Health Matters

Getting Better All The Time

The Magazine of Augusta Health

Stroke patients regain function with occupational therapy / 10

Augusta Health



MY THOUGHTS

A Vision of Better Health in All Communities

ugusta Health has long been guided by our vision "to be a national model for a community-based health system," and we have been honored with national awards for those efforts. Now, we're aiming even higher, with a refreshed vision "to be a national leader for excellence in community health."

Our vision is to not only model community-based healthcare, but to actually *lead the way* in advancing community health—and to guide other health systems to follow our lead. We have experienced several successes in reaching more deeply into the community through innovative care models such as the Augusta Health Mobile Neighborhood clinic and the Augusta Health Community Clinic. We are committed to continuing to advance community health in new and innovative ways over the next several years. In the near future, beginning in 2027, many people in our communities will lose access to health insurance. This situation has prompted Augusta Health to reaffirm our commitment to providing high-quality, compassionate care while building a stronger, healthier future for all people in our communities.

This issue of *Health Matters* highlights some of the ways our high-quality services meet patients where they are in life to provide excellent care from birth onward.

For example, thanks to the ongoing growth of our midwifery services, families have more birthing options at Augusta Health for delivering their new family members. Certified nurse midwives provide a personalized, holistic approach to pregnancy and childbirth within the safety of our hospital. With longer appointments, a strong focus on education and compassionate, hands-on support, they empower patients throughout pregnancy and beyond.

Orthopedic care is advancing as Shenandoah Valley Orthopedics and Sports Medicine (SVOSM) joins Augusta Medical Group. Over the past 50 years, SVOSM has performed thousands of joint replacements, helping patients regain pain-free movement. Choosing to join Augusta Medical Group shows SVOSM's strong dedication to providing excellent care right here at home.

Our method for guiding patients through the care process is demonstrated by the influential work of Stephanie Mathias in occupational therapy. As a stroke survivor herself, she combines clinical expertise with personal experience in her role. Her dedication helps patients regain independence and confidence after a stroke. Augusta Health is proud to be certified by DNV as a Primary Stroke Center, delivering swift, expert care when every second matters.

As we continue to advance the future of heart healthcare in our region, we are proud to dedicate the new Ruth Stoneman Bunn Conference Room in the Heart and Vascular Center in honor of our healthcare professionals and community, made possible by Dr. Christopher Bunn and Mr. Enrique Canales through the Augusta Health Foundation. This space honors a legacy of service and generosity and enables clinical collaboration among cardiovascular professionals.

You'll also read about the full Continuum of Care at Augusta Health, including Post-Acute Care following a hospital stay, Palliative Care to manage serious conditions and Hospice of the Shenandoah for comfort and dignity at end of life. And we have shared a new fun innovation: robotic pets, which bring joy, comfort and companionship to patients with dementia and those receiving hospice support.

Our vision has always been—and will always be—about securing the health of our communities, our Augusta Health family. Thank you for trusting us with your care.

Mary N. Mannix, FACHE

Mary n. / Marry

President and Chief Executive Officer, Augusta Health

Health Matters

The Magazine of Augusta Health

THE MAGAZINE OF AUGUSTA HEALTH **AUGUSTA HEALTH**

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The information contained herein is not a substitute for professional medical care or advice. If you have medical concerns, seek the guidance of a healthcare professional. Health Matters aims to connect the community with healthcare experts within Augusta Health to learn more about issues that may be affecting your health.

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of Directors. With more than 20 years of experience in family medicine, long-term care and hospice, Dr. Heck knows how care can falter when it's confined within traditionally limited walls.

In 2020, Augusta Health launched a mobile clinic initiative in response to the

COVID-19 pandemic—originally intended to bring vaccines to homebound residents. What began as an emergency effort has since evolved into a permanent service delivering care to underserved communities across 16 rotating sites, including churches, shelters and cultural centers.

Led by Dr. Clint Merritt and Dr. Joan Stalzer of the Population Health team and supported by the Augusta Health Foundation, the mobile clinic now functions as a fully operational care unit, complete with exam rooms and lab space.

"It's not just about convenience," says Dr. Heck. "It's about equity. Many of the people we're reaching would otherwise end up in crisis in the emergency department because of transportation, income or geography."

