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In this issue



Dear Reader:

Welcome to the last edition of Smart& Healthy in 2015! In this issue we cover an important topic that we have not addressed previously in this magazine – the role of the family caregiver.



A Pew Research Study in 2013 revealed that 36 percent of U.S. adults provided unpaid care to an adult relative or friend in the past year. Over time, many of us will find ourselves caring for a loved one – an endeavor that can be both rewarding and challenging. As part of our cover story, read about one man's touching story of providing care to his wife, and also learn important tips and resources that can be a support to you as a caregiver.

Caregivers – and all of us who get sick or injured from time to time-- will want to pay special attention to a story on the Member Experience Center. The experienced Banner

Health nurses who staff this line are available to you 24 hours a day if you have questions about how and when to access care. If you have ever asked yourself, "Is this an emergency or should I wait to see the doctor in the morning?" then be sure to make a note of this phone number - 602-747-7990. Because your provider participates in the Banner Health Network Pioneer Accountable Care Organization, this service is available to you at no charge.

And there is so much more to read about, too- the health benefits of stretching, the dangers of drowsy driving and how to start eating like you live in the Mediterranean. When you are finished with the magazine, tear off the back page as a reminder to get your flu shot this year! It could literally be a lifesaver.

To your health,

Lisa Stevens Anderson Chief Executive Officer

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Banner Health Network

Nishant (Shaun) Anand, MD

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Chief Medical Officer

Banner Health Network

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REPUBLIC MEDIA CUSTOMPUBLISHING

CREATED BY REPUBLIC MEDIA **CUSTOM PUBLISHING** A division of The Arizona Republic 200 E. Van Buren St., Phoenix AZ 85004 General Manager: CAMI KAISER

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By Dolores Tropiano

rizona's Africanized bees make the garden variety European honey makers seem sweet in comparison. These "killer" bees, as they are commonly called, make up more than 90 percent of the bee population and are 10 times more aggressive than their European counterpart, stinging relentlessly and in great numbers. They also reproduce 10 times faster than the European variety.

The Banner Poison and Drug Information Center reports that in May and June of 2015, there was a frightening 40 percent increase in the number of bee stings over 2014.

Aggressive behavior

"These bees are very aggressive," said Frank LoVecchio, DO, MPH, a toxicologist, physician and comedical director for the Banner Poison and Drug Information

Center. "It's not uncommon for people we see to have 200-300 stings or greater if they are attacked."

That can be deadly.

In June, a man was killed near Wickenburg after innocently disturbing a hive in a shed. He was stung 500 to 1,000 times.

"Swarmings can result in hundreds or a thousand stings, delivering a venom load capable of producing multi-system organ failure," LoVecchio said.

With more people enjoying the outdoors this time of year, these sting stats can soar. The Banner Poison and Drug Information Center offers free, 24-hour help and information by calling 800-222-1222. But in an emergency, call 911.

Hives and habits

Avoiding Arizona's Africanized bees begins with an awareness of their habits.

They are attracted to hair, dark and bright colors and fragrances, and these hybrid-honey bees are not particular about their hives. They build in the ground, tree cavities, the walls of homes or near dripping water — making them easy to stumble upon.

"These are not the usual hives that you may be familiar with from Winnie-the-Pooh," said LoVecchio.

What to do

If you are being attacked, LoVecchio recommends getting into a house, car or other enclosure. Running is also an option, but keep in mind that the flight of these bees can be 12-15 miles-per hour for up to a quarter of a mile. Cover your face, even if it means pulling your shirt up to protect your eyes, nose and mouth. (If your throat closes and your lips tingle, that may be a sign of a potentially fatal attack.)

And remember, if you are pursued, jumping in the pool is always a poor choice.

"Eventually you have to come up to breathe," LoVecchio said. "And the bees will likely be waiting."

GET HELP /

When nature attacks

Banner fields more than 120,000 calls annually from victims of venomous stings or bites. The 24-hour helpline is 1-800-222-1222.

Stretch your way to health

Looking for a low-impact form of exercise? Try stretching

By Elise Riley

ew exercise crazes seem to come around every couple months.Turns out, one of the best exercise regimens around is also probably the simplest.

Are you ready to try? Touch your toes. Seriously.

"Stretching reduces pain and tension, it helps your muscles, tendons and ligaments. And it's easy," says Samantha Conrad, a wellness specialist with Banner Health.

Small movements, big benefits

While it's easy to think about exercise being about sweat and exhaustion — the truth is that often your body just needs to move. Simple exercises offer plenty of benefits.

This is true for people who work in an office and sit all day or are at home relaxing for a good chunk of their day.

"One of the best benefits of stretching is that it stimulates the formation of protective fluid in the joints," Conrad said. "It lubricates the joints and reduces pain and stiffness."

Stretching also lengthens muscles, speeds up your heart rate, and helps tendons and



ligaments — those common sources for aches, pains and injury. It also helps reduce stress.

Basic stretches

A good stretch is something simple where you feel tension, not pain.

