

## John Muir Health Senior Services

Senior Services offers a wide range of services for John Muir Health seniors including resources, information, assessment services, and educational programs. We help older adults, their families, and those who care for them. Our goal is to help older adults keep their independence and enjoy the best possible quality of life.  
(925) 947-3300

- Brentwood Outpatient Center  
2400 Balfour Road, Ste. 201  
Brentwood
- Pleasanton Outpatient Center  
5860 Owens Drive, 2nd Floor  
Pleasanton
- Rossmoor Outpatient Center  
1220 Rossmoor Parkway, Ste. 100  
Walnut Creek
- Walnut Creek Outpatient Center  
1450 Treat Boulevard, 2nd Floor  
Walnut Creek

Lawren Hicks, MD  
Medical Director, Senior Services



JANUARY — MARCH 2018

# Senior Services News

## THE PALLIATIVE CARE CONVERSATION

Moira was brought to the emergency room with another episode of bleeding. Once again she was pale and anemic, and was at the point that she needed a blood transfusion. Moira was in her mid 80's and over the years had acquired a multitude of illnesses, starting with obesity-related diabetes, then heart disease, had survived breast cancer, then had an aggressive bladder cancer that was treated with chemotherapy and pelvic radiation. More recently her abdomen had become swollen with fluid (called ascites) from liver cirrhosis, to the point that she required a drainage tube to drain excess fluid and relieve pressure.

Unfortunately, the pelvic radiation resulted in a well-known side-effect called "radiation proctitis," or inflammation with bleeding. Specialists determined there was no effective treatment for this except to continue replacement blood transfusions whenever Moira developed severe anemia, which was becoming a frequent occurrence.

In discussions with hospital staff, hospice care was offered, but Moira was not ready to "give up," and under hospice, she would not qualify for blood transfusion. Moira was frequently tearful, afraid of dying, and her family was at a loss with how best to help her manage her situation. A consultation with palliative care was arranged.

With every passing year people are living longer, while developing serious chronic conditions that in earlier times might have been fatal. Now we have more and more medical and surgical specialties, drugs, surgeries, procedures and other strategies available to treat more and more illnesses. Death seems indefinitely postponed, and instead patients are facing chronic illness, persistent disabling symptoms, and

often a multitude of confusing choices about how to proceed. There are appointments with multiple specialists, medical crises and emergency room visits, hospital stays, new drugs and drug interactions and side effects, transportation issues, time conflicts, and difficulty keeping up the home environment. Instead of looking death in the eye, there is day-to-day stress.

The specialty of palliative care has developed to help patients and their families deal with the symptoms and the nervous strain and hassle of serious illness. The goals of palliative care are:

- to treat symptoms effectively
- to achieve a better understanding of the illness
- to develop goals of care as understood by patient and family
- to establish good communication with and among providers of care, patient and family
- to help with practical strategies for daily living
- to coordinate care between multiple specialties and multiple care locations.

These steps are aimed at reducing stress and maximizing comfort and function for the patient.

Palliative care services are offered to those patients and their families who do not qualify for or who decline hospice, but who nonetheless have serious disease with uncontrolled symptoms and illness-related stress. It is a service delivered by a multidisciplinary team comprised of Board-Certified Palliative care physicians, nurse practitioners,

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# EDUCATIONAL OPPORTUNITIES

There is no charge to attend our health education events unless otherwise noted. **REGISTRATION IS REQUIRED.** Register early - class size is limited. Register on-line at [johnmuirhealth.com](http://johnmuirhealth.com) or call 941-7900 option 1.

## JANUARY – MARCH 2018

### **Brain Changer – How to Thrive In the Golden Years or Any Time of Your Life**

Jeffrey Mark, MD

**January 18 | 12 – 1:30 p.m. | 941-7900 option 1 | Wellness Services, Walnut Creek**

What we know about brain health, memory, and how we think and learn has changed. Learn about the latest ways to keep your brain thriving through the 21st century.

### **Healthy Heart Nutrition**

Sarah Glynn, RD, CSOWM

**February 1 | 9:30 – 11 a.m. | 941-7900 option 1 | Concord Medical Center**

If you have been diagnosed with cardiac disease or are looking to improve your diet, this class will teach you the latest information on reducing your risk of cardiac disease and maintaining a healthy heart through proper nutrition.

