Resolving to be a Healthier You
How one breast cancer survivor set herself up for success with the help of a close friend and cauliflower

MOVING THE HEALTH NEEDLE
Memorial Hermann addresses the social determinants of health

HOPE AFTER HARVEY
Hometown Healing has helped families rebuild their homes and restore their lives

SAVING AUSTYN’S ARM
Brave boy finds comfort following dog attack
IN THIS ISSUE

ON THE COVER:
Shvon Lowe, right, is shown at a Memorial City area park with her best friend, Candace Fountain. Follow the breast cancer survivor’s journey to fitness. See page 9

FEATURES

A HEART FOR OTHERS
Going above and beyond at each patient encounter is standard practice for an employee who continues to live his life’s calling.

BUILDING BLOCKS OF COMMUNITY
How Hometown Healing continues to help families across Greater Houston rebuild their homes and restore their lives.

REDEFINING OUR ROLE
Food, housing and transportation. Memorial Hermann’s new Community Resource Center addresses those health needs and more, as the System strengthens its focus on addressing the social determinants of health.

SAVING AUSTYN’S ARM
Following a brutal dog attack, 9-year-old Austyn came face-to-face with another dog. This one helped him overcome his biggest fear.
Happy New Year, everyone! I love how, with each new year, we get a chance to hit the “refresh” button on life. A chance to reset our goals and look ahead to the future to all the things we want to accomplish in the coming year.

We recently hit the refresh button at Memorial Hermann - we adopted new values, a simplified mission and a bold, inspirational new vision.

Our simplified mission states that we are “a nonprofit, values-driven, community-owned health system dedicated to improving health.” We feel this clearly states who we are as an organization. It’s a simple reminder that we are owned by the community, and improving the health of our community is a commitment we have maintained for more than 112 years. It’s at the heart of everything we do.

Our new values are the fundamental beliefs upon which our organization and behaviors are based. They are easy to remember, as they are represented by “the four Cs”: community, compassion, courage and credibility.

Finally, there’s our vision. A vision represents what an organization would like to achieve in the future. This is ours: To create healthier communities, now and for generations to come.

Creating healthier communities means we can no longer simply provide quality care at the bedside; we must broaden our reach beyond hospital and clinic walls, and commit to improving the neighborhoods where people live, work and play.

Memorial Hermann is taking the steps to do just that. We are helping people find resources for fresh, nutritious meals. We’re teaching people to think of exercise as medicine, encouraging them to be more active. And, we’re going into Houston’s most vulnerable neighborhoods and helping connect people to the everyday resources they need to live healthier lives. Our measure of success will be fewer hospital visits and a lower cost of care for patients, thereby improving people’s health and their lives.

That’s why we decided to make “creating healthier communities” the theme of this issue. Throughout the following pages, you will meet a breast cancer survivor who, with the help of our Resolution challenge, joined forces with her best friend to get healthy together. You will read about how a hospital facility dog helped a 9-year-old boy overcome his fear following a dog attack. And you’ll learn how Memorial Hermann’s new Community Resource Center is helping remove obstacles that prevent people from being healthy.

This work is personal for me. When I think about creating healthier communities for generations to come, I think about my children. And their children. And, some day, their children’s children. We have the power today to make the world a better place for them. By working together towards these efforts, I truly believe we can create a brighter tomorrow for us all.

That task begins now. It’s a new year, and we’ve set our sights on achieving a challenging and courageous new goal. But it’s so much more than a fleeting resolution. We are boldly redefining the role of what it means to be a health system. Now let’s get to it!

Talk soon,

David L. Callender, MD
President and CEO, Memorial Hermann Health System
IN OUR LAST ISSUE, WE ASKED READERS, “What does a healthy community look like to you?”

BELOW ARE SOME OF YOUR RESPONSES:

“Helping others that you may never meet or know. Joining in efforts bigger than yourself to make a larger impact!”

CHERYL IVY

“Looking past differences, personal preferences and prejudices to build a better future for all humanity; one that embraces servant leadership through caring for one another, defending and helping those who cannot defend/help themselves, and being inclusive rather than exclusive. Mi Casa es Su Casa.”

CRISTINA TORRES

“Fellowship and unity with each other while sharing the common vision and goals!”

