



WINTER 2003

partnersin care

Duke University Health System and the Community: Working Together to Improve Health Care

Welcome to the Community Report

We are pleased to present our first *Partners in Care*, a report to the community that highlights the numerous ways Duke University Health System and our world-class network of regional health care organizations are involved in the community.

In creative and collaborative partnerships, we are working hand in hand with other community organizations to improve health care for all Durham citizens, regardless of the

ability to pay. By combining our knowledge, efforts, and resources, we can do more collectively than each of us could do alone. Together, we are building a healthy community.

For almost 75 years, Duke has been committed to serving the health care needs of Durham and the region by providing the best in patient care, the latest advances in research, and excellence in teaching the next generation of health care providers.

Yet, we know that the care we provide extends beyond our walls and into the community. That's why we are dedicated to continuing a tradition of creating and maintaining partnerships to serve our community. We see this as just another way of honoring the commitment we have made to you. We hope you will enjoy reading about some of these exciting partnerships in this report.

Bringing Care to the Neighborhood

Lyon Park Clinic is a partnership between Duke and other community organizations that's meeting the needs of residents in Southwest Central Durham—one patient at a time.

Making sure that all people who live in a neighborhood have access to good health care is one of the keys to building a better and stronger community.

That's just what the Lyon Park Clinic, a health clinic located in the renovated Community Family Life and Recreation Center at Lyon Park, is doing for residents of the West End area of Southwest Central Durham.

Lincoln Community Health Center and the Duke Division of Community Health jointly operate the clinic. Calvary Ministries of the West End Community, Inc., the nonprofit organization that owns the center, also is a partner.

"As part of the Durham community, Duke University Health System is dedicated to bettering the health of all Durham's citizens," says MaryAnn E. Black, associate vice president of Community Affairs for the Health System.

"The Lyon Park Clinic is an outstanding example of the many programs in which the health system, Lincoln Community Health Center, and other community organizations come together to create and operate a program to serve Durham residents."

Evelyn Schmidt, MD, chief executive officer of Lincoln, says the collaboration is "giving the community, especially the underserved, another access point for health care. The clinic helps new patients overcome financial, language, and cultural barriers to care. It also offers a more convenient location for patients who have been receiving services elsewhere and provides important follow-up services for those patients."

Since May 2003, the clinic has been providing primary health care services (see sidebar on page 8)

to residents, ranging from infants to the elderly. As of October 1, there had been 515 patient visits to the clinic, which has two examination rooms. Patients, regardless of where they live, can make same-day appointments.

"It's good. You get lots of attention and don't have to wait long to get an appointment," says Milagro Rivas Santa Maria about the clinic through a Spanish interpreter when she recently took her sons, Carlos, 9, and Bryan, 6, for services. The family relocated from El Salvador two months ago.

Lyon Park Clinic shows the value of bringing health care into the neighborhood, explains Susan Yaggy, chief of the Duke Division of Community Health. "This clinic took off from its first day because the community wanted it," she says.

"We're seeing patients for illness and injury—but we're also seeing patients for the preventive care that lower income folks don't always receive, like physicals. This gives us the opportunity to educate patients to better care for themselves, and to detect problems early, when they are small and often treatable. We are pleased that the community and city asked us to be part of this neighborhood renaissance."

Lyon Park is a member of The Duke-Durham Neighborhood Partnership, which supports efforts by residents of the 12 neighborhoods closest to Duke campus to improve quality of life and boost student achievement in the seven public schools

that serve those neighborhoods.

The renovated Community Family Life and Recreation Center, formerly a 1920s-era school building, opened in 2002. Its programming schedule includes a Head Start program, a senior citizens program, Duke's Partners for Youth



Physician assistant Diane Davis weighs 6-year-old Bryan Parada Rivas during a check up at the Lyon Park Clinic.

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DUKE UNIVERSITY HEALTH SYSTEM



LETTER TO THE COMMUNITY

Dear Friends and Neighbors,

A community is a living thing—one that, like any living thing, relies on a variety of specialized systems all working together to ensure its health and well-being. Here in Durham, our community is using its sophisticated resources and vibrant spirit to enhance the health of all its residents in more powerful and effective ways than ever before.

For almost 75 years, Duke has been committed to innovation and excellence in health care. While the impact of our leadership in medical education, biomedical research, and clinical care is often felt globally, we're equally dedicated to acting locally—to doing everything we can to enhance our hometown's health. Toward that end, we partner with many other health providers, as well as a variety of government, educational, and other public service organizations, to make a broad spectrum of high-quality health services available to our neighbors. These partnerships do much more than avoid duplication of effort: they also create a unique synergy of abilities and perspectives that spawn exciting new ideas and innovative ways to enhance health.



As our dedicated researchers continue to probe the fundamental nature of the serious diseases that affect human beings, many of their discoveries are leading right back to a very fundamental concept: the power of prevention. These insights are, in turn, inspiring new ways for community organizations to work together to help people enjoy longer, healthier lives. Such strategies may focus on delivering health care in the classroom or health education in the neighborhood clinic. They may rely on partnerships between two organizations or twenty. They may involve services ranging from free blood pressure screenings to the most sophisticated surgical procedures. But they all have one thing in common: a strong spirit of community dedicated to making Durham a healthier place in every possible way.

We hope you enjoy reviewing this report on our recent activities toward that goal, and we invite you to join us in creating a healthier Durham.

Ralph Snyderman, M.D.

Ralph Snyderman, MD
President and CEO, Duke University Health System
Chancellor for Health Affairs, Duke University Medical Center

At Work in the Community

Duke University Health System (DUHS) works with many community initiatives to improve health care in Durham. Here is a glance at a few of them:

Durham Community Health Network (DCHN)

DCHN, also known as Carolina Access II, provides health care support for families and individuals, especially those with chronic and life-threatening conditions, who are on Medicaid.

Duke was one of the original demonstration sites for the state of North Carolina initiative and has been serving Medicaid patients since 1998. The Duke network is currently serving 15,400 patients in Durham County.

The program works with the patient's health care provider to ensure that patients are receiving the recommended care. The free service includes 24-hour access to a nurse by phone, management of health or medical conditions, help in understanding medical recommenda-

tions and medications, bi-lingual staff, arranging transportation to and from medical appointments, referral services, and information.

The program is a service of the Duke Division of Community Health (a joint division of the Department of Community and Family Medicine and the School of Nursing), Duke Children's Primary Care, Lincoln Community Health Center, Durham County Health Department, Durham County Department of Social Services, Duke Outpatient Clinic, and Durham Pediatrics.

For more information, call 919-620-8034.

Just for Us

The program helps older adults and persons with disabilities living in Durham's public and subsidized housing facilities get the medical care they need in their homes to maintain their health and improve the quality of their lives. (See story on page 4.)

Nurse practitioners, with support from a physician, provide medical care. A psychiatrist

and clinical social worker from The Durham Center provide mental health care. Social workers from the Durham County Department of Social Services help manage care for residents.

All the services are provided in the participant's apartment. The program provides services to 235 residents who live at J.J. Henderson, Oldham Towers, Scattered Sites, Forest Hills Heights, St. Joseph's Place, and Durham Hosiery Mill.

The program's partners include the Duke Division of Community Health, Lincoln Community Health Center, The Durham Center, Durham County Department of Social Services, Durham Housing Authority, Durham Council on Senior Citizens, and Durham County Health Department.