By delivering care where it's needed most, the clinic prevents medical emergencies, reduces hospital strain and improves chronic condition management—ultimately saving money and lives.

Care Beyond the Now

Mobile outreach is just one part of a broader vision. Augusta Health also provides continuing care services tailored to patients' evolving needs—from intensive inpatient rehab to skilled nursing, home health, palliative care and hospice.

"Each level of care we provide is designed to meet the

patient's specific needs at that moment in their health journey," says Stephanie Mims, administrative director of post-acute care. "From intensive therapy to home-based nursing, we ensure patients receive the right support both medically and emotionally."

At the heart of Augusta Health's approach is a commitment to treating the whole person—not just their diagnosis. Nowhere is this more evident than in the work of the Palliative Care team.

"Our goal is simple: increase joy and reduce suffering," says Timothy Kokanovich, MD,

"Our goal is simple: increase joy and reduce suffering."

Dr. Timothy Kokanovich

medical director of Palliative Care. Whether patients are in the hospital, at home or in the clinic, the team offers personalized support, which may include not only physicians and nurses, but also chaplains, social workers and therapists.

One of Augusta Health's key strengths

is continuity—ensuring that care follows the patient, not the other way around.

"Unlike many institutions, our system allows us to stay connected with patients across settings—whether they're transitioning from rehab to home or from curative care to hospice," Dr. Kokanovich says. "That continuity reduces ER visits, prevents unnecessary hospitalizations and helps patients feel supported every step of the way."

Commitment to Continuing Care

Serving a large, aging and mainly rural population is no easy task, but it's one that Augusta Health takes seriously. Augusta County is Virginia's largest by geography, and many residents face barriers to care, including limited transportation and internet access.

We remain committed to building a system to meet those challenges head-on. Whether it's through mobile clinics, in-home visits, financial aid or technology that streamlines communication, our team is working to ensure no one falls through the cracks.

Whether someone is recovering from surgery, managing a chronic illness or navigating the final stages of life, Augusta Health is proud to support them with dignity and expertise.





Timothy Kokanovich, MD medical director of **Palliative Care and** Transitional Care

For more information about continuing care at Augusta Health—including eligibility and services—visit Augusta Health's Continuing Care Services page at augustahealth.com/service/continuing-care-services.

of Hospice of the

Shenandoah



Timothy Kokanovich, MD

Your palliative care specialist at Augusta Health

Dr. Kokanovich is the medical director of Palliative Care and Transitional Care at Augusta Health. His journey to palliative care started during his internal medicine residency at Loma Linda University. He realized he was drawn to patients with complex medical issues and felt a strong connection to those dealing with serious, life-limiting illnesses. He pursued a fellowship in hospice and palliative medicine at Mayo Clinic in Arizona, where he learned from an incredible team that showed him how powerful this field can be.

What is palliative care, and who benefits from it?

Palliative care is specialized medical care focused on providing relief from the symptoms and stress of serious illness. It's appropriate for patients at any stage of a serious condition—not just end-of-life. Our goal is to improve quality of life for both the patient and their family. We work alongside other doctors to support patients with advanced heart failure, cancer, dementia or other chronic illnesses, offering an extra layer of support that addresses physical, emotional and spiritual needs.

What services does the Palliative Care and Transitional Care center provide?

We offer inpatient consultations, where our team partners with hospital physicians to manage symptoms and discuss goals of care. We also have an outpatient clinic, which allows patients to receive ongoing support after they leave the hospital, as well as care in the patient's home within Augusta County. We coordinate closely with home-based services and hospice care when appropriate. It's really about meeting patients where they are and ensuring continuity.



What makes your team unique?

We're a small but dedicated team that includes physicians and nurse practitioners. Everyone is focused on treating the whole person. We spend time with patients, listen to their stories and help them navigate incredibly difficult decisions. That kind of compassion and teamwork is what sets us apart.

How can clinicians get your team involved?

We encourage referrals from any provider within the hospital. If you have a patient who's experiencing distress due to serious illness—whether it's pain, emotional struggles or uncertainty about next steps—we can help. We're here to support both the patient and the care team.

What motivates you to do this work every day?

