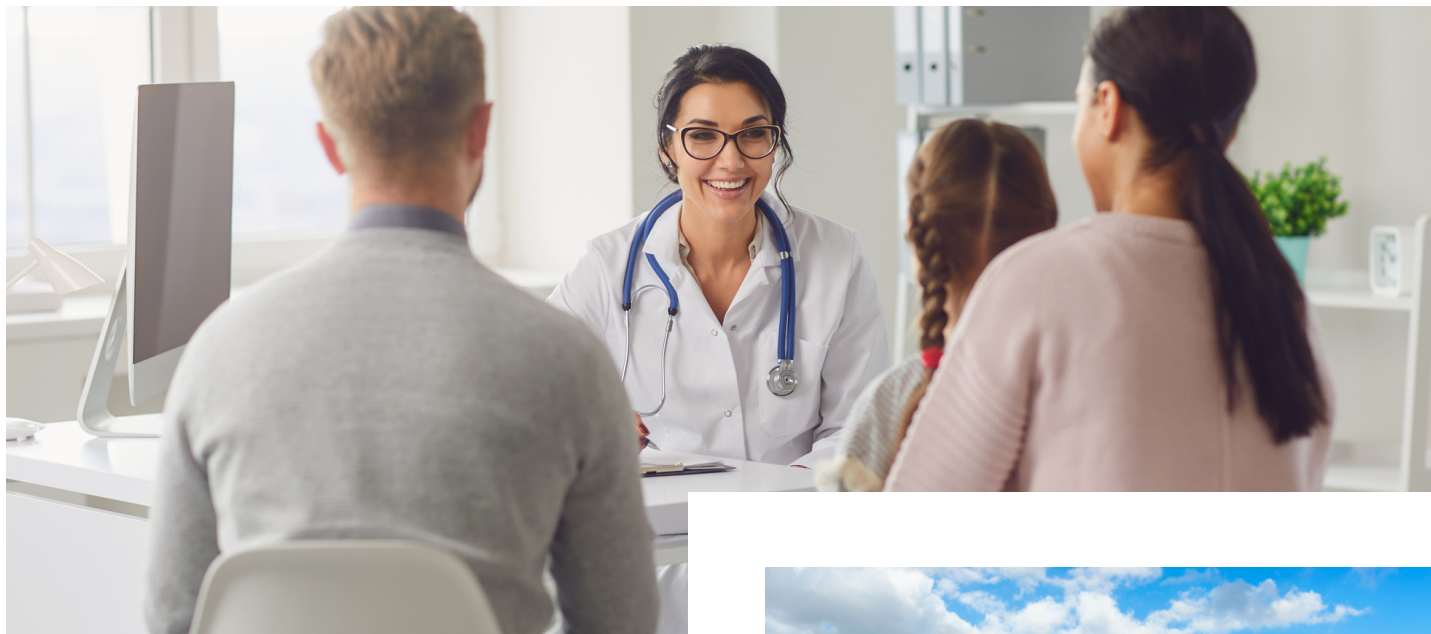


June 2023



INTRODUCTION

As we dive into the summer season, Village Health is excited to bring you the latest updates, inspiring staff stories, and valuable health information. From highlighting our exceptional staff to sharing important community events, this volume of our newsletter aims to keep you informed and engaged. Read on as we celebrate the spirit of care, compassion, and wellness throughout the month of June!



TABLE OF CONTENTS

<i>A New Hub + Our Call Center</i>	pg. 2
<i>Developments at CCRI</i>	pg. 3
<i>Physician Spotlight: Dr. Kojan Kainth</i>	pg. 4
<i>Spring Hospital's In-Patient Department</i>	pg. 5
<i>Welcome, Pat Mathews!</i>	pg. 6
<i>Physician Spotlight: Dr. Vivek Kushwaha</i>	pg. 7
<i>National Hospitals Week</i>	pg. 8



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Opening Soon!

A NEW HUB

Village Health is thrilled to announce the establishment of our brand-new Center for Business Operations. The new CBO will serve as a dedicated hub for streamlining and optimizing our business processes.