For more information, call 919-956-5386.

Local Access to Coordinated Healthcare (LATCH)

LATCH is a program to help uninsured populations in Durham County gain access to primary care and learn about healthy lifestyle choices. (See story on page 5).

The U.S. Department of Health and Human Services, Bureau of Primary Care, funds the program. It has numerous partners including the Duke Division of Community Health, which operates the program, Catholic Social Ministries, Durham Community Health Network, Durham County Department of Social Services, Durham County Health Department, El Centro Hispano, Lincoln Community Health Center, Planned Parenthood of Central North Carolina, and The Durham Center.

For more information, call 919-620-8034.

Health Summit Identifies Issues, Seeks Solutions



MaryAnn E. Black

What will it take to make Durham a healthier place? Partly as a result of two unique gatherings held during the past year, dozens of community mem-

bers and organizations are working together in innovative ways to answer that question.

On November 12 and 13, more than 140 community members—including government officials, business leaders, health care organizations and advocates, clergy, and private citizens—gathered to identify and address urgent health issues facing Durham. Health Summit 2003 was sponsored by the Duke University Health System (DUHS), Durham Health Partners, City of Durham, County of Durham, and Triangle United Way. It was a continuation and an outgrowth of the first summit, held in October 2002.

Obesity—which puts thousands of Durham residents at risk for serious diseases—was one of the issues identified at the 2003 summit as a key focus of future efforts in transforming Durham from the City of Medicine to the City of Medicine as well as the Community of Health. Participants more broadly defined obesity (see related story on page 9) as fitness and nutrition, as well as committed to substance abuse/mental health as a secondary target.

“Major killers such as cardiovascular disease, stroke, and diabetes all have a connection to obesity,” says MaryAnn E. Black, associate vice president of Community Affairs for DUHS and one of the event’s founders. “Confronting obesity will be a community-wide project, encompassing initiatives ranging from in-school Wellness Partnership programs to address obesity in children to broad public awareness campaigns about the importance of healthful eating and regular exercise.”

Ralph Snyderman, MD, president and CEO of DUHS, pledged Duke’s commitment to helping the community seek grants to fight obesity and improve fitness and nutrition.

Summit participants committed to work on targeted areas individually or organizationally throughout the coming year. They also will share information on their efforts through a Triangle United Way resource list of community, and health and human service agencies reached by calling “2-1-1” or visiting www.unitedwaytriangle.org.

Public Education Network, Durham Public Schools, and the Health Department combines existing resources with special project grants to fund innovative school-based health programs such as a mobile dental care unit (see story on page 5) and on-site wellness clinics.

Church leaders were among several community representatives surveyed over the past year as part of Durham Health Coalition’s “Healthy People 2010” initiative. Survey results presented at the summit spotlighted

“Confronting obesity will be a community-wide project, encompassing initiatives ranging from in-school Wellness Partnership programs to address obesity in children to broad public awareness campaigns about the importance of healthful eating and regular exercise.”

MaryAnn E. Black

Health Summit 2003 began with a review of key health issues facing Durham and progress made in areas identified at the previous year’s event. Participants received a preview of the Durham County Health Assessment, which will be made public this month (December). Based on more than 18 months of research by Durham Health Partners and the Durham County Health Department, the report revealed that conditions including heart disease, many types of cancer, and sexually transmitted diseases take an excessive toll on Durham residents. In addition, there are wide disparities in availability of and access to care, especially among Durham’s African-American and rapidly growing Latino communities.

A Wellness Partnership update offered participants a look at how community partnerships can significantly improve public health. This collaborative effort among organizations including DUHS,

their desire for a “whole-person” approach linking the spiritual well-being of their parishioners with improved physical health. These findings will help guide development of faith-based health programs, a key Health Summit 2002 goal.

“The Health Summit vision is that, by sharing data, resources, and ideas, we can make significant improvements in the health of our community,” Snyderman says. “New collaborative health initiatives can take several years to bear fruit. We’re hoping that, as these programs are launched and gain momentum, the participating entities will be able to do more and more on their own. When that happens, we’ll be well on our way to a healthier community—something we’re all very eager to see.”

For more information about Health Summit events and activities, visit dukehealth.org or www.durhamhealthpartners.org, or call 919-668-3792.

Lyon Park Clinic

Lyon Park Clinic is a health clinic located in the renovated Community Family Life and Recreation Center located in Southwest Central Durham. The neighborhood-based clinic offers primary health and mental health care services to people of all ages. (See story on page 1.)

Lincoln Community Health Center and the Duke Division of Community Health operate the clinic in partnership with Calvary Ministries of the West End Community, Inc., the nonprofit organization that owns the center.

For more information, call 919-536-4205 or visit the clinic at 1313 Halley Street, Suite 137, Durham.

Pathways in Caring

Pathways in Caring is a Web-based and community-based program that provides family caregivers with much-needed technical training, and emotional and psychological support.

The Duke Division of Community Health developed the program in collaboration with the University of South Carolina School of Medicine.

The free program uses easy-to-navigate, Web-based learning modules and community-based support groups now operating at 12 sites across North Carolina and South Carolina to help family caregivers take better care of their loved ones and themselves.

For more information, call 919-681-3188.

The Tooth Ferry

The Tooth Ferry is a large van with full dental services that travels to elementary schools during regular school hours and in the summer to provide dental care to children in dire need. (See story on page 5). The free or low cost services are available to children who do not have access to a private dentist. Participating schools are selected by the Durham Public Schools based on student need.

The public/private partnership is under the auspices of Durham County government, the Durham County Health Department, and the Durham Public Schools. The Health Department now operates the program, in addition to providing dental personnel. The Duke Division of

Community Health, in partnership with the Health Department and the school system, created the program three years ago. Duke administered the program until May 2003 when it donated the van to Durham County.

For more information, call 919-560-7600.

SELF Improvement Program

SELF (Smoking, Education, Lifestyle, and Fitness) is a chronic disease preventive program funded by the Kate B. Reynolds Charitable Trust. The trust has awarded 15 five-year grants to local coalitions across North Carolina to help reduce chronic disease in low-income populations that are most at risk.

The program has three targets: curbing tobacco use, improving nutrition, and increasing physical activity. The Duke Division of Community Health administers the program.

For more information, call 919-681-3023 or visit <http://kbrselfimprove.mc.duke.edu>.

The School-Based Clinic Program

The program consists of three public school-based wellness clinics that provide health care services during school hours to children to keep them healthy and ready to learn.

The clinics are located at George Watts Elementary, Glenn Elementary, and Southern High schools. The one at George Watts Elementary also provides mental health care services. Any child at the schools can receive services regardless of the ability to pay.

The program is a service of Duke Division of Community Health, Duke University Hospital, Durham Regional Hospital, Center for Child and Family Health, Triangle Family Practice, and Durham County Health Department.

For more information, call Southern High at 919-560-2536, George Watts Elementary at 919-560-2555, and Glenn Elementary at 919-560-2211.

Promising Practices

Past, Present and Future



PROMISING
PRACTICES™

FOUR YEARS AGO, Promising Practices was a gleam in the eyes of a few forward-thinking people in the Duke and Durham community.

Duke University Health System (DUHS), Durham County Health Department, Lincoln Community Health Center, and other “safety net” agencies within Durham fleshed out a promising premise: that by taking medicine out into the community, many controllable illnesses could be managed before they escalated into emergency-room crises.

