



Banner  
University Medical Center

# Endless POSSIBILITIES

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David Conant,  
Banner – University  
Medical Center  
Phoenix patient

## Innovative thinking and treatments, changing lives

**Focus on coordinated patient care to improve quality, outcomes and accessibility**

BY MEGHANN FINN SEPULVEDA

**T**he partnership between Banner Health and University of Arizona Health Network created a unique collaboration between the nationally-recognized health care institution and the University of Arizona’s medical schools in Tucson and Phoenix, transforming the future of medicine. Today, leaders at Banner – University Medicine and the University of Arizona are confident that together, the focus on treatment, education and research will bring new medical discoveries from the research bench to the bedside more quickly.

*(Continued on page 2)*



*“We have successfully performed 650 TAVR cases to date and are still conducting research.”*

—Ashish Pershad, M.D.  
Interventional cardiologist  
at Banner – University  
Medical Center Phoenix

(Continued from cover)

### Positively impacting patient care

Patients like Maureen Raine, who was diagnosed with Parkinson's disease at age 37, will benefit from this new collaboration. She was considered an excellent candidate for deep brain stimulation (DBS), a surgical alternative to medication to control side effects that were interrupting her daily activities.

"The medication I was taking made me nauseous and was limiting my ability to effectively perform my job," Raine said. "It became pretty debilitating."

Raine met with Willard Kasoff, M.D., a neurosurgeon at Banner – University Medical Center Tucson, to discuss the procedure, also offered in Phoenix, which eliminates symptoms and significantly improves the quality of life for patients with Parkinson's disease and other movement disorders.

"There is a misconception that DBS is only treatment for people with extreme cases and advanced stages of the disease," Kasoff said. "Patients like Maureen who are limited but still functional are the perfect candidates."

Kasoff and his team implanted a small battery-operated device, to deliver electrical stimulation to areas of her brain which reduces tremors and blocks involuntary movement. While DBS is not a cure for Parkinson's disease, it can safely and effectively mask and treat symptoms.

Following an overnight stay, Raine was back to resuming normal activities within a few days of surgery.

"I had no pain and felt great," she said. "I could utilize both of my hands and I wasn't shaking anymore."

Today Raine has no limitations and is enjoying time with her two children.

"Patients like Maureen often forget they have Parkinson's disease," Kasoff said. "She is a terrific success story."

### Identifying best practices, improving outcomes

Now with access to system-wide best practices, more than 900 Banner – University Medicine affiliated and employed physicians are able to collaborate in regard to the diagnosis, care and treatment of patients.

When 82-year-old Phoenix patient David Conant received the news that he had aortic stenosis, a serious heart condition that required immediate valve replacement, he was referred to the cardiovascular team at

Banner – University Medical Center Phoenix. Despite being considered too high risk for open heart surgery, Conant was a good candidate for the Transcatheter Aortic Valve Replacement (TAVR) procedure.

"I was scared," Conant said. "I didn't know if it would work."

A team of interventional cardiologists and cardiothoracic surgeons made a small incision in Conant's leg and placed an expandable aortic heart valve by inserting a catheter which was then guided to the damaged valve.

"We have successfully performed 650 TAVR cases to date and are still conducting research," said Ashish Pershad, M.D., an interventional cardiologist at Banner – University Medical Center Phoenix. "The device is very durable and the procedure is highly effective."

In recovery, Conant woke up surrounded by his family who were amazed at the success of the surgery. The color had immediately returned to his face and he was no longer pale. His left hand felt warm again and his blood pressure, oxygen levels and pulse were back to normal range.

"I looked in the mirror and saw a real healthy person," Conant said.

The next day Conant left the hospital and was able to enjoy dinner with his son, daughter-in-law and grandchildren. Today, he is doing well and has resumed his lifestyle.

"He has an excellent outlook," Pershad said.

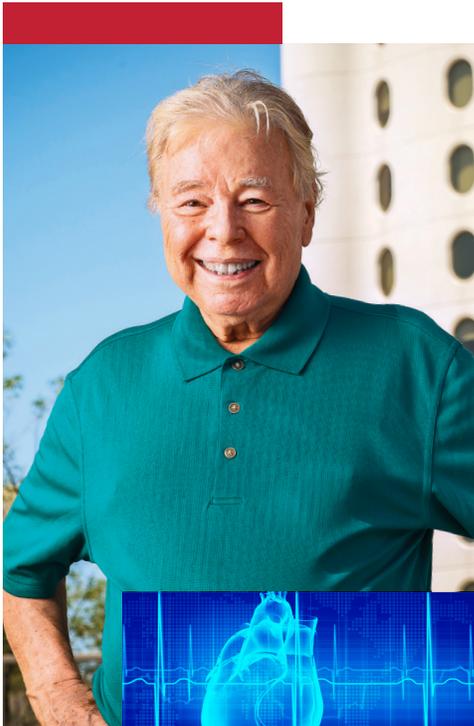
Conant has publicly spoken about his experience with the TAVR procedure at national conferences and leadership trainings. He openly expresses gratitude for the team of medical professionals who saved his life.

