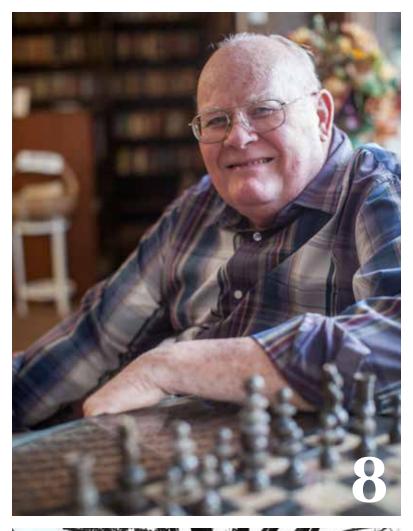


TK Pioneer Lecture Series

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Creative Development Director: ISAAC MOYA

Editor: JIM WILLIAMS

Sr. Managing Art Director: TRACEY PHALEN

Design: RACHEL TULLIO

Cover Photography: EMILY PIRAINO



Just what the doctor ordered

'MyBanner' online tool makes managing health care more convenient By Kristine Burnett

odern technology has changed the ways in which we communicate, conduct business and keep track of just about every aspect of our lives. Thanks to a new online health resource known as MyBanner, patients across Banner Health now have easier access to their personal health information...all with just a few clicks of the mouse.

This secure online health portal enables patients to review a summary of their health information following a visit to a Banner Health primary care provider or hospital, access hospital discharge and follow-up care instructions, request copies of their medical records and even schedule their own appointments at Banner Health Centers and Clinics.

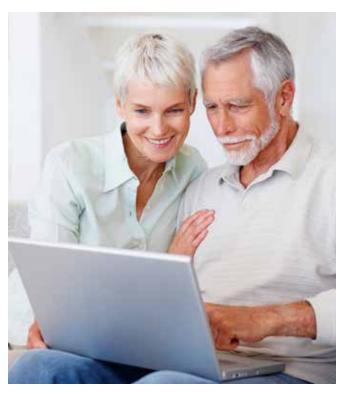
Richard Bartosch, a participant in MyBanner, knows firsthand just how helpful the handy tool can be. His wife, Elizabeth, suffers from osteoarthritis and has monthly checkups at her neighborhood



ENROLL TODAY!

To start using MyBanner, request a personal identification number (PIN) in the Registration department or medical records office of your nearest Banner Health hospital, or at the front office of your local Banner

Health Center or Clinic. Then enroll online at www.BannerHealth.com/MyBanner. To get help enrolling, contact the MyBanner help line at (480) 684-6000; toll-free (855) 355-6500.



Banner Health Clinic in Litchfield Park as part of an ongoing pain management plan. With MyBanner, Richard says coordinating his wife's appointments is now a breeze.

"We used to be limited to booking appointments 30 days out, so we would schedule her next visit every time we went to the clinic," he says. "That became difficult, especially when planning future trips and coordinating other activities. With MyBanner, we are able to book appointments ahead considerably."

In addition to scheduling appointments with Banner Health physicians, patients enrolled in My-Banner can more easily review their health information. This feature is particularly beneficial for those with multiple hospitalizations or clinic visits due to chronic diseases or multiple health conditions. Also, the opportunity to request copies of their medical records online saves patients the time and hassle of making multiple trips to the hospital to obtain medical records.

Enrolling in MyBanner is simple and requires giving very little personal information. "My only complaint is that I now have another user ID and password to remember," Richard says.

Ask if your physician participates in MyBanner and, if so, sign up today!

Is it an emergency?

Determining what symptoms are ER-worthy By Gremlyn Bradley-Waddell

ou're in pain, but does it warrant a trip to the emergency room, an urgent care facility or can it wait for a doctor's appointment? That can be a tough call, but Amandeep Sodhi, MD, a Banner-affiliated physician in the West Valley, says there are guidelines to help determine the right treatment.

Levels of care

First, he says it's important to understand the levels of care avail-



able. The emergency room (ER) is for patients with serious or potentially lifethreatening

medical issues requiring immediate medical attention, including: a fall that causes pain, chest pain, stroke-like symptoms (which may include weakness on either side of the body and difficulty with speech), blood in one's urine or bleeding from the rectum.