In 1999, Promising Practices was launched with initial funding from DUHS, the Kate B. Reynolds Charitable Trust, Durham County, and The Duke Endowment. Mid-level practitioners from Lincoln (working under contract to DUHS) began connecting with patients in four zip-code areas of Durham that had the highest incidence of visits to the emergency departments at Duke University Hospital and Durham Regional Hospital.

The health care providers focused on asthma, diabetes, and hypertension—three diseases where careful monitoring, education, and early treatment clearly make a difference. The program also offered home health education and nutrition support.

Now at the end of the initial three-year period, Promising Practices is evolving once more. “Promising Practices, in its original model, is dependent upon grant funds from The Duke Endowment, the Health System,

and other sources of funding,” says Gary Stiles, chief medical officer for DUHS. “In order to continue to provide community service to the underserved of Durham, we are integrating Promising Practices into the community-based services offered by the Duke Division of Community Health.”

The change allows patients currently seen under the Promising Practices program to access a wider range of programs Duke is involved in, such as the Just For Us program for the elderly and people with disabilities living in public or subsidized housing in Durham. (See story below.) In addition, patients Duke health care providers have been seeing in these community-based programs will benefit from the wisdom gained in running Promising Practices.

“Many of the original Promising Practices patients have chosen to receive services through one or more of the other collaborative Duke programs offering them a broader range of care and resources,” says Susan Yaggy, chief of the Division of Community Health. “The remaining patients were given the option of continuing care in their homes from a nurse practitioner. That care was expanded beyond the original three target conditions—asthma, diabetes, and hypertension—to include other conditions after data showed that these patients not only needed home assistance but that it improved their health.”

More than a House Call

By Marsha A. Green

When Colleen Wojciechowski, a nurse practitioner trained to treat the elderly, goes to Andrew Whitley’s apartment, it’s more than a house call.

While checking his blood pressure and listening to his heart, she gently probes for information about other matters.

“Have you run out of any of your medications?” she asks.

“Only one,” he says, pointing to the four pill containers on his kitchen table.

“Let’s see—no, you’ve got a refill for that one, but it looks like we need to call in some of the others before you run out,” says Wojciechowski, and continues her gentle questioning. “Did you get your flu shot last week? Has Mr. Scott reordered your vitamins for you? Is someone clipping your toenails?”

Whitley, who lives in the J.J. Henderson Towers public housing in Durham, listens to these questions with a smile and then answers. “I see her every month. She’s great,” he says afterward about Wojciechowski.

Whitley and Wojciechowski meet as part of “Just For Us,” a program for senior citizens and people with disabilities living in public and subsidized housing in Durham.

Many of the 235 participants in the program have multiple medical problems and chronic diseases. The Duke Division of Community Health administers the program.

“Our patients need help in understanding how our complicated medical system works so they can find the best ways to receive care,” says Kim Yarnall, MD, medical director of the program. “Some are not assertive and may not give their doctor the full picture about what medications they are on, what they are eating, what their lives are like.



Colleen Wojciechowski, a Duke nurse practitioner, takes Andrew Whitley’s blood pressure in his apartment as part of “Just for Us.”

Our nurse practitioners help them in very practical ways—from educating them about why they should do what the doctor says, to arranging transportation to the doctor, to monitoring their health, and even making sure there is healthy food in the fridge.”

Wojciechowski says that connecting participants with other resources is a major part of her job. “Our medical providers are Duke employees working as a medical extension of Lincoln Community Health Center, our mental health providers are from The Durham Center, and our social workers are from the Durham County Department of Social Services,” she explains. “Senior PharmAssist provides help with medications, and the Durham Housing Authority and the Durham Hosiery Mill provide us with free office space. Only this kind of collaboration could bring this program to folks who need so much help.”

For more information, call 919-956-5386.

LATCH Reaches Out to Uninsured

A successful program to improve health care for uninsured Latinos in Durham County has expanded to include additional immigrant populations and other uninsured individuals.

Latino Access to Coordinated Healthcare (LATCH) recently changed its name to Local Access to Coordinated Healthcare to reflect the expansion as it ends its first year of operation. In October, the U.S. Department of Health and Human Services funded the program for two more years after awarding Duke University Medical Center an initial \$835,911 grant. The renewed funding totaled \$994,734.

“The community response has been overwhelming,” says Colleen Blue, LATCH program coordinator with the Duke Division of Community Health. “There is a tremendous need for a program like LATCH, not only for the Latino community but for other uninsured Durham residents, especially the immigrant communities from Africa, Asia, the Caribbean, South America, and the Philippines.”

Through a partnership with several community organizations (see box below), Duke has created a program that uses bilingual/bicultural social workers, community health workers, and a health educator to help uninsured populations gain access to care, better manage their health conditions, and avoid risk-taking behavior. LATCH also is increasing timely prenatal care, improving the overall health of uninsured populations, and helping them access other community resources.

With the new grant, the program will continue its emphasis on improving the management of chronic disease but broaden to include injury prevention.

Overcoming Barriers to Care

“Language and cultural differences, in addition to financial and legal constraints, may cause many Latino patients and other immigrant populations to become lost in the health care system and seek care only when they are in crisis as opposed to seeking preventive care,” says Susan Yaggy, chief of the Division of Community Health. “The power of LATCH lies with the coalition of health and social services agencies that steers this program and the extraordinary effectiveness of medical, mental health, care management, and health education services our partners and staff provide.”

As of October 1, 2003, the program had provided its free services to 4,500 participants, ranging from infants to the elderly, and staff had made 610 home visits. About 90 percent of the patients were from the Durham Hispanic/Latino community, which experienced a 729 percent population increase from 1990 to 2000.

Angelina Schiavone, associate director of El Centro Hispano, says the LATCH program is helping bring health care for Latinos up to the standard for others in the community. “Many Latinos acquire highly preventable diseases like HIV, tuberculosis, and diabetes because of a lack of health care knowledge and access to care,” she says. “This strong coalition is a good step forward in eliminating health care disparities for Latinos in Durham.”

“The LATCH teams are doing an excellent job of enabling those in need to find out about a variety of community and educational resources currently available in Durham,” adds Evelyn Schmidt, MD, chief executive officer of Lincoln Community Health Center. “It is fulfilling its mission of helping people new to the community live more successfully.”

For more information, call 919-620-8034.

Community Partners

The following organizations are partnering with Duke on Local Access to Coordinated Healthcare (LATCH), a program to help improve health care of uninsured Durham County residents:

- Catholic Social Ministries
- Durham Community Health Network
- Durham County Department of Social Services
- Durham County Health Department
- El Centro Hispano
- Lincoln Community Health Center
- Planned Parenthood of Central North Carolina
- The Durham Center.

Tooth Ferry Rolls On



A Durham elementary school student is all smiles while getting an exam in the Tooth Ferry dental van.

Three years ago, the Duke University Health System (DUHS), the Durham County Health Department, and Durham Public Schools collaborated on a proposal to The Duke Endowment to fund the Tooth Ferry—an innovative way to get dental care to children who do not have access to private dentists.

At a Durham County Board of Commissioners meeting in May, the Health System donated the dental van to the county to ensure that the program can continue now that the original grant is complete.

