

May 2023



## INTRODUCTION

May springs exciting news for our newly rebranded healthcare family! With a new name, new location, and new team members, this month lives up to its reputation as our healthcare family blossoms into a Texas-size organization full of promise and eager to bring our special blend of quality care and community feel to thousands of more patients.



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[WWW.VILLAGE-HEALTH.CARE](http://WWW.VILLAGE-HEALTH.CARE)

Spring + Heights is Now

VILLAGE



HEALTH™

New Name, Same Healthcare Family.

Beginning May 1, 2023, Spring + Heights Hospitals, West Houston Surgery Center, and Village Emergency Centers are uniting under **Village Health**. Moving forward, the Spring + Heights brand will be discontinued. Hospital locations will retain their current names but with additional verbiage referencing the rebrand. For example: *The Heights Hospital, A Village Health Center*.

This change comes as a result of the remarkable growth of our hospital system. As we continue to expand to new communities and welcome new locations into the fold, it's important to build cohesion among our many facilities. Our presence now extends far beyond the communities that fostered the growth our original locations and lent their name to our previous brand. The new brand reflects a broader regional identity that welcomes patients any neighborhood.

Our name may be changing, but we remain the same family of passionate doctors, nurses, and administrators dedicated to transforming healthcare. Other than changes to facility names and new @villagehealth email addresses for certain staff, the rebrand will not have a significant impact on daily operations. Our focus remains on supporting our team in providing exceptional care to patients.



## More Facilities Reaching More Patients

An essential component of the rebrand is our expansion to several new facilities. Effective April 1, 2023, Spring + Heights Hospital System partnered with Village Emergency Centers, expanding our reach to **5 new locations** across Houston. These new facilities will function as outpatient departments of The Heights Hospital, allowing us to expand our reach significantly and to serve new patients.

The partnership was an ambitious undertaking that required incredible teamwork and dedication to accomplish. In particular, **we wish to thank:**

- Credentialing teams led by **Hilda**, consisting of **Casey, Carolina, Tonia**. Tonia was hired only 2 days before work

on the partnership began, and Carolina and Casey were both new to HR and Credentialing, yet they onboarded 90+ employees and 20 physicians with incredible efficiency.

- **Darrell, Nick, Amanda, and Sonia** who met with each nursing lead to establish supplies and inventory in addition to day-to-day site visits.
- Special Shoutout to **Heather**, who participated in all site visits, handled transfers, nursing, etc.
- The **IT team**.
- The **medical records team** led by **Lauren**.
- **Billing, Edna** to consolidate.
- Dr. Luna, Doreen Gonzales, Dr. Rosines, for their help in this transition.

These individuals were given 10 days to pull this off, and thanks to their outstanding dedication the partnership commenced on schedule. Great work, team!



# Opening Soon!

# NEW DFW LOCATION



Saint Camillus Medical Center, which provides healthcare services to the Mid-Cities communities, will reopen under new leadership and a with new name on May 22, 2023. As DFW Surgical By Village Health, the facility will continue offering quality care close to home for area residents with the added benefit of joining a Texas-sized healthcare management company experiencing record growth and remarkable patient satisfaction.

"Opening a new hospital in the Dallas-Fort Worth area is a significant milestone in our healthcare system's journey towards expanding access to high quality care across Texas. With DFW Surgical, we are excited to offer a state of the art facility, advanced medical technologies, and a team of highly skilled healthcare professionals dedicated to providing exceptional care to our patients. With this expansion, we remain committed to meeting the growing demand for healthcare services across Texas," say Dr. Mirza Baig, CEO of Village Health.

One of only three hospitals serving a population of more than 148,000, the state-of-the-art surgical center boasts 26 inpatient beds, an emergency room, and staffed by board-certified surgeons on staff. In a metroplex currently battling inequities in healthcare access, the facility represents as a vital link to medical care for local residents.

Saint Camillus was founded in 2016 to improve healthcare access in the densely populated northeastern corner of Tarrant County. The original facility was conceived as an in-patient hospital providing emergency services, surgical care, and diagnostic services. Since then, the facility has become the preferred destination for medical visits in the area, earning higher patient satisfaction ratings than other local medical facilities across multiple platforms.

The Hospital is one of two Dallas-Fort Worth area medical facilities recently acquired by the Houston-based Village Health system, as part of an ambitious expansion project that has quadrupled the size of the latter company within two years.

**About Village Health:** Village Health was originally founded to improve access to quality healthcare for suburban residents on the edge of the Houston metroplex. It carved a niche as a community medical facility with the expertise and quality of care rivaling larger, more established hospitals. Following the success and positive reputation of its first location, Spring Hospital, Village Health acquired The Heights Hospital in late 2021. Since then, the health system has expanded to eight new locations across Texas.