It's a privilege to be invited into someone's life at such a vulnerable time. Helping people find comfort, dignity and clarity in the midst of illness is incredibly meaningful. Every day, I'm reminded of the impact that compassionate care can have on patients and families.



Robotic Pets Bring Comfort and Joy

to Hospice and Dementia Patients

Therapy



t Augusta Health, there's a unique program that's making a real difference for patients.

Thanks to the generosity of the Augusta Health Foundation, since 2022, the hospice and inpatient support teams have been introducing robotic pets—designed to act just like real animals—offering emotional support and companionship to patients who can no longer have their own pets with them. It's all about bringing a little extra comfort to their lives.

The robotic pets come in various forms, including cats, dogs and even birds. These animals have soft fur, move their paws, wag their tails and even make soothing sounds like meowing, soft barking or chirping. For dementia patients, the presence of a robotic pet can



to life," says Carrie Gibbons, hospice volunteer coordinator

to life," says Carrie Gibbons, hospice volunteer coordinator at Augusta Health. "When a dementia patient receives a robotic pet, they're interacting with something that brings them joy. It's a tool that helps patients reconnect with feelings of comfort and security."

These robotic pets offer more than emotional support—they're also a great alternative for patients in facilities where real animals aren't allowed. Many patients form strong bonds with these pets, keeping them by their side at all times. Shelley Payne, patient experience coordinator, shares, "We've had patients who received a robotic pet because they really missed their own pets. They get attached to these animals, treating them just like their own."

"It's not about the pet itself, but about what it does for the patient's well-being. It brings joy and comfort and helps patients feel less isolated," Gibbons adds.

Augusta Health Foundation has granted \$11,000 for robotic pets in Hospice of the Shenandoah and the hospital. This initiative has provided physical and emotional relief, showing just how impactful technology can be in patient care.

If you have questions about this program or want to support the Robotic Pet Fund, please call Shelley Payne at **(540)** 332-4047.



Moving Forward

hile some organizations might throw a party to celebrate 50 years of outstanding work, Shenandoah Valley Orthopedics and Sports Medicine (SVOSM) is doing something a little different: It is marking this half-century milestone by joining the Augusta Medical Group.

Ramon Esteban, MD, orthopedic surgeon, is proud of the work SVOSM has done and looks forward to many more years serving the community and region. "We just celebrated 50 years in practice," he says. "We have been with Augusta Health since it opened. We are one of the original groups that moved into the main office."

"We are thrilled to welcome SVOSM to the Augusta Health family," says Kris Doan, president of Augusta Medical Group. "This addition allows us to broaden our services and meet the community's growing needs. We're excited to continue building upon the foundation of excellence that SVOSM has established over the years."

Dr. Esteban highlights SVOSM's focus on restoring each patient's ability to move and function with less or no pain. "First and foremost, we do everything we can to return people to the activities they enjoy," he says. "If we can

do that without surgery, that's great, but if conservative measures have not given them relief, there's frequently a surgical treatment that we can use."

SVOSM has performed thousands of joint replacement surgeries for damaged hips, knees and shoulders. And recent innovations in the use of robotically assisted surgery have made certain procedures faster and more accurate.

Dr. Esteban agrees that joining the Augusta Medical Group will be a seamless transition for patients. "We will remain in our space. We'll have the same doctors and the same goal, which is to take care of people as best we can. The sign might be different, but we'll be doing the same thing we've been doing for the last 50 years. People can still come and get the same great care."



To schedule an appointment, call (540) 932-5850.



Midwives at Augusta Health:

Blending Holistic Care with Hospital Support

Pregnancy

t Augusta Health, certified nurse midwives (CNMs) are playing a vital role in reshaping how women experience pregnancy and childbirth-offering a more personalized, holistic approach within the safety of a hospital setting.

"We treat pregnancy as a natural process rather than a medical condition," says Kaya Payne, a CNM at Augusta Health. "That doesn't mean we ignore complications. We're trained to recognize when something's not normal, and when intervention is needed, we have strong relationships with our physician colleagues."

Unlike the traditional physician model, midwives tend to spend more time with patients, offering longer appointments, continuous support during labor and a strong emphasis on education.

"Patients like that I take time to explain what's normal in pregnancy and what's not. They feel heard and empowered," Payne says.