With a focus on innovation and efficiency, this centralized approach will ensure smoother operations, improved communication, and enhanced coordination among our administrative teams. By consolidating administrative functions within the CBO, we aim to eliminate redundancies, reduce administrative burdens, and promote collaboration among our administrative teams.

It's important to note that this new center is specifically designed to support our administrative functions and will have no direct impact on the day-to-day operations of our separate healthcare facilities. Our dedicated healthcare professionals, doctors, nurses, and support staff will continue to provide exceptional care to our patients, undisturbed by these organizational changes.

As we embark on this exciting journey with the CBO, we are confident that these organizational enhancements will drive positive change and enable us to better serve our communities.

CALL CENTER

Village Health is excited to announce that we have established a new in-house call center!

To deliver the best care for our patients, we've established an in-house call and transfer center, located in the Heights Hospital Emergency Room. The call center is a central hub for coordination and communication within our healthcare system. This new department is especially important now as we partner with the Village freestanding ERs, aim to increase our in-patient volume, and begin exploring ambulance traffic.



What exactly does the call center do?

- **coordinates between ER doctors, nurses, hospitalists, and specialists for transfers**
- **Ensures patients arrive to the hospital safely**
- **Alerts medical staff a patient is on the way**
- **Ensures all resources, personnel, and information to best treat the patient is ready upon patient arrival.**
- **Backs up front desk and the ER team for both administrative and clinical needs**

The call center team has been thoroughly cross-trained with the ER front desk team. The majority of our new team members are MAs – particularly helpful in the ER during busier days. The team has proven to be competent, very hands-on in shaping this new venture, and quick to adapt.

Village Health would like to warmly welcome Brenda C., Lillian G., William J., and Makayla S. to our healthcare family as our new call center team! We would also like to extend a special thanks to Lorena Martinez and the IT Team (Sheraz) in being integral to putting our call center together. We appreciate your hard work!

DEVELOPMENTS AT CCRI

Beginning in June, CCRI is set to embark on several anticipated trials covering **Lumbar Radiculopathy**, **Diabetes**, and **COPD**. This represents a significant step forward in our commitment to advancing medical research and improving healthcare outcomes for our patients.

At CCRI, we are honored to have been selected as a site for two groundbreaking thrombocytopenia trials. Start-up activities for these trials will be taking place during the month of June, and we look forward to contributing to the advancement of medical knowledge and potentially improving the lives of individuals affected by thrombocytopenia.

Research plays a crucial role in advancing medical knowledge, enhancing patient care, and ultimately shaping the future of healthcare. By actively engaging in clinical trials, we can gain valuable insights, evaluate new interventions, and ensure that our patients have access to the latest advancements in medical science.

We extend our gratitude to our patients who have chosen to participate in these trials, as their willingness to be part of groundbreaking research is essential in driving medical progress. Their contributions pave the way for future generations and help us forge new paths towards improved treatments and better health outcomes.

Stay tuned for more updates on the progress of these trials and their potential impact on healthcare. We are honored to have your trust and support as we continue our journey towards better health through research and innovation.



Welcome, Dr. Sohail Rao!

CCRI is proud to announce that Dr. Sohail Rao will be joining CCRI at The Heights Hospital as our newest research advisor. Dr. Rao's arrival marks an exciting development for CCRI, and we are honored to have him onboard. Dr. Rao joins us from McAllen, TX, and will play a pivotal role in overseeing the Podiatry Residency Program and the Graduate Medical Education (GME) Program. In addition to his role as a research advisor and program overseer, Dr. Rao will be spearheading the development of a leadership training program for the Village Health.

We are excited to welcome Dr. Sohail Rao to our team and look forward to the positive impact he will make on our medical research endeavors. His dedication to education, research, and leadership development aligns perfectly with our commitment to providing exceptional healthcare experiences and advancing medical knowledge.