JESSEY THOMAS

“A sense of support around you from a group of people who are welcoming, supportive, and loving of you.”

RONELDA RUBIO

“Wellness of mind, body and soul—both individually and corporately.”

GEM RIVERA

ANSWER OF THE ISSUE

“Having a shared responsibility to better our world.”

ROXANNE BYRNE

“We Want to Know

Our March/April issue of Beyond will focus on compassion. Send your answer to the following question to mhcommunications@memorialhermann.org for a chance to be featured in our next edition:

Can you share a recent example of someone going out of his or her way to show you compassion?”

“Living in a humane society, we should all treat everyone with humanity and not with insanity.”

RIZWAN AHMED
Early on a Tuesday morning, Michael Dever strides into the cardiac catheterization lab at Memorial Hermann Memorial City Medical Center. The lab is teeming with people, all of them wearing scrubs and determined expressions. This team handles about 20 heart procedures each day, and they’re just getting started.

Dever is the Manager of Non-Invasive Cardiology Services at Memorial Hermann Memorial City. He oversees a team of 13 technicians and sonographers who administer electrocardiograms (EKGs), echocardiograms and nuclear stress tests. He also serves as the liaison between the cardiologists and the employees in his department.

His team members praise him as a manager who’s always willing to drop everything and help, whether it’s administering an EKG or cleaning up an exam room. Three of them nominated Dever to be Memorial Hermann Health System’s Employee of the Year – an award he received in November.

Dever, a Houston native, isn’t the only Memorial Hermann employee in his family. His wife, Angela Dever, is Director of the Neuroscience ICU and Acute Care Units, Intermediate Care Unit and Rapid Response Team at the same Campus. And his son, Daymon James, is a patient transporter also at Memorial City, responsible for taking patients to departments all over the hospital.

Here’s a look at what Dever does on a typical day. Continued on Page 6
continued from page 5

9:01 a.m.
“Can you tell me who’s on the line, guys?”

In his eighth-floor office, Dever leans toward the phone on his desk, hands clasped beneath his chin.

“This is Michael.”

He’s just joined a conference call to discuss the installation of a new nuclear medicine camera in one of the eighth-floor exam rooms.

Half an hour later, Dever is rushing downstairs to a Cardiology operations review meeting, where he and colleagues pore over last month’s budget and supplies.

Around lunchtime, he heads back to his office for more phone calls and emails.

Dever didn’t set out to work in cardiology. When he enrolled as a freshman at Prairie View A&M University, he had every intention of becoming a dentist.

He laughed. “I did not do my research.”

In his first year as a pre-dental student, Dever took a tour of the dental school and learned that he’d be required to dissect cadavers.

“I came back and changed my major to biology,” he said. With dental school out of the question, Dever looked around for another career in health care. The heart had captured his imagination. So in 2006, after he graduated, Dever applied to be a PRN EKG tech at Memorial Hermann. He was really more interested in echocardiograms, but this was a way to get his foot in the door.

“That was here, and I loved EKG so much,” he said. He never got tired of seeing the heart’s electrical impulses mapped out precisely on paper, and he soon became a full-time EKG technician.

2:20 p.m.
In the unit, Dever rounds to see who on his team needs help.

Dever became his department’s manager in 2013. But he still has a hand in the day-to-day heart testing.

At any time, one or more of his EKG technicians might get pulled away for a Code Blue – a cardiac or respiratory emergency – in another part of the hospital. That’s when Dever will step in to handle the EKGs already scheduled, making sure his techs don’t fall behind on appointments. He also might help out with a stress test or swing by to see if anyone needs help setting up rooms for echocardiograms.

That help is appreciated by his team, said Devon Wallace, a cardiac sonographer at Memorial Hermann Memorial City.

“On a stressful day, he will do whatever he can to make the day easier, even if he is already busy or swamped,” she said.

5 p.m.
Dever, who starts his days around 7:30 a.m., tries not to schedule meetings or other obligations after 4 p.m. Today, however, he won’t leave just yet – he has some discharge calls to make.

When a patient comes in for an echocardiogram or an EKG, someone from Dever’s team contacts that patient the next day just to make sure they’re doing well and were satisfied with the appointment.

When there’s overflow, Dever will help his team make those calls. “We want to provide the best customer service,” he said, plus those calls help him stay in touch with the patients.