"They were caring, professional and extremely knowledgeable," he said. "Now I don't have an expiration date anymore."



*"I had no pain and felt great. I could utilize both of my hands and I wasn't shaking anymore."*

—Maureen Raine  
Patient at Banner -  
University Medical  
Center Tucson



*"They were caring, professional and extremely knowledgeable. Now I don't have an expiration date anymore."*

—David Conant  
Transcatheter Aortic Valve  
Replacement Recipient

# Rising voice

BY DEBRA GELBART

Young physician enjoying benefits of Banner Health – University of Arizona partnership

## It's a fact:

Doctors in training at a hospital elevate the level of patient care. This is accomplished with an emphasis on teaching a new generation of physicians the very latest in best practices. As medical residents learn from their teachers, the teachers — experienced doctors — learn from their students.

“We have to stay ahead of the curve in patient care and treatments especially because these physicians in training are asking a lot more questions throughout their program,” said Victoria Murrain, D.O., the assistant dean for graduate medical education for the University of Arizona College of Medicine-Tucson at South Campus.

That's certainly true at Banner-University Medical Center Phoenix, where, through the partnership between Banner Health and University of Arizona, medical residents like Dr. Adebisi (Bisi) Alli, D.O., M.S. are realizing amazing opportunities to grow in their profession.

Dr. Bisi Alli, a 2011 graduate of the Michigan State University College of Osteopathic Medicine in Lansing, is confident that Banner-University Medical Center Phoenix, in conjunction with the Phoenix VA Healthcare System, has been the ideal program for her to complete her internal medicine residency.

“This program graduates physicians who can deliver comprehensive and



high-value patient care,” she said. “Our attending physicians encourage advocating for our patients for the best patient outcomes. Residents thrive in this type of nurturing academic environment and so do our patients.”

### Lifelong dream

Dr. Bisi Alli's career choice comes naturally. Her father is a physician and her mom is a registered nurse. “I have wanted to be a doctor since I was a kid,” she said. “As cliché as it sounds, I simply enjoy helping people. My name translates to ‘person who makes people happy.’ During scary or stressful times in my patients' lives, I take great pride in being able to provide comfort and healing.”

### Blending patient safety, well being

After finishing her internal medicine residency last year, Dr. Bisi Alli continued to work with Banner and the Phoenix VA as the Chief Resident in Quality Improvement and Patient Safety. She helped launch a resident patient safety education curriculum, nationally recognized by the Institute

“This program graduates physicians who can deliver comprehensive and high-value patient care.”  
— Dr. Adebisi (Bisi) Alli

for Healthcare Improvement. Her interest in both primary care and patient safety will be a hallmark of her career, she said. “As a young African American female physician, my hope also is to inspire and support others who have high aspirations.”

Dr. Bisi Alli was recently hired as the director of the VA Residency Academic PACT Clinic and director of Banner Health's Quality Improvement and Patient Safety Education Program. “My patients are awesome,” she said, “and I love applying quality improvement science and a team-based approach to helping them better understand how to become healthier. We see a variety of complex patient cases, which can be daunting, but our physicians, consultants, nurses and ancillary staff work together for safer patient care and better outcomes.”



*Kathy Bollinger is the executive vice president of academic delivery for Banner – University Medicine.*

**Will other Banner patients benefit?**

All patients who receive care at any Banner facility will benefit from this new partnership. We have 900 employed physicians who are engaged in our academic mission of research, teaching and clinical care. We are taking this input and guidance and incorporating it into Banner’s overall care for patients throughout our system.

**How is care being delivered across the continuum?**

With this new partnership, we are not only focusing on complex patients but people who are in a state of wellness. We are identifying

ways to maintain good health through the influence of research and the discovery of new knowledge across the spectrum from healthy individuals to those in the final stages of life.

**Is care being coordinated between facilities in Phoenix and Tucson?**

We are already observing synergy occurring between physicians at our Phoenix and Tucson locations who share unique sets of talent for the patient populations being served.

Our pulmonary faculty, for example, is collaborating

on programs such as the Advanced Lung Institute in Phoenix and the Lung Transplant Program in Tucson. Physicians in other specialties like neurology, pediatrics and transplant are also working together to identify strengths to provide the best care delivery and patient outcomes. These physicians have a natural inclination and desire to learn from each other within their respective clinical disciplines.