# Welcome, Sterling Ridge!



**N. Brian Flowers, MD,  
MPT, FAAOS, FAAHKS**  
Orthopedic Surgeon



**Jason Laurita, MD**  
Orthopedic Surgeon



**Paul Chin, MD,  
PhD, FAAOS, FAANA**  
Orthopedic Sports  
Medicine

Village Health is proud to announce Spring Hospital's partnership with Sterling Ridge Orthopaedics and Sports Medicine. A highly successful practice in their own right with three locations across northeast Houston, the Sterling Ridge team is sure to elevate our facility with the years of experience and advanced technology they bring to the table.

*"We are thrilled to announce our new partnership with Sterling Ridge, whose team of highly skilled and experienced physicians share our passion for promoting the latest advancements in surgical care, particularly through robotic-assisted surgery. With this collaboration, Spring Hospital will become a cutting-edge facility dedicated to innovation, technology, and progress. Our goal at Spring Hospital is to continue to transform healthcare for all."*

-Shazia Shah, Director of Operations at Spring Hospital

Sterling Ridge enjoys a hard-earned reputation for compassionate care. Their founding philosophy is to ensure they treat patients the way they would want to be treated. Their approach is based on open, honest communication and taking time to make sure the patient understands the recommendations of their surgeon.

In addition to their patient-centered approach to medicine, the team contributes cutting-edge technology to Spring Hospital. Doctors Eilers, Chin, and Flowers are Mako-certified surgeons. Mako is one of the latest technologies, using a robotic arm to perform full and partial knee replacement surgery. This advancement in knee surgery provides the surgeon with a personalized treatment plan based on the patient's specific diagnosis and anatomy. Benefits include more accurate implant alignment, resulting in less pain, less wear and tear, and increased lifespan of the implant.

The introduction of this technology to Spring Hospital represents a significant stride forward in Village Health's ongoing mission to provide quality care rivaling much larger, established hospitals in a convenient, community setting close to home.



**Mark Eilers, MD, MS,  
FAAOS**  
Orthopedic Sports  
Medicine



**Matthew Reid, MD**  
Orthopedic Sports  
Medicine



**William Jackson, DO**  
Orthopedic Surgeon



## STAFF SPOTLIGHT

# HEIGHTS IN-PATIENT DEPARTMENT

Each month, the Village Health newsletter highlights staff whose hard work and dedication allow our facilities to continue living up to their reputation for excellence in healthcare. This month, we highlight the Heights Hospital In-Patient Department, who have embraced the challenge of caring for a growing number of patients with higher acuity level with grace and enthusiasm.

"We started with low patient acuity and maybe one to two inpatients a week last summer - that has changed," says Sana Farooqui, Director of Operations at The Heights Hospital. "At our high point in December, our staff was taking care of 17 patients and juggling discharges so all patients could be accommodated. Last week, they deftly managed seven admissions in one day."

Along with the volume, patient acuity has also increased. In the beginning, most patients were post-surgical, with relatively fast recovery. In recent months, however, a higher volume of more medically complex cases has flowed in. "It's been an ever-evolving challenge; the team has had to step out of their comfort zone, learn and build a bigger skill set," says Heather Anderson, Chief Nursing Officer for Village Health.

Rather than shy away from the challenge, the team has embraced it. Nurse Amir Ali says, "the hospital has given me freedom to gain new experience - there is opportunity to learn and opportunity for growth." Amir was recruited to the in-patient team from Pam Health by Hospitalist Dr. Nisarg "Nish" Patel as part of a larger effort to assemble an all-star staff.

"Dr. Patel is our main hospitalist. You will definitely find him sitting in the nursing station working on charts, or visiting patients," reports Sana. "He's been critical in getting our inpatient floor up and running. Despite being a doctor, he works with the inpatient department as part of a team."

Under the leadership of Dr. Patel, our inpatient staff has worked to implement protocols and processes that allow for easy coordination between patients-efforts which have not gone unnoticed. Cards from outgoing patients and their families adorn the wall of the inpatient unit. "As demanding as the floor has become," says Heather, "to maintain that level of



Inpatient Nurse Mir Ali in east wing med surg unit, The Heights Hospital

excellence just shows how well they work together as a team."

Our inpatient department - nurses and techs alike - are a very dedicated team. They work hard to cater to each patient and their family's individual needs. This may be another day of work for the inpatient unit, but it is a potentially traumatic day for the patient and their family; the nurses and techs are very aware of this, and make each patient feel unique.

"This isn't something you can keep doing if you aren't in love with what you do," says nurse Patricia Washington. "Being a kind, loving human being is important in any job - but especially this one."