“Over the last two years, this program has shown itself to be a highly efficient way to provide dental care,” Susan Yaggy, chief of the Duke Division of Community Health, said at the meeting. “We committed to serving eight elementary schools and wound up serving 12. The children we see have acute dental needs—the average number of procedures done is nine per student. We treated 760 children from August 2001 through May 2003.”

Partnerships Help Communities

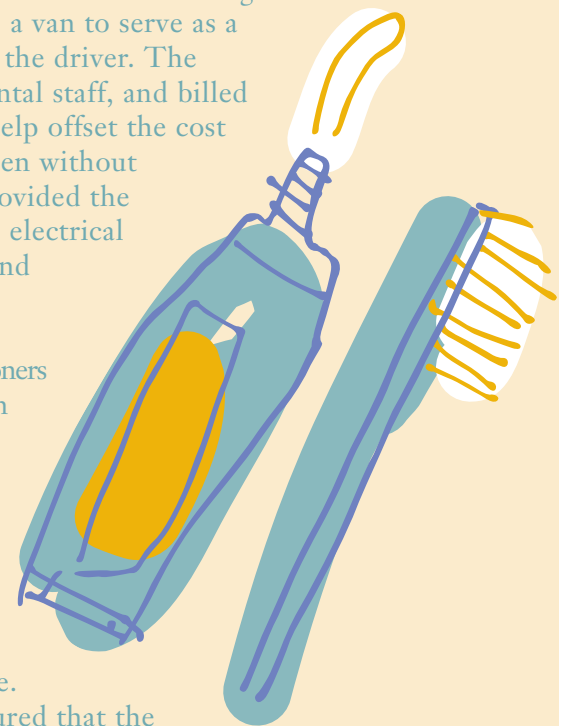
Yaggy noted that the program took a strong collaboration to get started: “Everyone had a part of the work and all of us brought resources to this program.” The Duke Endowment grant allowed DUHS to buy and equip a van to serve as a dental office on wheels, and hire the driver. The Health Department hired the dental staff, and billed Medicaid and HealthChoice to help offset the cost of providing treatment for children without insurance. The public schools provided the labor to install outside water and electrical plugs so the van could operate, and arranged for adults to escort the children to and from the van. The Durham County Board of Commissioners donated \$15,000 from interest on the lease agreement with DUHS for Durham Regional Hospital to help start the program.

“Public/private partnerships like this benefit communities greatly,” Yaggy said. “But the Health System’s role in building this program is now complete.

Through this gift, we can be assured that the Tooth Ferry, under the auspices of the Durham County Health Department and the public schools, will continue to serve Durham elementary children.”

Brian Letourneau, health director of the Health Department, also lauded the partnership. “The Durham County Health Department is very pleased to assume operational responsibility for this successful project. We appreciate all the support that Duke has provided in getting the project started and generously donating the dental van to Durham County government. We are also thankful for the tremendous support and cooperation of Durham Public Schools, particularly the elementary school principals. Without their support the project would not have been possible.”

For more information, call 919-560-7600.





Duke University Health System (DUHS) is a world-class network of regional health care organizations dedicated to employing Duke's strengths in patient care, education, and research to enhance and improve health care throughout North Carolina and southern Virginia.

Founded in 1998 to provide efficient, responsive care while responding to the changing health care environment, this partnership between Duke and several other high-quality health care organizations provides quality health services across the entire continuum of care, from prospective health care planning to wellness to hospice.

For almost 75 years, Duke has healed, cared, and offered hope to patients from around the globe. Home to many of the world's finest physicians, nurses, and health care providers, we're committed to providing the best care and service. *U.S. News & World Report* annually ranks Duke University Medical Center on its Honor Roll of best hospitals in the nation.

HOSPITALS

Duke University Hospital (DUH)

A tertiary and quaternary-care hospital, DUH is consistently rated one of the top hospitals in the United States. Its comprehensive facilities include a regional emergency/trauma center; a multi-room major surgery suite with dedicated open-heart operating rooms; an endosurgery center; an extensive diagnostic radiology area; an ambulatory surgery center; and a children's hospital and health center.

DUH also functions as a research hospital where medical advances are achieved and applied, and as a teaching hospital for students of medicine, nursing, and the allied health sciences.

Employees: 5,094
Physicians with admitting privileges: 762
Number of beds: 1,019
Patients admitted in fiscal year 2003: 36,267

Durham Regional Hospital (DRH)

The only full-service community-based hospital with tertiary care services in an eight-contiguous-county area, DRH places a strong focus on providing outstanding medical care with compassionate, personalized service.

The 27-year-old regional hospital provides inpatient, outpatient, and emergency care as well as comprehensive specialty services, including cardiovascular care, general and cardiac surgery, oncology, women's and children's services, the Durham Regional Rehabilitation Institute, and the Davis Ambulatory Surgery Center.

Employees: 1,500
Physicians with admitting privileges: More than 400
Number of beds: 369
Patients admitted in fiscal year 2003: 15,957

MISSION: Duke University Health System is committed to excellence, innovation, and leadership in meeting the health care needs of the people we serve, improving community health, and fostering the very best medical education and biomedical research.

Our Partners

Some of the major organizations or facilities Duke University Health System (DUHS) partners with and supports in providing better health care to the community are:

Lincoln Community Health Center (LCHC)

A primary care facility serving the Durham community since 1971, Lincoln Community Health Center offers a wide range of health services including adult medicine, pediatrics/adolescent, dental, behavior health services, specialty clinics, and transportation. Prenatal services also are available at the center and are provided by the Durham County Health Department. Patients are charged on a sliding fee scale according to their income.

Off-site services provided by LCHC include Early Intervention (HIV) Clinic, Health Care for the Homeless, Lyon Park Clinic, and Hillside High School Wellness Center.

The health center treated 33,334 patients in calendar year 2002 and has 165 employees. It is located at 1301 Fayetteville Street.

Durham Regional Hospital maintains the center's physical plant, biomedical equipment and grounds; and staffs and operates a satellite laboratory, pharmacy, and radiology department. The hospital also provides environmental services (housekeeping), laundry, and security services.

DUHS provided \$4.7 million in in-kind service contributions and direct support payments to Lincoln in fiscal year 2003 (see graph on page 7).

For more information, call 919-956-4000.

Durham Wellness Partnership

The Durham Wellness Partnership is a voluntary coalition of health and social service providers in Durham who support the health care needs of the 29,000 children in the Durham Public Schools.

The coalition operates as the arm of the superintendent of schools in Durham to assess need, plan services, and develop programs. It planned and developed the school-based clinic at George Watts Elementary School and the school-linked clinic between W.G. Pearson Elementary School and Lincoln Community Health Center known as the Pearson-Lincoln Link. It also planned the Tooth Ferry dental van services (see story on page 5) and Learners Teaching Learners Program.

The Duke Division of Community Health donates professional staff support to the coalition, and the Durham Public Schools provide administrative support. The other partners are Lincoln Community Health Center, Durham Regional Hospital, Duke School of Nursing Office of Community Affairs, Durham County Department of Social Services, Durham County Health Department, Durham Health Partners, Durham Parks and Recreation Department, Durham Public Education Network, and The Durham Center.

For more information, call 919-681-3187.

Durham Health Partners

Durham Health Partners is a not-for-profit community health planning organization promoting effective solutions that remove barriers to improved community health. Among its activities, the organization is responsible for the City of Medicine Program, including its annual scientific and community service awards.