"Of course, if you're ever in doubt, you should go to the emergency room and seek immediate care," he adds.

Urgent care facilities are for less serious medical concerns,



like treatment for a sprain or cut sustained in a fall or any other need for stitches, which occur after regular office hours or over the weekend. Look to your primary care physician's office to handle annual physical exams, checkups, routine care and referrals to specialists.

What to look for

Sodhi says patients should not rely on diagnosing medical concerns by looking at information online or talking to friends or neighbors. Answering "yes" to any of these questions about their symptoms calls for a trip to the ER:

- Is it persistent?
- Is it new and of an urgent nature?
- Is it causing serious pain?
 In addition, these symptoms also mean a trip to the ER is necessary:
- Blood in the urine or stool;
- Black stools, which can be brought on by something as simple as hemorrhoids or by

something more complex (diverticulitis);

 Blood in one's vomit, which can be caused by something as simple as taking too much ibuprofen or could be symptomatic of a more chronic problem (like an ulcer).

Make the call

If it's reasonable to do so before seeking assistance — you're not seriously wounded and your physician's office is open — it's wise to call your physician, Sodhi says. Services often vary at facilities, so your doctor's office or even the nearest urgent care facility might advise you to go to the nearest ER instead.

"Some urgent care facilities, for example, don't treat dehydration or may not be able to provide X-rays," he notes.

If an emergency occurs during regular office hours and you decide to call your physician, he adds, talk to someone; do not leave a voicemail message.

Lastly, knowing when to call 9-1-1 can be perplexing, but Sodhi says it's essential to do in any situation in which you don't feel safe or are experiencing symptoms that are severe and persistent. If you think you may be having a stroke or heart attack, call 9-1-1 immediately.

Exercise that's not exercise

How to get your daily dose without planning, scheduling — or procrastinating

By Paula Hubbs Cohen

xercise: we all know we should get more of it, but there's always something that seems to get in the way whether it's the grandkids' soccer games, laundry, work or a longscheduled dentist appointment. So what's a person to do to ensure they get a healthy dose of exercise without calendaring a trip to the gym?

We spoke with Jennifer Sundling, a Banner Health Wellness Specialist, about this issue and she offers a wealth of easy, funfilled ways to get stretching and moving without feeling saddled with yet another obligation.

Find something fun

Sundling, who taught elementary PE for 12 years and has also worked as a personal trainer, believes that exercising should be something fun, and not a chore. One of her secrets is that you need to find an activity you enjoy.



"That's because if you like what you're doing, you're more likely to stick with it," she says. "Some of the most fun ways to get some exercise without even realizing it include dancing, gardening, taking the dog for a walk and playing active video games such as Wii and Xbox Connect."

"Adults that are involved in a low-impact exercise program can improve their balance and quality of life. Stretching improves flexibility, helps decrease the risk of injuries and improves blood flow."

—Jennifer Sundling, MS, NASM-CPT, CES, Wellness Specialist, Banner Health

- ✓ Maintain/lose weight
- √ Achieve more restful sleep
- ✓ Gain strength and flexibility
- ✓ Boost your energy and mood
- ✓ Improve your creativity and brain function
- ✓ Clear your mind and minimize stress

Adding movement

Sundling adds that some easy ways to incorporate exercise into your daily routine include doing squats while brushing your teeth, doing lunges while walking around the house and doing push-ups and sit-ups during commercial breaks on TV.

"You can also bring resistance bands to work," she says. "And when you get there, be sure to park farther away from the office that you usually do — and then take the stairs instead of the elevator."

Stick with it!