After all, Dever still believes that helping patients is the most important thing he and his team can do.

“What I love about my job is that I get to do what I love,” he said. “I work with patients every day.”

Want to join our team? Bring your talent and experience to Memorial Hermann. Visit jobs.memorialhermann.org to learn about opportunities.
HOPE AFTER HARVEY: THE KEY TO COMMUNITY

“When everything is all said and done I want to invite everyone back here for a party to help me celebrate being able to finally get back into my home,” said Evelyn Phillips.

Phillips glanced at the volunteers inside of her home and then closed her tear-filled eyes to listen to the sounds hinting that she was getting closer to returning to how life was prior to August 2017. She heard the sounds of a new beginning: the retracting of a tape measure, the high-pitch buzzing from a table saw piercing quarter rounds, the clinkering of paint buckets, and knees shuffling across protective floor paperboard as volunteers caulked baseboards and trim.


Continued on Page 8
Peel was among 25 Memorial Hermann Health System employees who signed up to rebuild and restore Phillips’ home in November for Hometown Healing, an ongoing service campaign that launched on the weekend of the first anniversary of Hurricane Harvey as a way for employees and affiliated physicians to engage the community through volunteer projects throughout the Greater Houston area. In November, Memorial Hermann employees, together with their loved ones, partnered with SBP AmeriCorps, a national disaster relief organization that has been rebuilding northeast Houston homes with the greatest need since August 2017.

For the 68-year-old retired school crossing guard for Houston Independent School District, community is everything. Neighbors helping neighbors is what led to Phillips learning about SBP AmeriCorps and applying for assistance for homeowners in disaster impacted areas. In the months after Harvey, Phillips’ journey toward getting back on her feet led her to the 5th Ward Community Redevelopment Corporation where she was connected to additional resources. Since Harvey, Phillips, who earns a fixed income, has lived with her daughter and 4-year-old granddaughter. Although her two-year journey has included setbacks and disappointments, Phillips has not lost faith that everything will work out for the best, thanks to the compassion of strangers who have unselfishly donated their time to rebuild her home and the support of her neighbors who have kept watch over her home to prevent further vandalism while construction efforts are underway.

“I’ve lived in my home since 2009 and the love from the community is one of the reasons I love calling Houston home,” said Phillips. “If one neighbor is down, we all get together and help others any time one of us is in need. That’s what community means to me.”

Thanks to the generosity of volunteers, Phillips is looking forward to the new year and her new beginning of returning to a sense of normalcy.

“Thank you all so much for volunteering and helping me to get me back into my home. I really appreciate it,” Phillips said.
Challenge Accepted

A breast cancer survivor and her best friend find fitness inspiration in an unlikely source
Shvon Lowe, 39, is a four-year breast cancer survivor. She knows her health is irreplaceable, and that healthy food and exercise are part of her long-term recovery. But by the end of a busy 2018, smart eating and exercise had taken a back seat in her life.

She had a new gym membership, “but I wasn’t going as often as I wanted to,” she said. And she wasn’t sure how to turn it around.

Lowe found herself at a turning point. She wanted to lose some weight and knew she needed to get active again. So when she learned about Memorial Hermann’s Resolution challenge, she decided to give it a try.

Resolution, a free five-week program offered by Memorial Hermann, is designed to provide the tools needed to help create a healthier life. For Lowe, it also lit a spark of motivation.

Lowe – who works at Memorial Hermann as an administrative manager in Supportive Medicine – was one of more than 20,000 people to sign up for the first challenge, which launched in January 2019.

Throughout the program’s five weeks, she received weekly emails filled with meal plans, recipes, at-home workout plans, useful articles, and videos that demonstrated workouts and recipe prep.

A Resolution recipe is what first caught Lowe’s eye.

“It was a cauliflower stir-fry,” she recalled. “And I was interested in different ways to use cauliflower as a rice replacement.”

The dish turned out to be delicious: a hearty mix of vegetables tossed with soy sauce and sesame seeds, which she served on a bed of cilantro-and-lime-seasoned cauliflower rice.

So Lowe tried another Resolution entrée - a ground pork egg roll bowl, which offered all the goodness of an egg roll without the fried-dough casing.

Her kitchen success turned out to be the push Lowe had needed.