### **Nutrition Prescription to Reduce Stress**

Kathy Napoli, MA, RD

**February 15 | 9:30 – 11 a.m. | 941-7900 option 1 | Wellness Services, Walnut Creek**

Stressful situations may cause you to crave comfort foods which can ultimately undermine your health and weight loss goals. Find out how to fuel your body with stress-busting foods and nutrients that give your body what it needs rather than what it craves.

### **What is Supportive and Palliative Care?**

Lowell Kleinman, MD

**February 16 | 11:30 a.m. – 1 p.m. | 941-7900 option 1 | Walnut Creek Outpatient Center**

Patients facing a serious illness may need relief from symptoms. They may need to better understand their condition and choices for care. Learn how palliative care may help address these aspects for living with a serious illness and how to talk with your family and medical team.

### **Wonders of Guided Imagery and Self-Hypnosis**

Alan Brast, Ph.D., C.C.H.T., CSA

**March 16 | 9:30 – 11 a.m. | 941-7900 option 1 | Walnut Creek Outpatient Center**

Gain the ability to become supremely relaxed. In this class, you'll learn simple techniques that will allow for less stressful daily living, better sleep, and an overall improvement in your quality of life.

### **Management Mindset: Living with Diabetes and Taking Charge**

Gayle Curto, RN, BSN, CDE

**March 28 | 1 – 2:30 p.m. | 941-7900 option 1 | Pleasanton Outpatient Center**

The incidence and prevalence of diabetes are increasing, with rapid growth in the aging population. This class will highlight the key ingredients for managing your diabetes as you age. Class discussion will include evidence based guidelines that address diabetes treatment recommendations for the older adult.

# ONGOING CLASSES

## **AARP Driver Safety Program**

**January 20 | 1- day, 8 hour class | 8:30 a.m. – 5 p.m. | Walnut Creek Medical Center**

**February 10 | refresher class | 8:30 a.m. – 1:15 p.m. | Walnut Creek Medical Center**

**March 6 & 13 | 2 - day, 8 hour class | 8:30 a.m. – 1:15 p.m. | Concord Medical Center**

**March 17 | 1- day, 8 hour class | 8:30 a.m. – 5 p.m. | Walnut Creek Medical Center**

This Smart Driver classroom course, designed for motorists over age 50, helps drivers refine existing skills and develop safe, defensive driving techniques. Offered in an eight hour or four-and-a-half hour refresher course for those who meet the criteria for renewal. There is a charge for this class. Register online at [johnmuirhealth.com](http://johnmuirhealth.com) or call 941-7900 option 1.

## **Advance Health Care Directives – Suzanne Leib, LMFT**

**January 30 | 10 a.m. – 12 p.m. | 941-7900 option 1 | Walnut Creek Outpatient Center**

**February 28 | 10 a.m. – 12 p.m. | 941-7900 option 1 | Brentwood Outpatient Center**

**March 29 | 9:30 a.m. – 11:30 a.m. | 941-7900 option 1 | Concord Medical Center**

All adults, regardless of age, need to understand how they can have control over their own life and death decisions. Learn the choices you or your family may face due to an accident or serious illness. This is an opportunity to clarify your choices and make sure they will be carried out should you become unable to make your own health care decisions. Required documents will be provided.

## **Catch Yourself – Fall Prevention to Maintain Your Independence**

**February 5, 9, 12, 16 | 12:30 – 2 p.m. | 941-7900 option 1 | Rossmoor Outpatient Center**

**March 13, 15, 20, 22 | 1:30 – 3 p.m. | 798-8788 | Pleasant Hill Senior Center**

This four-session class series raises awareness about falls by practicing techniques in class. Learn how to improve your strength and balance, simplify your environment, and identify fall risks. Classes will cover home safety strategies, exercise techniques, medication management, and other ways to decrease your risk of falling. Wear comfortable shoes and clothing. Plan to attend all four classes. If you have taken this class in the past 12 months, and feel you still need fall prevention information, we ask you to follow up with your primary care doctor or call Wellness Services 941-7900 option 1. Pleasant Hill Senior Center charges a fee for this class.