Easy lifestyle changes you can maintain

By Kerry Hamilton

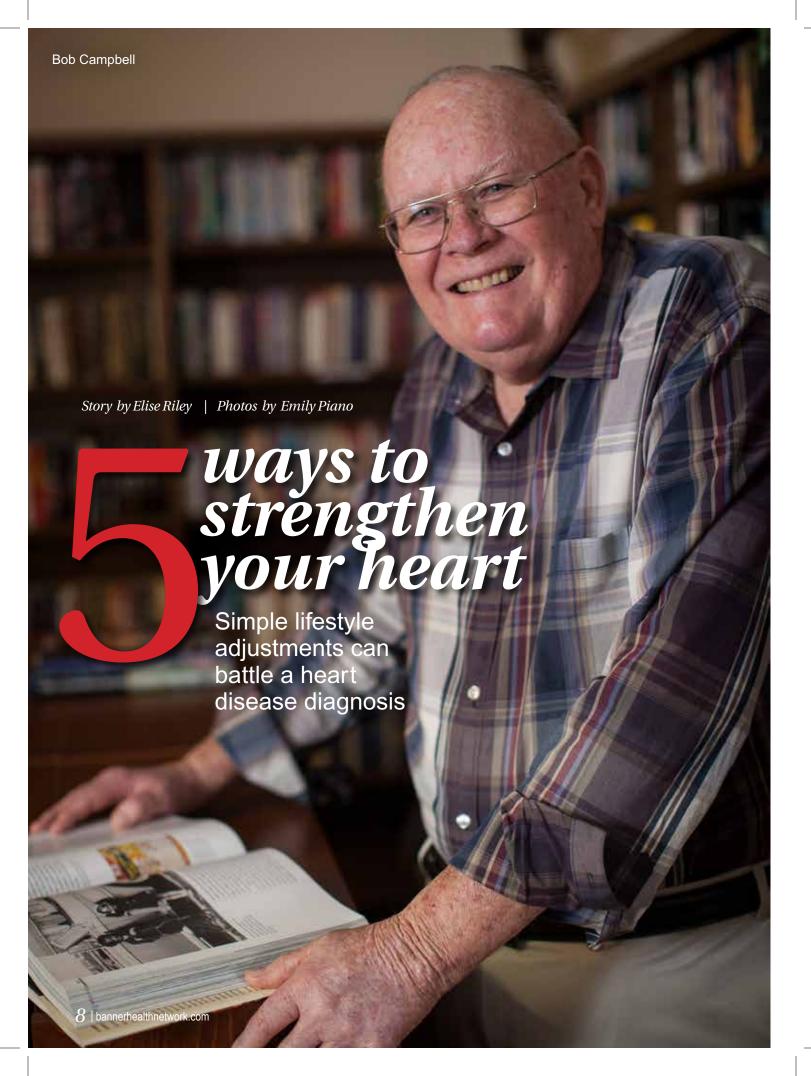
the health benefits of certain lifestyle choices, like getting regular exercise, eating a balanced and heart-healthy diet, and avoiding tobacco. Statistics are reported on the news, health care providers give us advice, and even loved ones share their views. However, the idea of embarking on a full-scale exercise plan or making dramatic dietary changes can be overwhelming, and understandably so, as these changes can represent an enormous adjustment to daily life.

Baby steps

We don't have to make huge changes to be healthier. In fact, studies suggest that a small shift, as long as we stick to it, can pay substantial health dividends over time. When we successfully maintain one lifestyle change for at least 30 days, we gain the confidence to tackle another goal and then another. It's this cumulative effect that really serves to promote overall wellness.

Ready to make a change you can stick with? Choose just one healthy activity from our "Stick with It" list. Commit to that activity for 30 days by signing your name to the contract. Stick the list in a prominent place in your home — on the bathroom mirror or the refrigerator door — as a daily reminder of the promise you've made to improve your health.





IT WAS SUPPOSED TO BE AN UNEVENTFUL ANNUAL PHYSICAL FOR BOB CAMPBELL IN 2007. BUT WHEN HIS STRESS TEST CAME BACK INCONCLUSIVE, HE KNEW HIS LIFE WAS ABOUT TO CHANGE.

"They sent me in for a catheterization and saw some blockage," Campbell says. "They said I needed surgery the next morning."

In a moment, Campbell became a heart patient. He had triple bypass surgery at Banner Desert Medical Center in Mesa on Aug. 3, 2007. Today at age 76, Campbell says living with heart disease is a matter of making the right choices with the right attitude.

Campbell isn't alone. According to the Centers for Disease Control and Prevention, more than 11 percent of American adults have heart disease. For many of those 11 percent, the diagnosis comes after a heart attack. Campbell was fortunate to have routine annual physicals, and caught the blockage before it caused an attack.