“I quickly decided that, in addition to managing what I eat, I should also focus on my exercise routines,” she said. “Based on my inspiration from Resolution, I said ‘I need to make some changes.’”

That’s when Lowe brought in her best friend, Candace Fountain.

Fountain, 37, has also beat breast cancer. She works at Memorial Hermann as a manager of projects and strategic initiatives. And like her friend, Fountain was looking to “get right” with her diet and exercise.

Lowe started sharing Resolution recipes with Fountain – especially the veggie-heavy recipes, because Fountain had just adopted a mostly plant-based diet. But they knew they could do more to help each other.

“We always talk food,” Fountain said. “I think at that point we decided exercise needs to be a part of it. As part of our long-term health and (cancer) prevention, we’ve got to start exercising.”

So the two became accountability partners. Inspired by Resolution’s workout ideas, Lowe and Fountain started walking and following exercise videos online.

The pair even completed a three-month boot camp together: “The only reason I finished was because of Shvon,” Fountain said.

Based on my inspiration from Resolution, I said ‘I need to make some changes.’

– Shvon Lowe
Memorial Hermann’s Resolution program is designed to offer support for healthy lifestyle changes. It was created with input from Memorial Hermann dietitians and affiliated physicians, IRONMAN trainers and wellness coaches.

Participants get a roadmap for success: Each week, an email is delivered to their inbox with a five-day meal and workout plan. The recipes are integrated with H-E-B’s website so users can send the ingredients they need straight to their online cart, for fast and easy checkout. Participants are also offered guided meditations and an invite to join a closed Facebook group that provides motivational reminders.

Throughout the Challenge, Lowe would get Resolution emails that reminded her what her goals were: “I would get a reminder about increasing my activity, making mindful decisions.”

After three months, both Lowe and Fountain had lost 22 pounds each and say they feel better than ever.

And Lowe has become dedicated to eating right. She has picked up the meal-prepping habit. On weekends, she fills containers with chicken, fish and lots of vegetables so it will be easy to grab healthy meals all week.

She also packs plenty of healthy snacks so she’ll be prepared for stress-induced cravings.

Since her weight loss, Lowe has signed up for the Resolution program again and decided to find better ways to relieve stress. Now she uses breathing exercises and practices qijong, which is similar to tai chi.

Just before the holidays, Lowe and Fountain signed up for another rigorous workout program together.

“I think our resolution has always been to empower each other with more education, more support, and just more overall health,” said Lowe.

READY TO JOIN RESOLUTION? Go to http://www.memorialhermann.org/resolution/signup

Shvon Lowe, pictured right, and her best friend, Candace Fountain, workout in a Memorial City area park.

CILANTRO LIME CAULIFLOWER RECIPE

1 tablespoon extra-virgin olive oil
2 green onions, white and green parts, sliced thin
2 garlic cloves, minced
1 12-ounce bag frozen riced cauliflower
3 tablespoons coconut milk
1 lime, juiced
1/4 cup fresh cilantro, chopped
Kosher salt and pepper to taste

In a large sauté pan over medium heat, warm the olive oil until shimmery. Add the green onions and sauté about a minute, or until soft. Add the garlic and sauté another 30 seconds or so, being careful not to burn the garlic. Add the cauliflower rice and coconut milk to the sauté pan and stir to combine. Cook approximately 3 minutes on medium heat, stirring. Cauliflower should be al dente and not completely soft, or the texture will be mushy. Turn off the heat and stir in the fresh cilantro, lime juice, salt and pepper to taste. Taste for seasoning and add more lime juice or salt if necessary.

Recipe provided by Memorial Hermann’s Resolution Challenge. For more free recipes like this, sign-up at memorialhermann.org/resolution/signup.
Memorial Hermann Health System recently unveiled its first Community Resource Center, an innovative new concept which is part of a broader expansion of efforts aimed at better addressing the holistic needs of the southwest Houston community.

“Our mission is to improve health, and we know that health care is only 20 percent of that picture,” said Carol Paret, Senior Vice President and Chief Community Health Officer at Memorial Hermann. “You can never accomplish your mission of improving health if you only focus on clinical care. A patient’s health falls within the context of his or her life, and you have to address the context as much as the condition in order to move the needle on health.”