# Q&A:

## Changing the landscape of health care

New partnership, future impact

BY MEGHANN FINN SEPULVEDA

**What does this mean for patients?**

It’s the coming together of two organizations that bring different skill sets, improving quality and harnessing academic rigor which is impacting health care nationally. We strive to become that go-to system patients can trust every single time. We’re in the beginning stages of our journey but patients can expect a dramatic transformation in the next few years.

From an academic perspective, these medical professionals are extremely passionate and devoted

to the science of medicine which focuses on how to diagnose, treat and prevent disease to achieve the best outcomes, and also to the science of health care delivery, leveraging the best patient experience at each encounter and being recognized as a high reliability organization.

**Can you provide an example?**

Critically-ill patients are significantly benefiting from areas such

as our Tele-ICU where we are utilizing technology to monitor and communicate with patients, family members and the care team at the bedside and implementing reliable systems across a much broader environment. We have the resources that are substantially increasing patient outcomes.

*Robert Groves, M.D., is the chief medical officer for Banner – University Medicine.*



**Will there be more research?**

It is estimated that approximately 80 percent of all discoveries in medicine occur within a small radius around academic medical centers with the majority coming directly from those facilities.

Academic medical centers are ideally situated to drive advances in society's health and health care and should consider it an

obligation. Research should be coveted as one of our main defining qualities and will be an integral part of our success.

**How are you prepared for the future of health care?**

This environment empowers excellence in patient care and drives improvement and advances in our rapidly transforming health care industry. This includes the ongoing assessment of new delivery models and flipping the equation in medicine to optimize one's health, which

places a much greater value on preventing rather than treating disease. We will facilitate the seamless integration of technology to maximize the value equation utilizing such modalities as telemedicine and electronic health records to assess data at the population health level, but more critically, at the individual level, demonstrating precision medicine.

All of this is focused on training the next generation of health care providers to be prepared for these immense changes and to be leaders in this transformation.



*Stuart Flynn, M.D., is the Dean of The University of Arizona College of Medicine – Phoenix.*



*When Banner Health and The University of Arizona Health Network joined forces, the science of medicine and the science of health care delivery came together, resulting in a broader focus on research, teaching and clinical care.*

**How will patients benefit from the new partnership?**

The transformation of academic medicine is an incredible time for all of us.

An academic medical institution and research center attracts physicians and specialists from across the country and interna-

tionally who bring vast expertise in various areas of medicine, allowing us to provide the best possible care.

**What is the focus?**

Overall, there is a lot more focus directed towards research which ultimately results in the best and most effective care. We are

looking at ways we can implement an increased emphasis on research in a way that wasn't possible before. It allows us to better understand the needs of our patients.

Our goal is to take these innovations and best practices, and apply them at the bedside to continuously improve patient care.

*Charles Cairns, M.D., is the Interim Dean of The University of Arizona College of Medicine – Tucson.*



Advancements  
in women's  
health care offer  
faster recoveries,  
revolutionary care

# Mind, body and spirit

BY ELISE RILEY

Women's health care at Banner - University Medical Center stretches past routine pap smears or obstetrics. The specialists at Banner - University Medicine take a new approach to caring for women's issues, including common health concerns, surgical procedures and even sexuality.

The spectrum of care means that women can not only receive the most advanced treatment and support, but also personalized care that's often more comfortable and less—for lack of a better word—clinical.

## Minimally invasive surgery

Facing surgery can be daunting, but gynecologic surgery can be even more intimidating for

women. The procedure addresses a woman's most sensitive parts of her body, and recuperation and healing can take time away from family, work and life in general.

Banner offers non-invasive gynecologic surgical procedures, treating conditions such as endometriosis, incontinence, fibroids, painful intercourse and more. Through a minimally invasive approach including laparoscopy, doctors can address issues without as much anesthesia, smaller or no incisions, less blood loss, and quicker recovery. It's also less costly for the patient.

"We basically do all gynecology procedures with a minimally invasive approach," said Dr. Jamal Mourad, director of minimally invasive gynecologic surgery at Banner - University Medical Center Phoenix.

"The intention is to minimize the impact on a patient's recovery, to allow her to return to normal activities sooner and to maximize health outcomes."

Dr. Mourad performs hysterectomies using a minimally invasive approach, and 75 percent of his patients can go home the same day of the procedure.

"It brings a great deal of comfort to my patients," he said. "With any surgery, there's the psychological impact, discomfort and possible risks associated with surgery. When my patients understand that they can go home the same day, knowing that they don't have to spend much time in the hospital at all, it helps them process

the information and focus on their health and recovery instead of stressing about the hospital stay."