Her colleague, Briana Suarez, also a CNM, emphasizes that the scope of midwifery care extends far beyond childbirth.

"We care for people from puberty to menopause," she says. "But during pregnancy, we primarily manage low-risk vaginal deliveries. For patients in the gray zone—like those with diet-controlled gestational diabetes—we still provide care, backed by physicians when needed."

Being hospital-based gives patients the best of both worlds, according to Suarez.

"They get the hands-on, less-medicalized approach of a midwife, but we're also right there in case anything emergent happens," she says.

Both midwives see a growing need for their services. Since the COVID-19 pandemic, they've noticed that people want to be more involved in their care and to understand their bodies and their health. The more they understand, the more empowered they will be to make healthy choices and advocate for their own health.

shape not just a positive birth, but also a healthier

"Ultimately, it's their pregnancy and their baby," Suarez says. "We're just here to guide them."

And that empowerment, the midwives agree, can start to motherhood.

Visit augustahealth.com/find-a-provider.



Kaya Payne, CNM





Getting Better the lime

Stroke patients regain function with occupational therapy

Therapy After Stroke

atients who are recovering from a stroke may find that they now have difficulty with certain everyday tasks. These activities of daily living include things like writing, using a phone, personal care, eating and drinking, and more.

Fortunately, Augusta Health has a team of professionals who can help. Our occupational therapists work closely with patients who have experienced a stroke to determine how much therapy they will need and how to best help them regain as much function as possible.

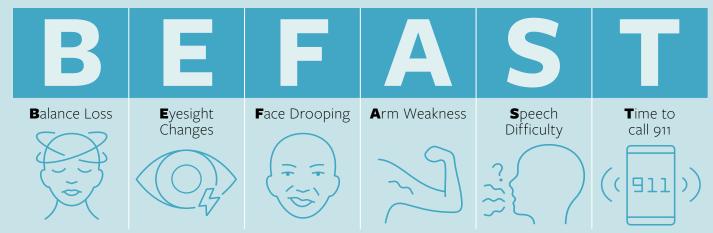
Stephanie Mathias, OTD, OTR/L, C/NDT, CNS, is an occupational therapist for Augusta Health who starts working with a patient even before they are discharged from the hospital. Because strokes can vary in severity, Mathias

starts with a thorough evaluation of how a patient has been affected and what their home situation is like—for instance, whether there is another person in the home who can assist. She then develops a plan that patients can begin as soon as possible.

This sort of rehabilitation can take place in the hospital, in a skilled nursing facility or on an inpatient or outpatient basis. At Augusta Health Physical Therapy (PT)/Occupational Therapy (OT), Mathias helps ensure that what the patient works on is meaningful to their life.

"I work with patients on an array of things, which is why I ask people what their roles are at home and what they find meaningful, because I want them to see that there's a value in engaging in therapy and in the service that I'm

HOW TO SPOT A STROKE



B.E. F.A.S.T. Call 9-1-1 at the first sign of a stroke.





As a stroke survivor herself, occupational therapist Stephanie Mathias is uniquely equipped to help stroke patients regain movement and function.

providing," Mathias says. "I have worked on simulating changing out a litter box or putting food in the dog bowl. I have simulated grocery shopping. We ask the patients to carry weights to help simulate carrying the weight of a grandchild or something like that."

Mathias brings a special perspective to her work with people recovering from stroke because she experienced a stroke herself just over a year ago. After 15 days in the neurology ICU, Mathias started her own rehab therapy. "I had PT, OT and speech therapy while I was in the acute care setting and then progressed to eight weeks of outpatient PT and OT," she recalls.

Mathias says she is very selective about sharing her stroke experience with her own patients, because each patient's recovery is unique. But her experience has given her deeper insights into what her patients are contending with.

"When I talk to patients about stroke recovery, I can share that I understand the emotional effects that a stroke can have on people," she says. "I think people want to hear that they are not alone in it, especially if they're struggling with recovery, feeling overwhelmed with the situation they're in and feeling a lack of control while going through this process."

Through the occupational therapy sessions and the stroke education classes that she leads, Mathias is always



focused on helping people get back as much function as possible. "We're really individualizing people's care, and we want them to be able to get back to a very healthy quality of life as soon as possible."