The Community Resource Center is located on the campus of Memorial Hermann Southwest Hospital in the heart of a region of Greater Houston identified as having some of the most pervasive health challenges. It is staffed by Memorial Hermann community health workers who are equipped to help individuals in need navigate concerns impacting their health status, including care access, food insecurity, safe housing and transportation.

The Center also has on-site representatives from three federally qualified health clinics – Bee Busy Wellness Center, AccessHealth and Avenue 360 – to help connect uninsured and underinsured individuals with vitally important access to primary and preventive care.
In addition to helping people obtain healthcare access, the Center also works to improve their lives beyond the traditional scope of health care through a partnership with the Houston Food Bank which maintains an on-site presence to help those identified as food insecure access fresh, healthy food. The Center also offers access to Houston Volunteer Lawyers, which is a local group that provides educational clinics, free of charge, to help people navigate complex legal issues, including housing concerns.

No referrals are needed to access the Center. Many clients learn about the resource from Memorial Hermann clinicians who have identified that their patients are struggling at home and need a little extra assistance to get better.

“Not only can patients come to the Center, but members of the community can come get the resources they need before they enter a crisis state,” Paret said.

The Community Resource Center is the latest example of Memorial Hermann’s strategic shift in direction and underscores how Memorial Hermann has been redefining its role as a health system with a strengthened focus on addressing the social determinants of health – such as food, housing and transportation – that have an outsized influence of an individual’s health status.

In addition to the Community Resource Center, Memorial Hermann has been working to improve population health through a variety of initiatives, including:

- Assigning navigators to partner with uninsured and underinsured patients in the Emergency Center to connect them with appropriate medical homes and needed resources that can help them navigate any challenges they may experience after they leave the hospital.
- Partnering with the Houston Parks and Recreation Department to activate local parks through the implementation of soccer programs for youth, walking clubs for adults and families, and pop-up farmer’s markets on weekends.

It’s all part of a plan to ignite and inspire health and wellness across Greater Houston by sharpening the focus on the needs of the specific areas and regions that Memorial Hermann serves.

“We have a great responsibility and a moral obligation to do whatever we can to help make our community healthier,” Paret said. “That’s why it’s so important for Memorial Hermann to extend its care beyond the walls of our hospitals and clinics to help improve people’s lives where they live, work and play.”
Hate Running?
Here are five unconventional ways to workout.

If you’re going to break a sweat, you might as well make it fun, right? Thankfully, there’s no limit to unconventional workouts that get you moving toward a healthier you.

“Be creative,” said Blaine Schmidt, performance coach at Memorial Hermann IRONMAN Sports Medicine Institute. “As long as you get your heart rate up, you’ll see some benefits.”

Here are some ideas to try in lieu of the treadmill.

1. ROCK CLIMBING
Indoor or outdoor climbing offers a fresh way to build strength. And since you’re relying on yourself to lift up your body, it often inspires weight loss.

Climbing works the heart, builds upper and lower body muscles, increases flexibility and even offers a mental break. No screens—just you.

“Some of the greatest benefits are spiritual rather than physical since the nature of this sport requires focus, balance, determination and overcoming fear,” Schmidt said.
2. HIP-HOP YOGA
There are almost as many different forms of yoga as there are postures. There’s Hatha, which is physical yoga postures, or Bikram yoga, which is typically set in a sauna-like environment.

Restorative yoga focuses on winding down after a long day and relaxing your mind. “You spend more time in fewer postures,” Schmidt said.

But in hip-hop yoga, you trade meditative peace for amped-up music and energy.

Whatever yoga you choose, you’ll enhance your flexibility, strength, breathing and concentration.

“One of the main benefits is you get a better mindset and body awareness,” Schmidt said. “Yoga is the unity of the body and the mind.”

3. UNDERWATER SPINNING
This alternative on spinning immerses you 4 feet deep in a pool. Water adds resistance to what’s also known as hydro-spinning or aqua cycling. In some classes, you hook your feet on the handle to do crunches and push off to do push-ups.

Other water sports get you outside: stand-up paddle boarding, kayaking, water-skiing or wakeboarding.

“Any type of rowing or paddling is great for upper body strength and endurance,” Schmidt said.

4. ROLLERSKATING
Feel like a kid again while you burn calories and strengthen your legs and hips.

“If you’re outside, you clear your head of distractions and release hormones that make you feel better mentally and physically,” Schmidt said.