DUHS and the Duke University School of Medicine provide \$25,000 in annual funding to help support the organization. Durham Regional Hospital provides office space and utilities at no cost.

For more information, call 919-470-6511.



When You Need Care **now**

Duke Urgent Care
Call 919-383-4355 or visit

http://dukehealth.org/facilities_locations/duap_urgent_care.asp



Duke Urgent Care
DUKE UNIVERSITY HEALTH SYSTEM

Duke University Health System provides emergency and urgent care to Triangle residents at its three hospitals. Duke University Hospital Emergency Department offers high quality emergency care and services, plus is a Level 1 Trauma Center—the highest designation of trauma care. Durham Regional Hospital and Raleigh Community Hospital also have state-of-the-art facilities with highly trained staff providing quality emergency and urgent care.

The Health System also conveniently offers urgent care to residents at three other locations in Durham:

Raleigh Community Hospital (RCH)

Located at 3400 Wake Forest Road in Raleigh, RCH is a full service hospital. It offers a broad array of specialty and acute care programs, including childbirth and same-day-surgery centers; occupational and physical therapy services; and an American Diabetes Association certified outpatient diabetes program.

The hospital also offers cancer prevention and treatment services including hematology/oncology and radiation oncology.

Employees: 900
Physicians with admitting privileges: 475
Number of beds: 186
Patients admitted in fiscal year 2003: 6,961

CLINICS

Duke offers primary and specialty care to patients through an extensive network of 68 clinics located throughout Durham and in 10 other counties in central North Carolina. More than 300 outreach clinics also are held each month in communities surrounding Durham.

Providers: More than 930 physicians, physician assistants, nurse practitioners, and other mid-level health care providers

Service area: 68 locations in Durham, Alamance, Wake, Franklin, Johnston, Lee, Granville, Orange, Person, Robeson, and Vance counties.

Patients seen annually: More than 1.5 million

HOME HEALTH CARE/HOSPICE CARE

Duke Health Community Care (DHCC)

DHCC offers home care services through four programs:

- Duke Community Infusion Services—for individuals who need intravenous (IV) therapy.
- Duke Community Home Health Services—for patients with an acute illness who are homebound and in need of skilled care.
- Duke Community Hospice Services—for terminally ill patients and their families.
- And Duke Community Bereavement Services—for individuals dealing with grief and loss.

Employees (all programs): 175
Patients served in fiscal year 2003 (all programs): 6,682
Service area: Duke Community Home Health and Duke Community Hospice serve Orange, Durham, Granville, Wake, Person, Chatham, Alamance, and Vance counties; Duke Community Infusion Services covers all of North Carolina, South Carolina, and Virginia.

VISION: As one of the leading national and international academic health systems, Duke University Health System will assemble and integrate a comprehensive range of health care resources providing the very best in patient care, medical education, and clinical research.

As the health care provider of choice in the region, we will improve the health of the communities we serve through the development of new and better models of health care. Through careful stewardship of our resources, we will preserve and promote Duke University Medical Center's core missions of outstanding clinical care, discovery research, and improved health for the communities we serve.

Supporting Our Community

Total in Fiscal Year 2003: More than \$133,736,000



William J. Donelan

In 1925, James B. Duke willed \$4 million to establish Duke Hospital and its medical school to improve health care in the Carolinas, then

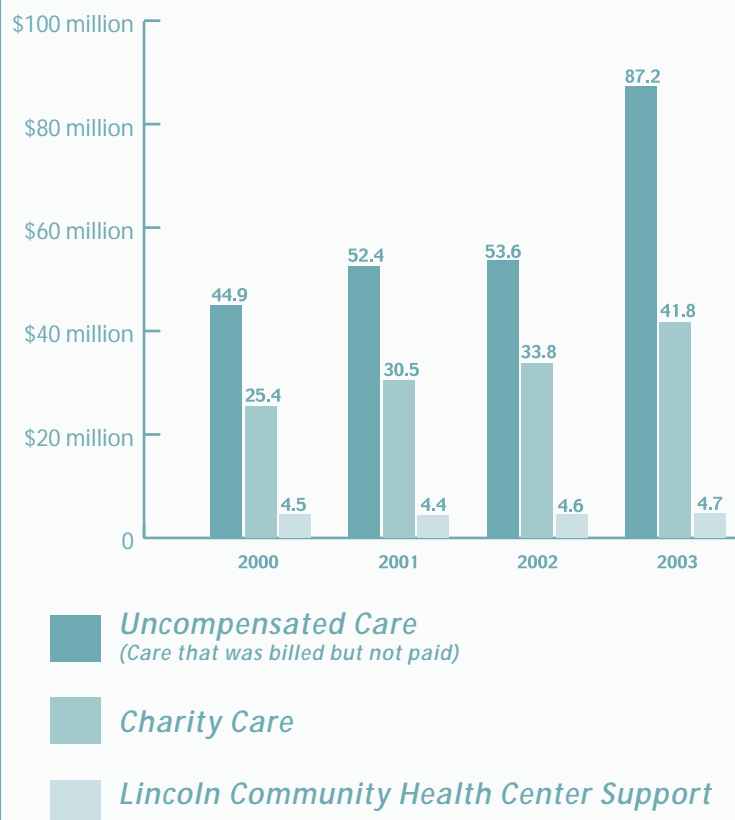
a poor region lacking hospitals and health care providers.

In fulfilling that vision, Duke University Health System (DUHS) has been devoted to making sure that people across the region are able to get the medical care they need regardless of their ability to pay. DUHS is one of the largest providers of charity care in the state despite a poor economy, federal cuts in reimbursements, and increasing costs in providing care. It also remains a strong supporter of Lincoln Community Health Center, a primary care facility serving Durham residents.

In fiscal year 2003, DUHS provided a total of more than \$133.7 million in charity care, in-kind service contributions and direct support payments to Lincoln, and other uncompensated care—care that was billed but not paid. (See graph on right.)

“Duke University Hospital and the clinical faculty of the Duke School of Medicine have a tradition and long history of providing medical care to the needy of Durham County and the state of North Carolina dating back to 1930,” says William J. Donelan, executive vice president and chief operating officer of DUHS. “That tradition of service to the needy is being carried forward by the Duke University Health System. While there are limits to the amount of charity care that DUHS, as a private institution, can provide, we remain firm in our service commitment, even as we push for national solutions of the gaps in access to medical care.”

DUHS Charity and Uncompensated Care Grows



1 Duke Urgent Care Center - Hillandale
 1901 Hillandale Road, Suite D
 Durham
 919-383-4355
 Monday - Friday: 8:00 a.m. - 9:00 p.m.
 Saturdays, Sundays, and Holidays:
 10:00 a.m. - 6:00 p.m.

2 Duke Urgent Care - South
 5716 Fayetteville Road
 Durham
 919-572-1868
 Monday - Friday: 8:00 a.m. - 9:00 p.m.
 Saturdays, Sundays, and Holidays:
 8:00 a.m. - 4:00 p.m.

3 Lincoln-Duke Urgent Care
 Located at Lincoln Community Health Center
 1301 Fayetteville Street
 Durham
 919-956-4530
 Monday - Friday: 6:00 p.m. - 9:00 p.m.

How do you know where to go?

URGENT CARE

Go to an urgent care center when your primary care physician is not available or when you need help for a problem that is not an emergency. Examples are sore throats, sprains, flu-like symptoms, simple cuts or burns, ear infections, and eye injuries. These centers are more convenient and less costly.