## **Welcome to Medicare - Health Insurance Counseling & Advocacy Program**

**January 10, February 14, March 14 | 7 – 9:30 p.m. | 941-7900 option 1 | Walnut Creek Medical Center**

**January 9, February 13, March 13 | 7 – 8:30 p.m. | 941-7900 option 1 | Pleasanton Outpatient Center**

This course is for those new to Medicare, or soon to enroll, who want to understand the many benefits available. Learn about health benefits, drug coverage and how to supplement your coverage. HICAP does not sell or endorse insurance products.

## **Memory Screening - What's Your Memory Fitness?**

**January 16, February 20, March 20 | morning appointments | 947-3300**

**January 17, February 21, March 21 | afternoon appointments | 947-3300**

**Brentwood | Pleasanton | Rossmoor | Walnut Creek Outpatient Centers**

Many people notice changes in their memory as they grow older. If you are 65 or older and have a John Muir Health primary care physician, either ask your doctor to refer you to Senior Services or call for a free individual memory screening. This screening is not a diagnostic exam but it can help to determine if your memory is functioning at a level that is typical for a person of your age. Screenings are offered on the specific dates and times at the four locations listed. Appointments are 30 minutes.



Senior Services  
 1450 Treat Blvd  
 Walnut Creek, CA 94597

RETURN SERVICE REQUESTED

**Change in information?** If you have a change in address or wish to be removed from our mailing list, please notify us at (925) 947-3300 or [seniorservices@johnmuirhealth.com](mailto:seniorservices@johnmuirhealth.com)

## PROGRAM LOCATIONS

Concord Medical Center  
 2540 East St., Concord  
 (925) 682-8200

Walnut Creek Medical Center  
 1601 Ygnacio Valley Rd., Walnut Creek  
 (925) 939-3000

Brentwood Outpatient Center  
 2400 Balfour Rd., Brentwood  
 (925) 308-8100

Pleasant Hill Senior Center  
 233 Gregory Lane  
 Pleasant Hill  
 (925) 798-8788

Pleasanton Outpatient Center  
 5860 Owens Dr., Pleasanton  
 (925) 224-0800

Rossmoor Outpatient Center  
 1220 Rossmoor Pkwy., Walnut Creek  
 (925) 939-1220

Walnut Creek Outpatient Center  
 1450 Treat Blvd., Walnut Creek  
 (925) 296-9700

Wellness Services, Walnut Creek  
 1656 N. California Blvd., Suite 100  
 Walnut Creek  
 (925) 941-7900 option 1

### THE PALLIATIVE CARE CONVERSATION: cont. from pg. 1

nurses, chaplains, social workers and care coordinators.

John Muir Health has for several years had an in-hospital palliative care service that has been of great value to many of our seriously ill patients, and we are excited to announce that consultations with the Supportive and Palliative Care Services Team will now be available to outpatients – both in our new clinic and for homebound patients – effective October 2017.

Patients thinking of supportive and palliative care should first talk with their doctor and ask for a referral. For more information, patients can also visit the Supportive and Palliative Care Services website [johnmuirhealth.com/spcare](http://johnmuirhealth.com/spcare).

Lawren Hicks, MD  
 Medical Director, Senior Services

### PLEASANTON OUTPATIENT CENTER: CLOSER THAN YOU THINK!

#### Pleasanton Outpatient Center is your one-stop shop for health care.

5860 Owens Drive, Pleasanton, CA 94588 Conveniently located across the street from the Pleasanton BART station and ½ mile from 680 freeway exit.

In partnership with San Ramon Regional Medical Center, our outpatient center in Pleasanton offers you and your family access to a wide range of non-emergency medical services under one convenient roof. Best of all, our services are available to the entire community - which means you don't need to have a doctor located at our center to use our services.

In addition to medical services our departments include:

- Patient Support Services - Outpatient mental health care for all ages provided by a psychiatric nurse practitioner. They are trained to evaluate, diagnose, treat, and stabilize mental health conditions under the supervision of a psychiatrist.
- Senior Services - Offers a wide range of services for seniors and their families including community and John Muir Health resources, information, assessment services, classes, support groups, and onsite HICAP counseling. Our educational classes include topics on health, care giving, dementia, memory, and self-care. Featured classes include Advance Health Care Directives, Catch Yourself- Fall Prevention, and Welcome to Medicare.
- Wellness Services - Provides patient education, support and resources focused on prevention and wellness. Provides evidence-based education materials and videos, community resources, support groups, and classes.