5. MIXED MARTIAL ARTS
Japanese and Korean forms of self-defense are merged with grappling and kicking.

Takedowns strengthen your lower body, while raising your heart rate and self-discipline.

“Martial arts have many health benefits for the body and the mind, including muscular endurance, power, and improved balance and joint mobility,” Schmidt says. “You get the same health benefits as jogging, such as stress relief, greater confidence and balance.”

Quick Fitness Fixes for the Office
Life can get busy. Luckily, there are moves to help you stay on track, no matter where you find yourself – even while at work. The following versatile moves can help you kick your fitness routine into gear at the office.

Copy Machine Calisthenics
- Lift one leg to the back or side, keeping it straight.
- Slowly lower it.
- Change sides.
- In the same position, bend your right knee.
- Swing leg forward and back for 30 seconds.
- Repeat with left leg.

Chair Squats
- Start with feet flat on floor.
- Sit tall at your desk.
- Hold your abdominal muscles tight.
- Extend one leg until it is level with your hip.
- Hold for ten seconds.
- Slowly lower leg.
- Repeat 15 times.
- Change legs.

Exercise Ball Ab Toning
- Sit on the ball and find your balance.
- Pull your navel in.
- Pull your shoulders back (no slouching).
- Place feet hip width apart.
One little girl and her mother stood at their hospital room door eagerly waiting. “He’s right there!” another girl yelled.

The dog’s furry tail wagged happily from side to side while walking down the hallway of Children’s Memorial Hermann Hospital as kids waited to catch a glimpse of Dexter, the Golden Retriever and Labrador mix who serves as the hospital’s facility dog.

But one little boy stood out. He wasn’t talking or smiling. He watched and patiently waited for his turn with Dexter.

Austyn Clanton wasn’t even sure he would have the courage to actually touch a dog again. A month earlier, the 9-year-old was viciously attacked by his own family dog, Mattis, at his family’s home in Beaumont, while play wrestling with his two younger brothers, Trystan and Jordyn.

“Mattis was trying to protect Trystan,” Austyn said. “Mattis attacked me. I got in the house but he still wouldn’t get off me.”

Now, dressed in pajamas and a robe tied at his waist, Austyn sat in his wheelchair tucked in the corner at the end of the hallway. His left arm was bandaged from his wrist up to his shoulder as a different dog approached.

**CHALLENGING INJURIES FOR AUSTYN**

Austyn was taken by Memorial Hermann Life Flight® to Children’s Memorial Hermann Hospital following the attack. It took more than 13 intense surgeries and a total of 24 hours in the operating room for teams of physicians and nurses to save his arm.
Surgeons used muscle tissue from Austyn’s back to reconstruct his biceps. Without the specialized surgery, there was a chance Austyn could lose the ability to use his left arm altogether, according to Phuong Nguyen, MD a pediatric plastic surgeon with McGovern Medical School at UTHealth who is affiliated with Children’s Memorial Hermann Hospital.

“We borrowed muscle from his back, the latissimus muscle and skin that was on top of that muscle,” Dr. Nguyen said. Austyn was rushed back into the operating room several days following surgery, when an artery in his arm damaged during the attack burst. The ruptured vessel put Austyn in danger of losing his arm, and possibly his life, due to blood loss.

Dr. Nguyen and his team reconstructed the millimeter-wide blood vessel.

“We borrowed some veins and arteries nearby to stack them on top of each other with the use of a microscope.” Dr. Nguyen said.

Several more surgeries were needed to remove muscle and soft tissue that were injured by the initial dog bite, including a vein bypass graft to improve blood flow to Austyn’s hand and a skin graft to cover the wound.

The surgeries were challenging, but Austyn made time to smile while in the hospital. He celebrated his ninth birthday and went trick-or-treating dressed as Captain America.

“Austyn is one of the bravest patients I have cared for at Children’s Memorial Hermann Hospital,” said affiliated pediatric surgeon Allison Speer, MD, who initially treated Austyn in the Emergency Center and visited him on Halloween. “From the moment I met him in the ER, through celebrating his ninth birthday in the hospital, until a month and numerous life and limb saving surgeries later, he continued to be a strong, courageous and optimistic young boy.”

When asked about missing out on having his birthday with friends, Austyn joked, “It’s not how I had planned on spending my birthday at all.”