EMERGENCY CARE

Go to an emergency department when you are seriously ill or injured, or late at night when you experience serious problems. Examples include auto accident injuries, allergic reactions, chest pain, shortness of breath, very high fevers, severe bleeding, or worsening of symptoms associated with an existing medical condition.

Give a Gift from the Heart

Wear the Caring Heart Pin and help raise awareness of heart disease—the number one killer of women in the U.S.



Show someone you care with the gift of a Lenox bone china heart decorated in 24K gold. Each hand-crafted heart contains a slight imperfection—signifying the fragile nature of the human heart—and can be worn as either a pin or pendant.

Your purchase will be gift wrapped and ready to serve as a token of affection for those you hold dear. But it also represents your support of “healthy-heart” education for women throughout the Triangle.

Proceeds from the purchase of each \$10 pin help to underwrite Duke Heart Center’s community-based educational services. Everything from free cholesterol screenings and information about controlling hypertension to heart healthy cooking demonstrations will benefit from your generosity. All contributions are tax-deductible.

Orders will be processed beginning this month (December) and must be received by February 28, 2004. Allow 10 days for delivery.

For information on how to order a pin, call the Duke Heart Center Community Education Program at 919-681-5031 or visit dukehealth.org/heartpin.



Teaming Up To Train Nurses

By Lauren Shaftel

For working licensed practical nurses (LPNs), continuing a nursing education and becoming a registered nurse (RN) can be a challenge. For many, daytime classes conflict with their responsibilities at work in taking care of patients.

Duke University Health System (DUHS) and Durham Technical Community College have teamed up to make it easier for LPNs to advance in their careers—a move that benefits the nurses while helping address the current nationwide shortage of RNs.

“Many students have expressed that they would like the opportunity to take classes in the evenings,” says Margaret Skulnik, dean of Health Technologies at Durham Tech.

This January, 24 students will have the opportunity to do just that. With a \$100,000,

four-year grant from DUHS, Durham Tech will open its doors to its first class of evening students. The program is designed to last about six semesters, depending on a student’s requirements. Graduates will receive an Associate Degree in Nursing (ADN), enabling them to work as RNs upon successful completion of the NCLEX-RN licensing exam.

In addition to DUHS, the Kate B. Reynolds Charitable Trust and the University of North Carolina at Chapel Hill are providing start-up funding for the program.

Some students will do their clinical work in DUHS facilities, and Duke will have the opportunity to recruit graduates once they obtain their RN degrees.

Durham Tech President Phail Wynn Jr. is excited about the new program. “We were searching for new and innovative ways to help

address the nursing shortage by increasing our production of ADN graduates,” he says. “So we are excited to find a way to do that through a unique partnership with the Kate B. Reynolds Charitable Trust and Duke University Health System.”

“We are pleased to be participating with Durham Technical Community College in this partnership that will provide an excellent career advancement opportunity for our nurses,” adds Mary Ann Fuchs, Duke University Hospital and DUHS chief nursing officer. “It is just one of the many initiatives the health system is undertaking to address the impact of the national nursing shortage.”

For more information about the Durham Tech Associate Degree in Nursing (ADN) program, call the Nursing Admissions counselor at 919-686-3629.

Bringing Care to the Neighborhood *continued from page 1*

mentoring program, and the after-school program CommUNITY Scholars—a Duke and W.K. Kellogg Foundation initiative. The Durham County Board of Commissioners donated the school building to Calvary Ministries on behalf of the community.

“The reason for the clinic’s success is we can offer convenient, accessible, and comprehensive health care in a community setting, and we have so many community partners with common goals,” says Dev Sangvai, MD, physician clinic administrator.

Lyon Park Clinic accepts all insurance, including Medicaid, HealthChoice, and Medicare. Fees are based on a sliding scale for those without insurance. The clinic provides medical care regardless of the ability to pay.

Other clinic staff members include a medical director, a physician assistant fluent in Spanish, and an office manager. The staff can make referrals to specialists at Lincoln, Duke, and in the community.

Fredrick A. Davis, chair of the Board of Directors and founder of Calvary Ministries, said: “This clinic is the concluding fulfillment of a

dream shared by long-time residents and people who will use this facility. The clinic not only provides basic health care for neighborhood residents, it is available to everyone in the Durham community.”

For more information about the Lyon Park Clinic, call 919-536-4205 or go by the office at 1313 Halley Street, Suite 137, Durham.

Services at Lyon Park Clinic

The clinic offers health care services for Durham residents including:

- Physical exams for all ages, including preventive testing and counseling;
- Well-baby checkups;
- Screening exams for vision, hearing, dental, and nutrition;
- Diagnosis and treatment of acute illnesses, such as colds, flu, and injuries;
- Routine immunizations, lab testing, and general health education;
- Help with chronic health problems (such as diabetes, high blood pressure, or asthma);
- And referrals to specialists.

Operating hours are Mondays, Thursdays, and Fridays from 8:30 a.m. - 5:00 p.m.; and Tuesdays and Wednesdays from 8:30 a.m. - 12:30 p.m.



Taking a Bite Out of Obesity

By Lauren Shaftel

With vending machines, convenience stores, and fast-food restaurants offering an unhealthy array of food choices to children, it's no wonder that obesity is a serious and growing problem both in Durham County and nationwide. That's why Duke University Health System (DUHS) is teaming up with the county and the public schools to confront this epidemic.

DUHS and the county have created a concept for a project, called Campaign for a Healthy Durham, aimed at helping local schools and communities implement programs to aid children and their families in making healthier food and lifestyle choices. The program is currently being designed and will be put before the Durham County Board of Commissioners as a proposed new program for funding in fiscal year 2004 - 2005.

"Obesity is a significant health problem, not only nationwide, but in our community," says Brian Letourneau, health director of the Durham County Health Department. "But it is a problem that responds well to a comprehensive approach to prevention and treatment like this program has to offer." A department survey of Durham residents showed that 22 percent of the respondents considered themselves obese and more than 50 percent considered themselves at least overweight or obese.

"Obesity is an underlying factor in so many chronic conditions that we're facing," adds Lloyd Michener, MD, chair of Duke's Department of Community and Family Medicine that would partner with the Health Department in administering the program. "So if we can target obesity in children by helping them make better lifestyle choices, it can make a big difference in the future."

Michener says Duke's role would be a facilitative one. "We want the ideas to come from the schools and the communities," he says. "Obviously we can assist and help set up the framework for the initiative, but unless the idea really comes from the folks it's going to effect, it will never take hold."

The program centers on working with the entire family in schools, churches, social

organizations, and neighborhoods to develop ways to prevent and treat obesity that work best for the family.

Schools would be at the heart of the program, with several Durham County Schools applying to be the first to undertake changes to improve children's diet and physical activity. If accepted, a county schools employee and a nutritionist from the Health Department would work with high-risk children, their parents, and their primary care physician.

Some examples of programs that might take shape from the Campaign for a Healthy Durham are the formation of local exercise groups or group trips to the supermarket to help people learn to make more informed choices.

MaryAnn E. Black, associate vice president of Community Affairs for DUHS, has high hopes for the initiative. "What I'd like is for Durham to become not only the City of Medicine, but the City of Health," she says. "And my hope for this partnership is to introduce more physical activity and healthier foods into our diets so that we can increase the longevity of our people."