"Heart disease can mean a lot of different things," says Dr. Mark Starling, a cardiologist and chief medical officer at Banner Heart Hospital. "The No. 1 thing we worry about is a progressive narrowing or inclusion of our coronary arteries."

Treating heart disease isn't just about surgery or medication. Patients who make significant lifestyle changes can not only reverse the effects of heart disease, but also control or prevent diabetes and high blood pressure. Here are the five ways you can strengthen your heart, just as Bob Campbell has since his diagnosis:

LIMIT YOUR SALT INTAKE
Work to eat no more than 2,000
milligrams of sodium daily. "You
have to be careful about ingesting salt," Starling says. "If you have
heart disease or some other impairment of heart function, you have a
predilection to accumulate salt."

2 EAT MORE FISH
Choosing fish over red meat
can help with cholesterol, as well
as introduce heart-wise elements
into your body. "You should have
some fish a couple of times a week
at least," Starling says. He recom-

mends saltwater fish, such as

salmon, mahi-mahi, cod or halibut. "They're very light, and they're very healthy for you."

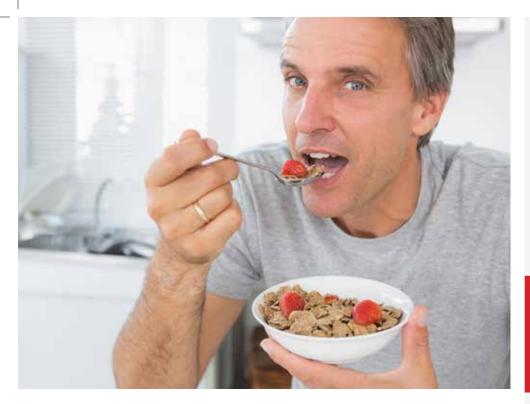
AVOID PROCESSED FOODS Dr. Starling recommends staying away from all processed foods even down to bread and rolls at restaurants. "I'd avoid processed foods at all costs," he said. Those crackers, canned veggies and preprepared frozen dinners often have loads of sodium, preservatives and other additives that harm not only the heart, but also increase the risk of developing diabetes. Having a hard time knowing what to buy at the store? Here's one tip - shop on the outer ring of the grocery store, where all the fresh food is. Avoid anything in a box.

4 EAT MORE FRUITS AND VEGETABLES

Fortify your meals and snacks with fruits and vegetables. It sounds so simple, but Starling says that the simple things often make the most sense. "There's an art to shopping the right way," he says. "You stay out of the canned aisle, and you go to fresh produce. Make your dessert fruit, not cake."

Three
questions you
should ask your
doctor about
heart disease

- ✓ What is my blood pressure?
- ✓ What is my cholesterol profile?
- ✓ Do I have any other contributing factors that put me at risk for heart disease?



MOVE YOUR BODY

Exercise isn't necessarily about joining a gym and hiring a personal trainer. Instead, it's about moving your body and getting your heart to work. Walking 30 or more minutes routinely — four to five times a week — can have a dramatic impact on your heart health.

The key, Starling says, is maintaining a consistent pace. Window-shopping at the mall doesn't work. "You've got to walk consistently for 30 to 40 minutes," he said. "It trains your muscles to be more efficient and makes your heart work less. I'm not saying it has to be a power walk. Just walk around the neighborhood. Take the dog for a walk for 30 minutes in the evening."

Both Starling and Campbell practice many of these behaviors. Campbell chooses parking spots that are further away from a store's entrance so he can walk more. He also does all the household chores so he's frequently

moving. Starling gets up each morning and walks on a treadmill for an hour.

These behaviors also have a cumulative effect. Weight drops. So does blood pressure. Cholesterol numbers improve. Gradually, a person's overall health improves.

"If you make these changes you realize that you can manage heart disease," Starling says. "We have a whole program to help patients get to a point where they understand their problem and how to manage it. We give them independence and their outlook becomes, 'I can do this.'"

Campbell participated in cardiac rehab after his triple bypass. It taught him the behaviors he uses today to keep his heart healthy.

"I'm big on vegetables, I don't drink and I don't smoke," he says. "It's everything in moderation. You've got to have a good attitude, get checkups and stay moving."

