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## Accolades and Accreditations

- Achieved the Patient Excellence Safety Award™ for three years in a row (Healthgrades 2017-2019)
- The only hospital in Idaho recognized among the nation's 100 Top Hospitals® five years in a row. (IBM Watson Health 2014 - 2018)
- Earned an "A" Hospital Safety Grade for the tenth consecutive time; the only Idaho hospital to achieve this recognition 13 times since 2012 (Leapfrog Group Spring 2019)
- Named among the nation's 100 Great Community Hospitals three times in a row (Becker's Hospital Review 2016-2018).
- Only hospital in Idaho to achieve this designation.
- Earned the Gastrointestinal Care Excellence Award™ two years in a row (Healthgrades 2017-2018)
- Designated Blue Distinction Center for spine surgery (BlueCross BlueShield Association)
- Only hospital in Treasure Valley with atrial fibrillation, chest pain and heart failure accreditations (American College of Cardiology)
- Named among the 100 Best Places to Work in Healthcare for the sixth consecutive year (Modern Healthcare 2014-2019)



## Focus On Patient Care

- Emergency care by board certified specialists 24/7
- Orthopedics / Joint replacement
  - Dedicated orthopedic-spine unit
- Comprehensive spine care
- Cardiology
  - Electrophysiology
  - Cardiac catheterization lab
  - Endovascular catheterization lab
  - Cardiac care unit
  - Cardiac rehabilitation
- Surgical care:
  - Inpatient and outpatient
  - Minimally invasive
- Intensive care unit
- Critical care
- Family Maternity Center
  - Family post-partum suites with king-size beds
  - Level II neonatal intensive care unit (NICU)
- Women's Wellness Center
  - Dedicated Imaging Center
  - Digital mammography
  - Bone densitometry (DEXA)
- Pediatric care
- Behavioral health
  - Inpatient and outpatient
- Infusion Center
- Wound care
- Diabetes Center
- Radiology: diagnostic and interventional
- Comprehensive lab services
- Spiritual care
- Employer Health Program

## Hospital Statistics 2018

150

*Licensed beds*

146

*Active physicians*

71

*Advanced practice providers*

213

*Nurses*

617

*Employees*

50,220

*Patient encounters*

27,947

*Emergency department visits*

3,931

*Hospital admissions*

409

*Babies delivered*

7,323

*Surgeries: inpatient and outpatient*

\$47,938,383

*Payroll and benefits*

\$7,986,496

*Taxes paid*

\$32,911,331

*Charity & uncompensated care*

# Patient Story

## *Trust Your Doctor Like Your Mechanic*

Kenny Tower started surfing and racing sailboats at the age of 12. After moving to Idaho, he started skiing, kayaking, cross-fit and especially, mountain biking. Kenny was always active and did a lot of kneeling and squatting on the job.

After so much overuse of his knee joints, Kenny started feeling extreme pain when walking. That led to 4-5 different knee surgeries over the course of 20 years. He credits Dr. George Nicola for being able to continue doing the outdoor activities he loves.

“When you have a good doctor, you trust them like the mechanic who fixes your brakes properly,” explained Kenny.

At the age of 68 years old, he was facing surgery again in April 2018. Kenny’s knee joint was back to being bone-on-bone.

This time, Dr. Nicola performed a different procedure on Kenny at West Valley Medical Center. Called knee-resurfacing, it’s a muscle-sparing surgery that involves minimal bone reduction. This approach significantly reduces recovery time after the procedure. And it was the only option left for Kenny.

“I was up and moving almost immediately after surgery,” said Kenny. “Even though it made Dr. Nicola and the medical staff a bit nervous!”

Post-surgery, Kenny was anxious to see how quickly he could get back on his bike. He knew what to do and expect from previous knee surgeries but this one was different and quite a bit better than he expected. And he credits the team at West Valley Medical Center.

“I received incredibly good care at this hospital,” Kenny said. “Everyone was extremely friendly and very supportive, and that helped a lot.”

With plenty of experience in recovering from knee surgery, Kenny shares these tips:

- Be or get into good shape before the surgery – as much as possible
- Take the informative classes at West Valley Medical Center before the procedure
- Know that it’s going to hurt at first, but you’re going to get through it
- Pay attention to what you’re doing to prevent falls in the first few weeks of recovery
- Consider getting a stationary bike to help increase your strength and range of motion as part of your recovery
- As an alternative, consider joining an inexpensive gym that doesn’t require a contract

“I highly recommend resurfacing surgery for anyone who needs a solution for the type of knee pain I had,” Kenny said. “I’m still an athletic guy who doesn’t like to slow down, and it was the perfect option for me. Even work is much better and a full day on my feet is no longer an issue.”



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