Krystal Hardison, a North Carolina middle school student, is amazed at what five pounds of fat feels like and looks like during a health presentation at her school.

Obesity in North Carolina Children

In North Carolina, one third of adults are overweight and the number of overweight children has increased significantly in the last two decades. Nearly 15 percent of American children are seriously overweight.

Number of N.C. Children Considered Obese Based on their Body Mass Index



1 in 8 2 - 4 years old



1 in 5 5 - 11 years old



1 in 4 12 - 18 years old

* Information from the N.C. Nutrition and Physical Activity Surveillance System, May 2003

Reaching Out to Students

The Duke University Health System's (DUHS) Community Affairs Youth Program has taught Hillside High School senior Ian Gitata, 16, a lot. He has participated in mentoring programs and has been a mentor himself to elementary school students.

"They teach you a lot about different health care careers," Gitata said. "And working with the kids gave me insight into community service—it's something you can learn from and get enjoyment from. It can make you happy."

The program's 12 current initiatives are aimed at helping local elementary, middle, and high school students learn healthy habits and find out more about careers in health care.

Many of the programs for high school students are individualized, aimed at a particular student's interests. Some students have met with college and medical school recruiters to learn what is necessary for a successful application. Others have "shadowed" health care professionals by observing them at work.

"We try to ensure that we address a student's interests or strengths," says Stephen Inrig, the program's coordinator. "If a student says she wants to be a nurse working with kids, we start her off in the nurse program with a mentor. Then we'll expose her to things she might not have thought of, like being a pediatrician or a nurse practitioner."

Youth Looking at the Future Today (YLFT) is one of several programs for middle school students. A weeklong summer program for rising eighth graders, YLFT pairs students with health care professionals for five mornings' worth of shadowing the professionals at work. The afternoons are filled with health education and group projects.

"We've taken them to see the patient simulator," Inrig says, referring to a medical education tool designed to train medical, nursing, and other students and health care providers in how to care for patients.

The Walltown After-school Program provides just one example of the program's outreach to younger

children. Every day after school, student volunteers from Duke University and N. C. Central University tutor scores of children at Durham's St. James Baptist Church, and each week the Community Affairs Youth Program trains 30 of the younger students in basic health skills. This year, the focus has been on personal hygiene.

"We show them the difference between a virus and bacteria, and teach them about how long to wash their hands," says Inrig. "We make it fun; we teach health using games."

High school students like Gitata also are used as mentors in such programs because younger children respect and admire teens. "Last year, we had the high school students teach the kids not to smoke," says Inrig.

For more information, call Stephen Inrig, program coordinator, at 919-681-4041.

2003 december 2004 january february
march april may june july august september
october november december

Duke University Health System offers the following community education programs and support groups free of charge to Durham residents unless otherwise noted. Most of them are held weekdays at Teer House, 4019 N. Roxboro Road.

For more information, including more detailed event descriptions, visit us under Community Education at dukehealth.org.



To register for any of the listed events or for more information, call **919-416-DUKE (416-3853)** unless otherwise noted, or visit **dukehealth.org**.



About Teer House

The gracious historic home known as Teer House, located at 4019 N. Roxboro Road in Durham, provides community, patient, and family education as part of Duke University Health System's Department of Education Services. For more information about Teer House and driving directions, please visit the Community Education section of dukehealth.org or call **919-416-DUKE (416-3853)**.

Questions about access?



Duke's community education programs welcome individuals with disabilities. If you have questions about physical access, please call **919-416-DUKE** or **919-477-2644** in advance of attendance.

Story Ideas or Extra Copies?

If you would like to submit story ideas on Duke University Health System partnerships with the community to improve health care, please call **919-419-5054**.

To receive extra copies of *Partners in Care*, call **919-419-3280**.

December 2003

7
Birth Center Tour
3:00 - 5:00 p.m. Durham Regional Hospital

8
Vision Correction Surgery Seminar
6:30 - 8:00 p.m. Duke Center for Living Campus
1300 Morreene Road
(Call 919-681-4089 or toll free 1-888-800-7397)

9
Staying On Track During the Holidays
Tips for staying in control of diabetes and handling stress during the holidays.
4:00 - 5:00 p.m. Teer House

New Surgical Options for Heart Disease: Minimally Invasive & Robotic Surgery
Explore a new innovative advancement in heart surgery.
6:00 - 7:00 p.m. Southpoint Clinic

Choosing Quality Childcare
Overview of childcare options in Durham including tips for finding affordable, safe childcare.
6:30 - 8:00 p.m. Teer House

How to Live with Losses
Explore types of losses, the grieving process, and coping with feelings of loss.
7:00 - 8:30 p.m. Teer House

10
Attention Deficit Hyperactivity Disorder (ADHD)
School advocacy and homework management information on ADHD and communicating with your child's school.
4:15 - 6:15 p.m. Teer House

11
Breast Feeding Class
10:00 a.m. Durham Regional Hospital

Infant/Child Cardiopulmonary Resuscitation (CPR)
6:30 p.m. Durham Regional Hospital

16
Living with Losses Support Group
A nurturing, supportive environment for sharing your feelings and thoughts about your loss.
7:00 - 8:30 p.m. Teer House

17
Birth Center Tour
7:30 - 9:30 p.m. Durham Regional Hospital

18
Polycystic Ovary Syndrome Support Group
Treatments, lifestyle approaches, and self-image issues.
7:00 - 8:30 p.m. Teer House

Sibling Birth Center Tour
6:30 p.m. Durham Regional Hospital

27
Sibling Birth Center Tour
10:00 a.m. Durham Regional Hospital

January 2004

1
Infant Massage Class
10:00 a.m. Durham Regional Hospital

New Parenting Class
6:30 p.m. Durham Regional Hospital

4
Birth Center Tour
3:00 - 5:00 p.m. Durham Regional Hospital

7
Living with Losses Support Group
A nurturing, supportive environment for sharing your feelings and thoughts about your loss.
1:00 - 2:30 p.m. Teer House

8
Breast Feeding Class
10:00 a.m. Durham Regional Hospital

Infant/Child Cardiopulmonary Resuscitation (CPR)
6:30 p.m. Durham Regional Hospital

12
Dining out ... the Healthy Way
Learn strategies to make healthier choices when dining out.
6:00 - 7:30 p.m. Teer House

Simplified Yoga to Beat Stress
Relaxation skills to alleviate common stresses.
7:00 - 8:30 p.m. Teer House

14
Making the Most of Your Nursing Home Visits
Techniques to talk to your loved one regardless of mental status.
1:00 - 2:30 p.m. Teer House

Choosing Quality Childcare
Overview of childcare options in Durham including tips for finding affordable, safe childcare.
6:30 - 8:00 p.m. Teer House

DukeHealthLine

This informative consumer health newsletter offers you the latest medical discoveries, health news, and events from Duke University Health System quarterly. For a free subscription to *DukeHealthLine*, please call **1-888-ASK-DUKE** or visit dukehealth.org.