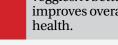
Tips for Better Heart Health

According to the National Center for Health Statistics at the Centers for Disease Control and Prevention, 26.5 million American adults have heart disease. Below are more steps you can take to improve your heart health:



EAT THE RIGHT STUFF:

focus on eating high-fiber, low-cholesterol foods, and plenty of fruits and veggies. A better diet improves overall heart





VISIT THE DOCTOR:

symptoms of heart disease are often different in women. Routine and preventive care can often spot these symptoms early on.



WATCH THE SCALES:

the more you weigh, the greater strain on your heart and the greater the risk of developing diabetes. Keeping the weight off makes for a healthier heart.



STOP SMOKING: While it's easy to relate smoking

with breathing problems, it also affects heart health. The risk of heart attack increases significantly with each cigarette a person smokes.



GET A DOG: A statement released in 2013 by the American Heart Association linked heart health with dog ownership. Research found that dog owners are more likely to take regular, and longer, walks - which directly

benefits heart health.

Heart of the matter

Help is available to manage cardiac disease By Debra Gelbart

eing diagnosed with heart disease can be a scary experience. You may be wondering how to best manage this new challenge and how your overall health will be affected long-term.

The reassuring news is that you don't have to feel like you're on your own between doctor visits. The Banner Health Network Pioneer Accountable Care Organization (ACO) is available to help you take care of yourself so that, as much as possible, you can continue all of the activities that are important to you.

"If you've been in the hospital," says Donna Siemons, case management senior director for Banner Health Network, "a case manager assigned to you makes sure that you see your doctor within seven days of being discharged, so that any problems can be addressed right away." In fact, your case manager may accompany you to your doctor visit, she said.

If your diagnosis is congestive heart failure, coronary artery disease or any other heart-related issue and doesn't involve a hospital stay, you can expect to hear from a case manager by phone almost every week, Siemons says. "The case managers work with patients



to help them build goals and develop a plan that includes diet and exercise so they can self-manage their cardiac condition."

The best advice

When case managers monitor and assess heart patients, depression — a frequent issue for patients with chronic illness - may be detected. In that situation, Siemons says, "case managers make sure patients get the additional help they may need." Case managers also make sure patients are taking prescribed medications in all the right doses and encourage patients to check their blood pressure and weight regularly at home, she says.

"We advise patients with heart failure to weigh themselves every day," Siemons says. "We're not concerned with what you weigh but whether your weight has changed to reflect more than a pound or two since the day before. A gain of two to five pounds in a week, for example, could indicate water retention caused by the heart not pumping enough to

move the blood properly through the system or that the kidneys aren't working at full function."

Patient-focused care

"Part of the mission of Banner Health Network's ACO is to help patients navigate the complexities of the health care system and support them in accomplishing the goals they've set for themselves," says Robert Groves, M.D., the interim medical director for Banner Health Network. "That's difficult for patients to do unless they understand their own health. We've refocused our efforts on giving patients what they need to improve their lives when they need it. The real promise of health care is to give the patient knowledge and control in their health and recovery. And to be sure they have access to the care and resources they need."

The goal for ACO health care providers, Dr. Groves says, "is to surround patients with a support system that is integrated and coordinated so there are no missed opportunities in care for any patient."

VOUT NUTRITION

Vital Vittles

Fine-tune your diet for optimal heart health

By Debra Gelbart

atients who have a heart condition already know that diet is important in successfully managing their wellbeing. They may not know, however, what to eat to maintain or improve their health status. That's where registered dietitians like Banner Health Network's Margaret O'Brien come to the rescue.

O'Brien, also a certified diabetic educator, helps patients fine-tune their diets through one-on-one phone conversations and patient education classes, including "Living well with heart disease" and "Eat healthy, be active." These opportunities guide heart patients to understand that often they don't have to make major changes in their diet to bring about major changes in their health.

Start little

"Small changes can significantly impact overall wellness and your lab values," O'Brien says.

"You don't have to give up dairy, or even red meat," she says. "You may need only to make a few adjustments." With dairy foods, for example, it's simple to substitute low-fat or no-fat products for high-fat or saturated fat choices.

"We encourage heart patients

to eat less red meat and to substitute leaner cuts for the higher-fat parts of the animal." Anything with the word "loin" in it, for example, means you're choosing a lower-fat cut of meat than if your choice doesn't have the word "loin" in it, she says.