Patricia refers to herself as an old-school nurse, following in her mother's footsteps. "My mother was a candy striper - I wanted to be a lawyer, but then a voice inside called me to nursing." She describes her nursing philosophy as rooted in the care-based approach of the past but informed by modern medical science.

When asked about her hopes for the hospital's future, she says "I would love to see the whole unit full. I know there are more people in Houston who can benefit from our kinder approach."

Village Health wishes to thank Heather, who as CNO was instrumental in bridging the gap between physicians and nurses and our inpatient techs (Yumvola, Daisy, Ashley G, Ashley B, Kai) who work alongside the nurses in caring for our patients. Hope to see all 40 beds completely filled up before the end of the year!

## WHAT IS CCRI?

The Center for Clinical Research and Innovation is a Houston-based clinical research center within The Village Health System. Our goal is to advance clinical care with our diversity of experience and unique, team-based structure. We work hard to identify the most promising innovations in healthcare, and to provide access to those discoveries to our patients through advanced clinical research. We are motivated to conduct clinical research with integrity. At CCRI, we prioritize honesty in reporting data, and going the extra mile to ensure quality.

CCRI brings cutting edge clinical research and advanced clinical care to the patients who need it most. We strive to provide access to the latest treatment modalities, while ensuring equity for our patients. Research subjects who choose to be involved in clinical research through CCRI can expect to receive cutting edge clinical care backed by our team's decades of experience in conducting clinical research with safety as a priority. We pride ourselves in our ability to include minorities in clinical research. By including the underserved in clinical research, we believe we can advance the state of medicine for everyone.

**We are motivated to conduct clinical research with integrity.**

**We pride ourselves on our ability to include minorities in clinical research. Our patient population largely consists of minorities and our company is based out of the diverse city of Houston, Texas.**

**CCRI intends to bring clinical research to the patients who need it most, and by including the underserved in clinical research we believe we can advance the state of medicine for everyone.**

Phase 3 study is currently enrolling to treat patients with **Degenerative Disc Disease**.

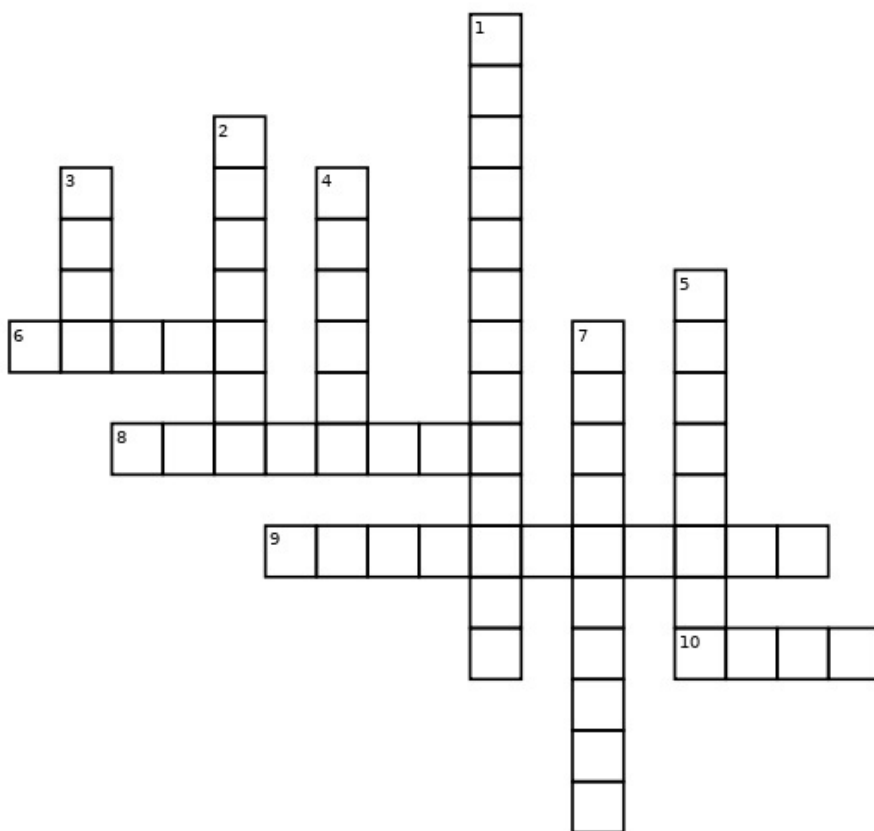
Phase 3 study is in startup. It is estimated to start enrollment in June 2023 to treat patients with **Lumbar Spine Radiculopathy**.

Phase 3 study is in startup. It is estimated to start in June 2023 for **Diabetes** to compare the efficacy of a novel drug delivery system vs. an industry standard drug delivery system.