CCRI is currently enrolling potential patients for clinical research studies. If you or any one you may know may be interested, please contact our office at 346-396-1217 or visit our website, ccriresearch.com



PHYSICIAN SPOTLIGHT

DR. KOIJAN KAINTH

Meet Dr. Koijan Kainth, a highly esteemed neurosurgeon at Spring Hospital who has been making a remarkable difference in the lives of his patients.

Driven by a passion for providing individualized care, Dr. Kainth has gained recognition for his conservative approach and expertise in complex reconstructive and minimally invasive spine surgery.

Dr. Kainth's commitment to patient-centered care is evident in every aspect of his practice. With a compassionate and empathetic demeanor, he takes the time to thoroughly understand each patient's unique condition and concerns. He believes in fostering a partnership with his patients, empowering them to actively participate in their healthcare decisions.

One of Dr. Kainth's key strengths lies in his conservative approach to treatment. He prioritizes non-surgical options and recommends them as the first line of treatment whenever possible. By carefully explaining the available conservative therapies, he ensures that patients have a comprehensive understanding of their condition and all possible treatment pathways. Through this shared decision-making process, patients feel empowered and confident in their treatment plan.

When surgery is deemed necessary, Dr. Kainth's expertise in complex reconstructive and minimally invasive spine surgery shines through. With years of specialized training and experience, he employs advanced techniques that minimize trauma, reduce recovery time, and optimize outcomes. He is dedicated to staying at the forefront of medical advancements, continuously updating his knowledge and skills to provide the best surgical options for his patients.

However, what truly sets Dr. Kainth apart is his belief in surgery as a last resort. He exhausts all conservative treatment options before recommending surgery, ensuring that his patients receive the most appropriate and least invasive interventions. This approach reflects his deep commitment to the overall well-being and long-term health of his patients.

Dr. Kainth's patients consistently praise his exceptional bedside manner, unwavering support, and genuine care. He ensures that every patient feels heard, understood, and involved in their treatment journey. By providing comprehensive education, addressing concerns, and offering personalized care, he builds trust and fosters a sense of partnership between himself and his patients.

Dr. Koijan Kainth's dedication to exceptional patient care, conservative treatment approaches, and expertise in complex reconstructive and minimally invasive spine surgery make him an invaluable asset to Village Health. His commitment to helping patients understand their condition and explore all treatment options ensures that they are equipped to make informed decisions about their health.

We are grateful to have Dr. Kainth as part of our esteemed medical team, and we celebrate his ongoing contributions to the well-being of our patients. His unwavering commitment to providing compassionate, personalized care reflects the values we hold dear at Village Health and exemplifies our mission to deliver exceptional healthcare to our community.

SPRING HOSPITAL'S IN-PATIENT

Meet the nurses that personify Village Health's genuine care...

Within the walls of Spring Hospital's In-Patient Department, a remarkable team of nurses works tirelessly to provide exceptional care to every patient who enters through its doors. These dedicated professionals embody a true passion for healthcare, demonstrating unwavering commitment to the well-being and comfort of those they serve. Village Health is proud to shed light on the incredible team of nurses in the in-patient department, highlighting their outstanding care and genuine dedication to the art of healing.

At the heart of Spring Hospital's In-Patient Department lies a team of nurses whose commitment to patient care sets them apart. With their extensive knowledge, skill, and compassionate nature, these nurses provide a level of care that goes beyond mere medical treatment. They strive to create an environment where patients feel valued, heard, and cared for in every aspect of their stay. "I talk to my patients," says Virginia, one of the in-patient nurses at Spring Hospital. "I like to get to know my patients and treat them as if they were my family members."

From administering medication and monitoring vital signs to providing emotional support and comforting reassurance, these nurses are the backbone of the department. Their expertise allows them to deliver care that is not only effective but also personalized to meet the unique needs of each patient. With attention to detail and a keen focus on patient safety, they ensure that every individual receives the highest quality of care throughout their hospital stay. "It doesn't matter how busy it gets," Virginia shares. "I always make sure everything is as perfect as I can make it for a patient."