Lose the fats

She added that as important as it is to minimize consumption of saturated fat — the kind found in whole milk, butter and marbled red meat that can stick to arteries — it's just as critical to reduce sodium intake. "Reducing salt consumption is especially important for congestive heart failure patients," she says. The good news is that you don't have to cut out salt intake entirely, she said. Start by taking the salt shaker off the table, she suggested, and seasoning foods with other spices and herbs.

If you can substitute fish or pork loin for red meat once or more a week, that's great, too, she said. "All fish, even shellfish, can be good choices, as long as you don't prepare it with butter or bread crumbs," she says.

"We encourage simple food substitutions," she says. "Improving your diet is easier than you think."



Apple-Glazed Turkey

- 1 turkey breast tenderloin (about 8 ounces)
- 1/2 teaspoons lemon juice
- 1-1/2 teaspoons olive or cooking oil
 - 1/4 teaspoon seasoned salt
 - 1/4 teaspoon dried sage leaves, crushed
 - 2 cloves garlic, minced
 - 1 tablespoon apple jelly, melted
 - 4 very thin slices lemon Fresh sage leaves (optional)

Preheat broiler. Split turkey tenderloin in half horizontally to make two portions, each about 1/2 inch thick. Place turkey on the unheated rack of a broiler pan. In a small bowl, combine lemon juice, oil, seasoned salt, dried sage, and garlic. Brush mixture on both sides of each turkey portion.

Broil turkey 4 to 5 inches from the heat for 5 minutes. Turn turkey; place lemon slices on turkey. Broil for 2 minutes more. Using a clean brush, brush with apple jelly. Broil for 2 to 3 minutes more or until tender and no longer pink (170 degrees F). Slice the turkey. If desired, garnish with fresh sage leaves.

Nutritional analysis per serving: Calories: 192; Fat, total: 5g; Cholesterol: 68mg; Saturated fat: 1g; Carbs: 8g; Protein 27g; Sodium: 247mg

DO I HAVE MORE THAN THE BLUES

Ask the Expert with Daniel M. Pacheco, MD.

By Stephanie Conner

As we get older, some things become more common — things like grey hairs and creaky joints. You hear less about, however, the increased risk for depression. And while the occasional down day is not cause for concern, clinical depression is a health condition that should be treated so you can live your life to the fullest.

"It's important to understand that depression is not a normal part of aging," says Daniel M. Pacheco, MD, Chief Medical Officer for Banner Behavioral Health



Hospital. "That's why as we talk about the importance of taking care of our physical health, we also must

take care of our mental health."

Dr. Pacheco answers a few questions about depression.

Q: What are the common causes of depression in older adults?

A: Some of the most common causes as we age include health



issues, such as chronic illness, disability, chronic pain and decreased physical abilities. In addition, medications can add to feelings of depression, and social issues — a decreasing social circle, isolation or retirement can contribute as well.

Many older adults also experience psychological/emotional issues, such as a reduced sense of purpose, anxiety over finances or the loss of loved ones.

Q: What signs of depression should people be aware of?

A: Signs of depression include:

- · Lack of motivation
- · Decreased energy
- Feelings of hopelessness
- Increased irritability
- Loss of interest in hobbies
- Increased isolation
- Increased memory problems
- Decreased appetite
- Difficulties sleeping or sleeping too much

Q: How can we distinguish between "the blues" and clinical depression?

A: If symptoms are occurring more days than not, or if you are having thoughts of harming yourself, you should seek help immediately. Or if symptoms interfere with your day-to-day life and/or last more than two weeks, you should seek help.

Q: What treatment options are available for people experiencing depression?

A: Your primary care doctor can make sure a medical cause like thyroid disease or a medication isn't causing your depression. Then, the next step is seeing a mental health professional (therapist/counselor or psychiatrist). Some people do well with talk therapy, while others may require medication in conjunction with therapy.

Ask the Expert with Janice M. Dinner, Associate General Counsel, Banner Health

Planning ahead

Advance directives empower with compassion

By Joan Westlake

ften referred to as a Living Will, an Advance Directive gives you the power to make decisions about your future medical care. If the

time comes when you are not able to communicate your wishes, this simple document is your voice. There are forms to document your wishes and assistance to guide you as you consider your options.