2003 december 2004 january february

15

Polycystic Ovary Syndrome Support Group

Treatments, lifestyle approaches, and self-image issues.
7:00 - 8:30 p.m. Teer House

Sibling Birthing Center Tour

6:30 p.m. Durham Regional Hospital

17

9th Annual Duke Eye Center Free Vision Screening

9:00 a.m. - 2:30 p.m. Duke Eye Center
(Call 919-668-1345)

Infant/Child Cardiopulmonary Resuscitation (CPR) and Safety

(Fee: \$35 individual, \$50 couple)
Learn safety strategies and CPR standards approved by the American Heart Association.
9:00 a.m. - noon Southpoint Clinic

20

Living with Losses Support Group

A nurturing, supportive environment for sharing your feelings and thoughts about your loss.
7:00 - 8:30 p.m. Teer House

21

Birthing Center Tour

7:30 - 9:30 p.m. Durham Regional Hospital

22

Understanding Polycystic Ovary Syndrome (PCOS)

Question and answer session about living with PCOS. Focusing on metabolism problems and diabetes prevention.
7:00 - 8:30 p.m. Teer House

24

Sibling Birthing Center Tour

10:00 a.m. Durham Regional Hospital

26

2004 Medicare Update

Latest in deductibles, prescriptions, etc.
2:00 - 3:30 p.m. Teer House

Understanding Attention Deficit Hyperactivity Disorder (ADHD)

Characteristics and symptoms, evaluation, testing, and medical management of ADHD.
4:15 - 6:15 p.m. Teer House

27

Duke Surgical Weight Loss Support Group

Pre- and post- procedure strategies and guidance.
5:30 - 7:00 p.m. (To register, call 919-660-2229 or visit www.weightlossurgery.us)

"Souper" Nutritious Soups (\$5 Fee)

Learn how to prepare healthy soups.
6:00 - 7:30 p.m. Teer House

Kids Get Anxious Too

An overview of anxiety disorders in children and adolescents and their treatment.
7:00 - 8:30 p.m. Teer House

29

The ABC's of Diabetes

New information on diabetes, Hem A1C, diet, and diabetes management.
6:00 - 7:00 p.m. Southpoint Clinic

But I Don't Have Time!

Management strategies for women.
7:00 - 8:30 p.m. Teer House

February 2004

1

Birthing Center Tour

3:00 - 5:00 p.m. Durham Regional Hospital

2

Exercise and Behavioral Management of Urinary Incontinence

Non-surgical approaches to manage and prevent urinary incontinence.
6:30 - 8:00 p.m. Teer House

Stroke Support Group

Support and education for patients, family members, and others.
7:00 - 8:30 p.m. Teer House

3

Reclaiming Your Life

Make empowering choices to move forward in any circumstance.
7:00 - 9:00 p.m. Teer House

4

Living with Losses Support Group

A nurturing, supportive environment for sharing your feelings and thoughts about your loss.
1:00 - 2:30 p.m. Teer House

5

"FUNctional" Strength Training

Fun exercises requiring very little equipment that can be done at home or in health clubs.
6:30 - 8:00 p.m. Teer House

New Parenting Class

6:30 p.m. Durham Regional Hospital

Infant Massage Class

10:00 a.m. Durham Regional Hospital

7

Infant/Child Cardiopulmonary Resuscitation (CPR) and Safety

(Fee: \$35 individual, \$50 couple)
Learn safety strategies and CPR standards approved by the American Heart Association.
9:00 a.m. - noon Teer House

10

How to Live with Losses

Explore types of losses, the grieving process, and coping with feelings of loss.
7:00 - 8:30 p.m. Teer House

Cooking Chocolate Valentine Treats (Fee \$5)

Preparation for healthy chocolate treats.
7:00 - 8:30 p.m. Teer House

Survival Hints for the Perfectionist

Learn to focus on realistic expectations.
7:00 - 8:30 p.m. Teer House

11

New Strategies for Preventing Heart Disease

Latest diagnostic and risk reduction strategies for heart disease.
7:00 - 8:30 p.m. Teer House

12

Jewels of Stress Management

Learn the calming effects of self-relaxation.
7:00 - 8:30 p.m. Teer House

Breast Feeding Class

10:00 a.m. Durham Regional Hospital

Infant/Child Cardiopulmonary Resuscitation (CPR)

6:30 p.m. Durham Regional Hospital

17

Health Ministry and Parish Nursing: Something Old, Something New

Overview and panel discussion by local congregational nurses.
7:00 - 8:30 p.m. Teer House

Living with Losses Support Group

A nurturing, supportive environment for sharing your feelings and thoughts about your loss.
7:00 - 8:30 p.m. Teer House

18

Polycystic Ovary Syndrome Support Group

Treatments, lifestyle approaches, and self-image issues.
7:00 - 8:30 p.m. Teer House

Birthing Center Tour

7:30 - 9:30 p.m. Durham Regional Hospital

19

Virtually Better

Overcome phobias using new Virtual Reality techniques.
7:00 - 8:30 p.m. Teer House

Sibling Birthing Center Tour

6:30 p.m. Durham Regional Hospital

21

Healthy Heart, Healthy Life—A Focus on Women (Fee \$10)

Duke University Health System's annual event to help women become "heart smart" by learning about prevention, diagnosis, and treatment of heart disease.
9:00 a.m. - 3:00 p.m. Raleigh Hilton Hotel
(To register, call 416-DUKE or 1-888-ASK-DUKE)

23

Helping Your Child with Attention Deficit Hyperactivity Disorder (ADHD) to Improve Behavior

ADHD behavior management techniques.
7:00 - 8:45 p.m. Teer House

24

Duke Surgical Weight Loss Support Group

Pre- and post- procedure strategies and guidance.
5:30 - 7:00 p.m. (To register, call 919-660-2229 or visit www.weightlossurgery.us)

Be Proactive: Planning for Aging Parents

Strategies for becoming informed, prepared, and empowered.
7:00 - 8:30 p.m. Teer House

25 & 26

AARP 55 Alive Mature Driving Course (Fee \$10)

2-part series. Motorists 50 and older learn techniques to compensate for normal changes in vision, hearing, and reaction time. No tests, no driving.
9:00 a.m. - 2:00 p.m. Teer House

26

Understanding Polycystic Ovary Syndrome (PCOS)

Question and answer session about living with PCOS. Focusing on metabolism problems and diabetes prevention.
7:00 - 8:30 p.m. Teer House

28

Sibling Birthing Center Tour

10:00 a.m. Durham Regional Hospital

Partners in Care

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Building a healthy community together.

Duke University Health System salutes our community partners in preventing disease and improving health care for all Durham residents. Please join us in recognizing some of the many dedicated organizations with whom we work hand in hand to provide health-enhancing programs in Durham homes, schools, and neighborhoods.

Catholic Social Ministries
 Calvary Ministries of the West End, Inc.
 Center for Child and Family Health
 City of Durham Fire Department
 City of Durham,
 Parks and Recreation Department
 Communities in Schools
 Cooperative Extension Service
 Durham Chamber of Commerce
 Durham City Government
 Durham Community Health Coalition

Durham Council on Senior Citizens
 Durham County Department
 of Social Services
 Durham County Fire Marshal/
 Emergency Management
 Durham County Government
 Durham County Health Department
 Durham Fitness Council
 Durham Health Partners
 Durham Hosiery Mill
 Durham Housing Authority

Durham Public Education Network
 Durham Public Schools
 Durham Technical Community College
 Durham Triangle United Way
 El Centro Hispano
 Family Counseling Services
 Lincoln Community Health Center
 Planned Parenthood of Central N.C.
 Senior PharmAssist
 The Durham Center
 Urban Ministries



DUKE UNIVERSITY HEALTH SYSTEM