What sets the nurses of Spring Hospital's In-Patient Department apart is their genuine passion for healthcare and their unwavering commitment to providing care for others. It is evident in their interactions, their willingness to go the extra mile, and their deep sense of empathy. Miranda, the nurse manager of the in-patient department says, "To me, nursing is something I do because it's what I want to do. It's my passion—I know that I was born to work in healthcare."

For these nurses, healthcare is not just a profession; it is a calling. Their true passion shines through as they approach their work with enthusiasm, dedication, and a genuine desire to make a positive difference in the lives of their patients. They understand the profound impact their care can have on a person's well-being and are

motivated by the opportunity to contribute to their healing journey.

"Discharge starts at admission," Miranda states. "You are always preparing a patient to go home from the moment they are admitted."

Beyond the physical aspects of healthcare, these nurses recognize the importance of addressing the emotional and psychological needs of their patients. They listen attentively, offer support, and provide a compassionate presence during challenging times. Their ability to establish a rapport with patients and their families creates a sense of trust and fosters a healing environment that promotes recovery.

"Sometimes, patients just want to be listened to—heard," says Virginia. "What I like about working at Spring Hospital is that I feel like I can do more one-on-one interactions with my patients. I feel like I can still have a connection with my patients in comparison to the other facilities I've worked at."

The exceptional care delivered by the nurses in Spring Hospital's In-Patient Department is also a result of their commitment to collaboration. They work closely with physicians, nurse practitioners, and other healthcare professionals to ensure coordinated and comprehensive care for every patient. Through effective communication and shared decision-making, these nurses contribute valuable insights and advocate for their patients' well-being. They understand the importance of teamwork and recognize that a collaborative approach enhances patient outcomes and overall satisfaction.



Nurse Manager Miranda (Left) and Nurse Virginia (Right)

Miranda works closely with Village Health's CNO, Heather, and Village Health's COO, Rashid Syed, to ensure that they are fostering open communication and accessibility with every member of the team. Miranda shares that seeing the difference in the departments she's worked in is what's most fulfilling about working at Spring Hospital. "It makes me feel good to see the work I do coming together and falling into place," she states.

Spring Hospital's In-Patient Department is fortunate to have an extraordinary team of nurses who provide excellent care to every patient they serve. Their genuine passion for healthcare and their dedication to the well-being of others is evident in their actions and interactions. Through their expertise, compassion, and collaboration, these nurses create an environment that fosters healing, comfort, and trust.

Their tireless efforts go beyond medical treatment, extending to emotional support and personalized care. They exemplify the true essence of nursing, transforming each patient's experience into one characterized by empathy, dignity, and hope.

"A lot of the time, nurses don't get the recognition doctors or physical therapists do. But that's okay, because when they need me the most, I'm still going to be there," says Virginia.

Spring Hospital's In-Patient Department owes its exceptional reputation to the exceptional team of nurses who bring their passion, expertise, and unwavering commitment to the forefront of patient care. Their collective efforts contribute to a compassionate and healing environment, making a significant impact on the lives of patients and their families.



**Spring Hospital's
In-Patient Suite**

**Spring Hospital's
Nurses' Station**

Village Health would like to thank Miranda and Virginia for their time and willingness to be interviewed.

Pat Mathews

Village Health's new Senior VP of
Finance and Operations

We are delighted to announce that Pat Mathews has joined the Village Health team as our new Senior Vice President of Finance and Operations. With his extensive experience and expertise, we are thrilled to have him on board as we embark on new projects and continue to enhance our internal processes.

As Senior Vice President of Finance and Operations, Pat Mathews will play a vital role in leading and overseeing financial operations, strategic planning, and development processes at Village Health. His deep understanding of healthcare finance, coupled with his strong leadership skills, will be instrumental in driving our organization forward and ensuring long-term success.

We are confident in his ability to guide us through new initiatives, streamline internal processes, and further strengthen our financial stability. His expertise will be invaluable as we navigate the ever-evolving healthcare landscape and strive to provide the highest quality care to our patients and communities.