**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](http://ccriresearch.com)**



# IT'S ALL FUN & GAMES...



L	E	P	P	M	C	O	S	M	S	R	T	L	S
A	C	O	P	T	U	L	D	H	E	I	R	G	A
T	N	S	N	P	P	S	I	S	E	A	B	S	A
I	A	T	P	H	N	L	I	N	O	H	R	S	S
P	L	E	D	A	Y	H	S	N	I	A	Y	N	A
S	U	T	O	R	T	T	S	S	H	C	R	D	E
O	B	H	E	M	P	L	P	S	H	I	T	L	Y
H	M	O	Y	A	D	A	S	R	O	T	C	O	D
G	A	S	R	C	I	E	L	T	R	A	E	H	P
N	L	C	U	Y	N	H	S	L	N	A	O	P	L
I	C	O	S	R	N	T	M	G	A	C	A	S	E
R	E	P	O	S	R	A	D	I	O	L	O	G	Y
P	P	E	T	H	C	L	A	C	C	E	T	C	H
S	U	R	G	E	R	Y	D	S	E	S	R	U	N

## Down

1. A medical treatment facility that specializes in emergency medicine and acute care of patients
2. The name of the south-facing street The Heights Hospital is located on
3. Name of the research wing of The Heights Hospital
4. The Spring Hospital's Director of Operations
5. The name of the app where you can manage your employee benefits
7. The name of the street The Spring Hospital is located on

## Across

6. The Spring + Heights Hospital's HR Director
8. The medical care and treatment of the human foot
9. A branch of medicine that focuses on the care of muscles, bones, joints, ligaments, and tendons
10. The Heights Hospital's Director of Operations

## Words to Find

- STETHOSCOPE
- HEALTH
- DOCTORS
- SURGERY
- PHARMACY
- AMBULANCE
- RADIOLOGY
- CLINIC
- SPRING HOSPITAL
- HEART
- NURSES

**WELCOME,  
DOCTORS**



**Dr. Zeid Karadsheh**  
Gastroenterologist



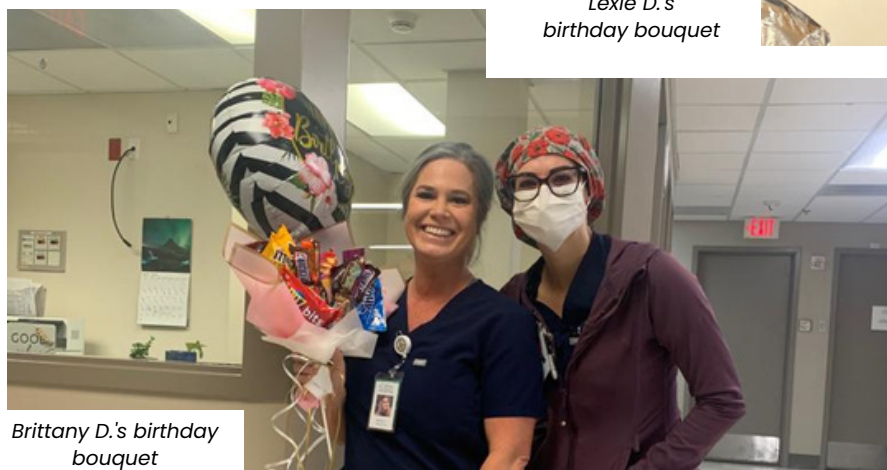
**Dr. Hadi Akhtar**  
Urologist



*Brithney C.'s birthday bouquet*



*Lexie D.'s birthday bouquet*



*Brittany D.'s birthday bouquet*

**BIRTHDAYS +  
WORK  
ANNIVERSARIES**

**BIRTHDAYS**

Dulce Sanchez	04/04
Ruben Ramirez	04/04
Brithney Castro	04/05
Yumvola Wheat	04/05
Celina Guzman	04/07
Peace Ifeduba	04/14
James Tong Nguyen	04/17
Nabila Choudhury	04/18
Brittany Delarosa	04/19
Natasha Gomez	04/19
Lexie Derrick	04/24
Patricia Washington	04/25
Cassie McGee	04/28

**WORK ANNIVERSARIES**

Mohammad Hussain	2 years - 04/04
Sara Vandiver	2 years - 04/06
Robert Keeling	1 year - 04/07
Junaid Ahmad	1 year - 04/18
Julio Lores Riveron	1 year - 04/18
Jamili James	3 years - 04/20
Maxine Anderson	1 year - 04/25
Tanisha Willis	1 year - 04/25

If you want to read more about healthcare, developments, and other news at Village Health [click here](#) to check out our weekly blogs!

To leave comments and contribute ideas for future newsletters, email us at

[digitalmarketing@villagehealth.care](mailto:digitalmarketing@villagehealth.care)