

HEALTH REPORT



Sentara's new surgery center elevates patient care to new heights

By Christa Avampato

In January, the health and well-being of the Northern Virginia community will receive an unprecedented level of support from Sentara's new surgery center. Holding the patient care and patient experience in the highest regard, the doctors, nurses, and staff at Sentara are committed to delivering the most advanced technology and techniques to a continuously wider and more diverse set of patients.

Since its ground breaking in 2013, the new surgery center on the campus of Sentara Northern Virginia Medical Center

will serve every specialty at the hospital, bringing the latest innovations in surgical tools, technologies, and procedures in addition to growing the number of patients who can be served in Northern Virginia through start-of-the-art operating room facilities and an ambulatory care unit.

Nurse Navigators foster comprehensive care

At the very center of this new surgery center is the care of the whole patient—physical, emotional, and mental.

"Navigating the medical care spectrum can be a frightening and educational experience that makes most people vulnerable for the first time in their lives," said Patricia James, a Nurse Practitioner in Urology. "From symptoms to diagnosis, through treatment options and decisions for surgery, to recovery and confirmation of any surgical pathology results (ruling out or diagnosing cancer), we're there for our patients."

Nurse Navigators at Sentara serve as guides, champions, and advocates for patients. They're friendly faces in the crowd who are a constant source of empathy, compassion, and knowledge, bright lights in what can seem like a tangled web of complicated circumstances that are often a matter of life and death. No patient request is too small or too large whether the situation is happy or heartbreaking.

"I have held many hands and wiped many tears away in both joyful and sad moments with patients who just wanted to know that they were not alone," said James.

Dr. Nilay Gandhi, a Urologist with Potomac Urology and affiliated with Sentara, has experienced the value of the Nurse Navigators to his practice.



Dr. Nilay Gandhi

"I've seen patients light up when they see Patricia [James]," said Gandhi. "The continuity of care that she provides is unparalleled. When a patient works with her, he or she knows 'Here's someone who's looking out for me.'"

Communication is paramount to the process and the nurse navigator is the gatekeeper who makes sure that communication flows freely and in an expedited manner. A patient may encounter dozens of people throughout the course of his or her treatment at Sentara. From pre-op labs and tests to all of the highly detailed information surrounding surgery and recovery, the nurse navigator is there every step of the way to answer questions, clarify information, and ensure patient satisfaction.

"I meet with the patient and any family members throughout the process," said Ada Vega-Diamantis, a registered nurse and Orthopedic Nurse Navigator. "When the patients know what to expect, it relieves a lot of their anxiety and unnecessary worry. I continuously encourage patients to communicate their thoughts, questions, concerns, and needs so that they have an active role while here with us. We are working toward the same goal—a great outcome."

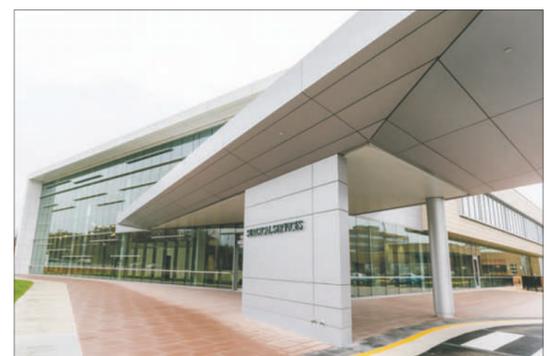
Sentara services go the extra mile, and then some

The Sentara community goes to great lengths to make sure that patients feel confident in their knowledge of the options they have and in the choices they make all the way through the process. They offer tours and pre-surgery classes to orient patients, foster support groups and relationships between patients, send newsletters, text messages, and phone calls, and track progress all the way through recovery. They're also intent on collecting feedback from patients so that they can continuously improve care.

The entire team at Sentara is committed to making the practice of medicine more relatable. They strive to bring a human face to what can often feel like a very mechanical process.

"As soon as I say the word 'cancer' many patients have a hard time taking in any more information," said Gandhi. "In that moment, they're thinking about if they'll survive. They're thinking about their family. The Nurse Navigator is able to really help the patient know and understand that this medical team is here to care for them and their family members."

In addition to the support services already in place, the team at Sentara is spending a lot of time conducting community talks and events to raise the level of awareness around disease prevention, diagnosis, and treatment. At these community events and in the patient support groups, Sentara wants to foster an environment that helps community members express their concerns and ask questions. The events are holistic in nature with doctors, nurses, staff, and former patients who can share their own personal and professional experiences and expertise. They help the entire community realize that we really are all in this together.



Potomac Urology

Investing in Our Community



Nurse Navigators Patricia James & Ada Vega-Diamantis

Continuing the traditions of Compassion, Collaboration and Clinical Expertise.

For over 125 years, we have been committed to improving the health of the communities we serve.

Sentara focuses on strengthening healthcare services in the communities we serve and continues to reinvest in those services over the longer term. Sentara Healthcare's commitment has led to investment toward the current and future needs of the growing Northern Virginia community. New facilities and programs are attracting top physicians, nursing teams, technology support staff and creating an atmosphere that fosters and augments patient, physician and staff experiences. Sentara encourages innovation and collaborated with surgeons to design the best, most efficient, well-integrated care for each and every patient.

Comprehensive Care

Sentara Northern Virginia Medical Center
Sentara Weight Loss Surgery Center
Sentara Heart and Vascular Center
Sentara OrthoJoint Center®
Sentara Northern Virginia
Comprehensive Breast Center
Sentara Lake Ridge Emergency
Care and Advanced Imaging
Sentara Medical Group
Sentara Pratt Medical Group

Find a primary care or specialist provider in your neighborhood.
Call 1-800-SENTARA or visit sentara.com.