Need therapy after a stroke? Call (540) 332-4040.



A Gift from the **Heart:**

Honoring Ruth S. Bunn







We are proud to honor the struggles of the past through a commitment to the future.

Philanthropy

n the newly renovated Heart and Vascular Center at Augusta Health, a conference room with sweeping mountain views serves as far more than a typical meeting space. Recently dedicated by Christopher Bunn, MD, and Mr. Enrique Canales, the new Ruth Stoneman Bunn Conference Room stands as a testament to family legacy, service to the community and the future of cardiovascular care in the region.

The room's namesake, Ruth S. Bunn, was not only Dr. Bunn's grandmother—she was also his inspiration. Growing up, Dr. Bunn witnessed firsthand the challenges his grandmother faced living in a rural area with limited access to quality healthcare. Despite her struggles with heart disease, Ruth's spirit endured, and her memory has left a lasting impression on her grandson.

"My grandmother's experience shaped my career path," explains Dr. Bunn, who now serves as head of heart failure at Augusta Health. "Watching her navigate heart disease with such dignity despite the obstacles she faced inspired me to become a cardiac physician focused on bringing high-quality care to underserved communities."

Legacy of Care

This conference room's dedication goes far beyond a plaque on the wall—it's a reflection of Dr. Bunn and Canales's shared commitment to the Augusta Health community. While Dr. Bunn leads efforts in treating coronary artery disease and other cardiac conditions, Canales has

established himself as a dedicated community volunteer. Together, their gift represents an investment in the program's future.

"We wanted to create something permanent that speaks to the heart of what this center is all about," says Canales. "This conference room is where care teams come together to collaborate, learn and lead. Having Ruth's name here reminds everyone of the deeply personal nature of treating our neighbors and friends."

Mission-Driven Quality Healthcare

Every patient who enters the center is treated like family a philosophy that is central to the entire Heart and Vascular team and makes the nationally recognized cardiac care at Augusta Health special. "In a largely rural area like ours, having access to this level of cardiovascular care is truly extraordinary," notes Dr. Bunn. "My grandmother would be proud to see how we're ensuring today's patients don't face the same barriers to quality care that she did."

This dedication serves as a powerful reminder of the Augusta Health Heart and Vascular Center's enduring mission. As the center evolves and grows, the Ruth S. Bunn Conference Room is where the future of local cardiovascular care will continue to take shape.

For more details on how you can give your support, please visit ahfoundation.augustahealth.com.

Honoring a Legacy of Care Pictured Left to Right: Martha Ware, Martha's mother Mary Byerly, husband Mason Ware, and daughter Ashley Ware Kane.

"I am so thankful for the care Hospice of the Shenandoah gave my Mom. When no one from the family could leave to get her medicine, Hospice volunteers brought it all the way out to Mount Solon for her. They did all they could to keep her comfortable, and that brought our family so much relief. They even gave her this teddy bear, that I still have today. My gift each year, and the gift I have left to Hospice in my estate plans, feels like a way I can pay that care forward. Thank you for the opportunity."

Is a gift in your will right for you? We have resources to help you decide.

Mrs. Martha Ware grew up in Mt. Solon, Virginia. While she and her husband raised their children, she served our community as a first-grade teacher. Each year, she makes a gift to Augusta Health, to remember her mother and father, who received care from Hospice of the Shenandoah.

Mrs. Ware has arranged to leave a gift in her will to Augusta Health's Hospice of the Shenandoah Program.



Contact Peggy Caister Development Officer



(540) 332-4883

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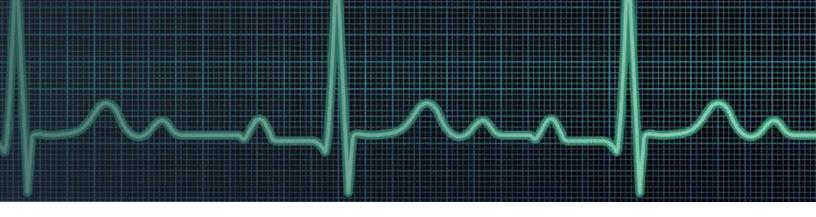
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