**OVERCOMING HIS BIGGEST FEAR**

Despite the challenges Austyn faced, he still found the strength and bravery to extend his good arm to pet Dexter on the day he first met him.

A big smile filled his face.

“I know not all dogs are bad,” Austyn said as he looked up while petting Dexter.

Austyn said Dexter calmed him down. Austyn’s brothers watched from inside his room, behind their parents and grandparents.

Together, minutes later, the brothers asked if they could also see Dexter. They, too, were apprehensive. Less than a month earlier they had witnessed their dog brutally attack Austyn.

Austyn’s mother, Vannessa Clanton, was emotional watching her children overcome their fears.

“This is big for them and our family.”

Today Austyn is back at home. His family is grateful for the work of the nurses, staff and surgeons Matthew Harting, MD, Akemi Kawaguchi, MD, Matthew Greives, MD, Jessica Rose MD, Neil Dasai, MD, Dr. Nguyen and Dr. Speer.

They’re also thankful for Dexter.

“The hospital healed Austyn, and Dexter helped us heal in another way,” Clanton said.
TWO NEW MEMORIAL HERMANN URGENT CARE FACILITIES NOW OPEN

To better meet the urgent care health needs of the growing population throughout the Greater Houston area, two new Memorial Hermann urgent care centers are now accepting patients.

The two new facilities are located in west Houston and southwest Houston.

**Town & Country:** 12740 Memorial Drive, Suite 100, just east of the Town & Country shopping center. Open 9 a.m.-9 p.m. daily. The former Tanglewood urgent care location has relocated to this new office to provide care to patients in a custom designed urgent care facility.

**West University Place:** 3501 Holcombe. Open 7 a.m.-7 p.m. daily. In addition to the normal services offered in our urgent care facilities by family medicine physicians, this new location will offer children’s care provided by pediatricians and pediatric certified nurse practitioners.

No appointment is required at any Memorial Hermann urgent care facility, but to get in line ahead of arrival, online check-in is available at memorialhermann.org/urgentcare.

TIRR MEMORIAL HERMANN MARKS 60 YEARS OF PIONEERING REHABILITATION CARE

TIRR Memorial Hermann recently celebrated 60 years of pioneering rehabilitation care. Founded in 1959 as one of the first polio treatment centers in the United States by William Spencer, MD, TIRR Memorial Hermann’s commitment to providing high level, quality rehabilitation care to thousands of patients throughout the world has earned it annual recognition as one of the top rehabilitation centers in the nation.

Dr. Jamie McCarthy, pictured left, EVP & Chief Physician Executive, and Dr. Michael Shabot, pictured center, former EVP, System Clinical Officer received the International Hospital Federation (IHF) Dr. Kwang Tae Kim Silver Grand Award in Oman.

Dr. Jamie McCarthy and Dr. Shabot receive International Hospital Federation Honor

Dr. Jamie McCarthy, EVP & Chief Physician Executive, and Dr. Michael Shabot, former EVP, System Clinical Officer, received the International Hospital Federation (IHF) Dr. Kwang Tae Kim Silver Grand Award recently in Muscat, Oman.

Dr. Kwang Tae Kim, a surgeon with immense contributions to the healthcare sector both nationally and internationally, is a strong advocate of excellence in clinical governance, leadership, quality and safety.

The IHF Dr. Kwang Tae Kim Grand Award is bestowed to the healthcare organization that has achieved excellence in multiple areas including quality and patient safety, corporate social responsibility, innovations in service delivery at affordable costs, healthcare leadership and management practices.

Clinical and support staff are shown at the dedication for TIRR in the Texas Medical Center on May 30, 1959.
WHEN HIS HEART MISSED A BEAT WE DIDN’T

HELPING YOU GET YOUR RHYTHM BACK.

We understand that no two hearts beat alike, especially if you’ve been diagnosed with an irregular heart rhythm. Called arrhythmia, it can lead to heart disease, stroke or even death. Our affiliated cardiac electrophysiologists are specially trained to diagnose and discover the source of your arrhythmia, and determine the best course of treatment tailored to your needs. Because it’s not enough to deliver specialized care if we’re not treating your heart with the compassion it deserves.

Advancing health. Personalizing care.

heart.memorialhermann.org