PHYSICIAN SPOTLIGHT**DR. VIVEK
KUSHWAHA**

Dr. Vivek Kushwaha: The Heights Hospital's remarkable orthopedic spine surgeon, with his unwavering dedication, exceptional skills, and compassionate care.



Dr. Vivek Kushwaha, Village Health's esteemed Orthopedic Spine Surgeon, has played a vital role in our mission to provide unparalleled care to our patients, and his impact on both the hospital and the community we serve is truly commendable. He has been an invaluable asset, dedicating his skills, expertise, and unwavering commitment to our healthcare family. There is no doubt that Dr. Kushwaha has made an indelible impact on Village Health.

Throughout his tenure at our hospital, Dr. Kushwaha has consistently exemplified excellence in the field of orthopedic spine surgery. His proficiency and innovative approaches have transformed the lives of countless individuals suffering from spinal disorders and injuries, enabling them to regain mobility, alleviate pain, and enhance their overall quality of life.

With Dr. Kushwaha's significant involvement, the Heights Hospital's orthopedic department has flourished. In alignment with our mission to deliver the best care to our patients, he has been a driving force in elevating the standards of spinal care. By constantly seeking advancements in his field and staying up-to-date with the latest research, he ensures that our patients benefit from the most effective and innovative treatment options available. His relentless pursuit of excellence inspires the entire medical team to strive for greater heights, resulting in enhanced patient satisfaction and outcomes across the board.

Beyond his clinical expertise, Dr. Kushwaha has been an inspiring force within our healthcare community. His compassion, empathy, and genuine concern for each patient have touched the hearts of all those he has cared for.

Here at Village Health, we recognize the profound difference Dr. Kushwaha has made within our organization. His deep commitment and tireless efforts to improve the well-being of those around him inspire us all. We are privileged to witness the positive impact he has on our patients' lives and the unwavering trust and confidence they place in his care. We are committed to providing him with the resources, collaboration, and environment he needs to continue delivering exceptional care and pushing the boundaries of orthopedic spine surgery.

"The staff at the hospital makes it very easy to work here," Dr. Kushwaha shares.

Village Health is privileged to have Dr. Kushwaha as an integral part of our healthcare family, and we look forward to witnessing and supporting the continued impact of his exceptional skills and compassionate care.

NATIONAL HOSPITALS WEEK



National Hospital Week holds great significance as it provides an opportunity to honor and appreciate every member of Village Health for their unwavering dedication and hard work. It is a time to acknowledge the collective efforts of our doctors, nurses, administrators, support staff, and countless others who work tirelessly to provide exceptional care and support to patients.

During our week-long celebration, Village Health expressed gratitude for the selfless commitment displayed by our incredible crew of healthcare professionals, recognizing the vital role they play in saving lives, promoting wellness, and ensuring the well-being of our communities. Their expertise, compassion, and resilience are instrumental in delivering quality healthcare and making a positive impact on countless lives.

National Hospital Week serves as a reminder of the immense contributions made by each individual within a healthcare organization. From the frontline heroes who provide direct patient care to the behind-the-scenes teams who keep operations running smoothly, every role is essential in delivering comprehensive and compassionate healthcare services.

By expressing our appreciation and recognizing their efforts, we not only uplift the spirits of everyone in our healthcare family, but also reinforce the sense of pride and purpose they find in their work. It motivates them to continue providing exceptional care, even in the face of challenges and adversity.

National Hospital Week was a time to honor and thank every member of Village Health for their tireless dedication, unwavering commitment, and the invaluable contributions they make to the well-being of individuals and communities. Their hard work and selfless service deserve our deepest gratitude and recognition, not just during this week, but every day of the year.

Village Health would like to extend a very special thank you to our HR department – Hilda, Carolina, and Casey – for organizing the individual themes and events throughout the week. We would also like to thank our Plant Operations team and dietary teams at Spring and Heights hospitals for preparing the most delicious meals for everyone. We appreciate all your efforts and admirable work!