## Sexual wellbeing

While women's health is often thought of as directly related to obstetrics or gynecology, there's more to care for in a woman's body. Dr. Debra Wickman leads a revolutionary practice that focuses on female sexual medicine in Phoenix.

"These are patients who've been struggling for a long time," Wickman said. "It's hard to talk about. They suffer silently, and they're wondering, 'Isn't there more out of life?'"

Wickman holds seminars to help women get comfortable talking



Primary care physicians and gynecologists refer patients to Dr. Mourad and Dr. Wickman. To schedule an appointment for their Phoenix office on your own, call **602-839-7601**. In Tucson, for minimally invasive surgery and women's sexual health services from Banner - University Medicine, call **520-694-8888**

about their sexuality. Physical response, loss of arousal, hormone imbalance and difficulty during intercourse are some of the issues she treats. In her office, she works with patients to help in their overall sexual wellness.

"I'm bridging both worlds," said Wickman, who is both a gynecologist and a sexual counselor. "The reason I chose this field is that medicine provides some solutions, but not all the answers. For women it's more than taking a pill, it's more than physical performance. The way to help them physically and medically is to address the whole aspect of their being—body, mind and spirit."

During an exam, Wickman gives her patients an iPad that's connected remotely to a camera so patients can see what a doctor sees.

"They ask questions, they can see, they can be empowered," she says. "We break down barriers. There's a mind-body connection to this."



BY BRIAN SODOMA

In 2010, Southern Arizona took a huge step forward in pediatric care. With the opening of the Diamond Children's Medical Center, a long-time dream of its Physician-In-Chief, Faye Ghishan, MD, was realized.

Ghishan, who had come to Arizona from Vanderbilt University in the mid-1990s, had always envisioned a dedicated pediatric medical center committed to best practices—but one that could also enhance patient care with the help of the University of Arizona's research efforts.

Diamond Children's, which houses pediatric and neonatal intensive care units, a healing garden, play areas on every floor and plenty more, was indeed that facility.

This dream could not have been made possible without a \$15 million donation from the Diamond Foundation, a long-time Tucson-based philanthropic organization founded by real estate investor and entrepreneur, Donald Diamond.

"We gave the lead gift in hopes that others would value having a children's medical center in Southern Arizona and that they would follow our lead in helping to support it," said Helaine Levy, executive director of Diamond Family Philanthropies.

The lead gift has done just that. Through the years, with added community support, Diamond Children's has

# A dream realized

Foundation gift advances pediatric care in Tucson and beyond

expanded services for both common and complex children's medical concerns. And it has embraced the latest research to shape some of the most progressive and sought-after pediatric medical care in the state.

## Future of pediatric care

At its core, Diamond Children's embraces a family-centered care model and enjoys very high patient satisfaction rates. The medical team strives to communicate effectively with family members about care for their loved one and is sensitive to cultural needs.

"It's not just the physician talking to the patient," Levy added. "The whole family is part of the experience."

Diamond Children's also makes the most of its partnership with the University of Arizona's Steele Memorial Children's Research Center. Headed by Ghishan as well, the center has conducted critical research that supports pediatric care at Diamond Children's.

In one example, the Steele Center studied how a specific ingredient in the spice, turmeric, aids in the treatment of Crohn's disease and ulcerative colitis. Researchers are also involved in a multi-center clinical trial evaluating therapeutic hypothermia to slow or prevent brain injury in infants and children with cardiac arrest. In addition, oncology researchers are exploring ways to improve outcomes for bone marrow transplants.

## Beyond Tucson

The recent merger with Banner Health establishes an entity with an even stronger non-profit mission and brings new opportunities for Diamond Children's to spread its expertise far beyond Southern Arizona.

Banner's existing network of pediatric medical excellence, along with the expertise found at its Cardon Children's Medical Center in Mesa, is the perfect complement to Diamond Children's expanding research and service lines.

"Because Banner is such a wide network, the research and clinical care that can be initiated here and in Phoenix can be shared among the other Banner Children's programs throughout their system," Levy added. "Together, the two children's medical centers will complement each other's strengths and build upon them to provide care to even more of Arizona's children."

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# WORLD-CLASS, EARTH-SHATTERING, AWE-INSPIRING, NEW FACE OF MEDICINE.

This new collaboration brings together the best medical discoveries from University of Arizona and the best in health care delivery from Banner Health. It's doctors, researchers, and the future faces of medicine all collaborating to transform health care for patients throughout Arizona. We're working together to tackle the biggest challenges and the future is full of endless possibilities.



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