"Forms are easy to prepare and do not require a lawyer," says Janice M. Dinner, Associate General Counsel at Banner Health. "Directives should include a Health Care Power of Attorney in which you identify an individual (known as a Surrogate) who can make decisions for you, if you are no longer able."

Compassionate gift

It may never be needed, but if it is, the Advance Directive is a compassionate gift to family members struggling to make decisions. With an Advance Directive, your family and friends will know and can carry out your plan. No one has to carry the burden of being challenged during a time of grief, when emotions run high, or of declining further care without knowing your wishes.

Free forms

Advance Directives and other Life Care Planning documents are available from a variety of sources.



Obtain them at no cost from the Office of the Arizona Attorney General. Download from azag.gov/ seniors/life-care-planning or stop by offices located around the state and pick up copies. Call 602-542-2123 for information. Forms are also available at Banner hospitals in the Registration department.

NOTE: if you want to direct emergency responders not to initiate artificial resuscitation in the field or in an emergency department, you must have a special Pre-Hospital Medical Directive that is printed on an orange-colored form and signed by your physician.

Form distribution

Copies of Living Wills and the Health Care Powers of Attorney should be given to your physicians, to the hospital to which you would likely be admitted, to family members and close friends. Speak with loved ones about your preferences and your Advance Directive.

Call 602-542-2123 for information or go to azag.gov/seniors/life-care-planning

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by Frank A. Longo

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Network.com/

Crossword

SmartandHealthy

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VOUT LIFE / Healthy Living Events



OFFERED BY BANNER HEALTH NETWORK

The following classes are offered at Banner facilities Valley-wide. Dates and times vary by location. For information and registration, call 602-230-CARE (2273) or 480-684-5090. All classes are free.

EAT HEALTHY, BE ACTIVE

Series of six interactive workshops. Learn to attain and maintain a healthy weight, reduce risk of chronic disease and live a healthy, active lifestyle.

LIVING WELL WITH DIABETES

Four-part series. Learn selfmanagement skills including monitoring, medications, nutrition and meal planning, exercise and preventing complications.

LIVING WELL WITH COPD

Two-part series. Learn about lung disease, better breathing skills, symptom management and preventing complications.

KNOW YOUR HEALTH NUMBERS

A two-hour class to learn about basic lab tests, what the numbers mean for your health and steps you can take to improve your results. Topics include: blood glucose and A1C, cholesterol and lipids, blood pressure, weight and BMI, and more.

LIVING WELL WITH **HEART DISEASE**

Three-part series. Learn hearthealthy lifestyle tips, how to manage risk factors, how to identify warning signs of heart attack and stroke, and what to do in an emergency.

MORE SEMINARS AND CLASSES

TAKING CARE OF YOUR HEART

Banner Boswell Medical Center Tuesday mornings. Call 602-230-CARE (2273) for times, rooms and monthly topics.

SUCCESS OVER (HEART) FAILURE

Banner Boswell Medical Center Monday/Wednesday/Friday at 10 a.m. Call 623-832-5650 for more information.

COPING WITH CANCER SUPPORT GROUP

Banner Thunderbird Medical Center second and fourth Wednesdays of each month, 6:30 to 8 p.m. (Feb. 26; March 12 and 26; April 9 and 23). Call 602-865-5450 for more information.

CANCER PREVENTION SERIES

Banner MD Anderson Cancer Center Feb. 12, March 12 and April 9. Call 602-230-CARE (2273) for times, location and topics.

STROKE SUPPORT GROUP

Banner Good Samaritan Medical Center First Thursday of each month at 5:30 p.m. Call 602-839-3667 for more information.

STROKE SUPPORT GROUP

Banner Baywood Medical Center Second Thursday of each month at 1:30 p.m. Call 480-321-3848 for more information.

THE ALZHEIMER'S PREVENTION DIET

Banner Alzheimer's Institute Featuring dementia specialist, Dr. Marwan Sabbagh sharing the latest information on the role of diet and supplements to slow or prevent Alzheimer's disease. Call 602-230-CARE (2273) for times and locations in February, March and April.