Start with something basic, like touching your toes. Hold the stretch as long as comfortable — work your way up to 15 or 20 seconds. This stretch helps your back and core, bringing that much-needed synovial fluid to areas that often stiffen.

Then try other basics, like swaying from side to side — use your hips, and increase your range of motion.

Conrad also suggests trying stretches to open your hip flexors and increase flexibility in your arms and legs. You can do these in a chair or on the floor.

"Stretching really is a form

3 STRETCHES TO TRY

Aim to hold each stretch comfortably for 20 seconds.

1: Touch your toes. Reach as far for your toes as comfortable. Feel the stretch in your back and hamstrings.

2: Lean backward. Sit in a chair and put your hands behind your head. Slowly lean backward to open your chest and increase flexibility in your back. Use your hands to support your head and neck.

3. Sway. Put your hands on your hips and sway left to right, increasing the range of motion in your waist and hips. This will help your lower back and hips, and increases circulation.

of exercise," Conrad said. "From working with patients, I've seen how amazing it is for heart rate. It increases blood flow to your muscles, so it helps you relax. And the more flexible the muscle, the easier it is to prevent injury."

Asleep at the wheel sleep disorders could impair your ability to drive safely

How sleep deficiency and

By Meghann Finn Sepulveda

rowsy driving is a serious issue that affects a driver's ability to stay awake at the wheel and focus on the road. It also slows response and reaction times, leading to a greater risk for an automobile accident.

Signs of a drowsy driver

Commercial drivers, shift workers and those who do not get enough sleep or have undiagnosed sleep disorders are more likely to drive drowsy, according to Centers for Disease Control and Prevention. Michael Eichenberg, sleep technologist and sleep director at Banner Desert Sleep Center says, "All adults should aim for 7 to 8 hours of sleep each night."

Drowsy drivers often feel capable of driving, but studies show that

sleep deficiency can harm driving ability as much as — or more than being drunk, according to the National Heart, Lung and Blood Institute.

Sleep disorders

An undiagnosed sleep disorder such as sleep apnea may be a significant contributing factor to drowsy driving.

"Drivers with untreated sleep apnea are more dangerous behind the wheel because even though they may have had plenty of hours of sleep, it was not good quality," Eichenberg said. "Eighty percent of people who have sleep apnea are undiagnosed."

Usually someone with sleep apnea is completely unaware of what is occurring at night, but may snore loudly, gasp or awaken abruptly, feel extreme sleepiness during the

day, and experience mood changes.

"People being treated for high blood pressure and those who have a body mass index above 35 are at greater risk for sleep apnea," Eichenberg says. "There is also a link between higher incidences of sleep apnea and obesity, diabetes, hypertension, cardiac disease and stroke."

Insomnia, restless leg syndrome and narcolepsy are other sleep disorders that could cause driver fatigue.

Awareness and prevention

Speak to your doctor if you are having trouble sleeping or think you may have a sleep disorder.

"Implementing good sleep habits such as establishing bedtime routines, reducing caffeine intake and maintaining a healthy lifestyle have proven to be beneficial," Eichenberg said.

Home sleep apnea testing and in-lab sleep studies are great ways to identify disruptive sleep. Board certified sleep specialists review and measure brain waves, breathing effort, oxygen levels, heart rate and muscle movements to diagnose sleep disorders.

The CDC recommends that drivers watch for symptoms of drowsy driving such as yawning or blinking frequently, drifting from a lane or missing an exit.

Learn more during Drowsy Driving Prevention Week, taking place Nov. 1-8, or visit sleepfoundation.org.



Ask the Expert with Candyce Collins, PharmD, Banner Pharmacy Services

Generic vs. brand name

Is there a benefit to using generic medications instead of brand-name versions?

ecause of rising health care costs, many patients and their providers appreciate the availability of generic medications, which generally cost less than brand-name counterparts. Generic medications are heavily regulated by the Food and Drug Administration (FDA) to ensure the medicine is essentially



the same as the brand-name product. In order to secure FDA approval, a generic drug must meet

four important requirements: (1) It must have the same active ingredient and strength as the brand-name drug; (2) the drug must be prescribed for the same purpose as the brand-name version and have the same effect on the patient; (3) the medicine must be available in the same form, such as liquid, pill or inhaler; and (4) the drug must have scientific evidence to show that it is absorbed into the bloodstream in the same way as the brand-name

While generic medications comprise the majority of all



prescription drug sales, not every medication comes in a generic form. The FDA is aware that pharmaceutical companies must make a substantial investment in the development of any new medication. Thus, pharmaceutical companies are often granted patent protection to sell a brand-name drug for a period of years before a less expensive generic option can be offered. Also, some medications are highly specialized and used rarely, so the cost to introduce a generic is too high relative to the number of consumers who need it. However, medications that are prescribed widely, such as cholesterol-lowering drugs or those used to manage high blood pressure or diabetes, are frequently available in generic form.

Generic medications are required to look different than brand-name drugs, so health care professionals can tell the generic from the brand. This can be confusing to patients who may switch to a generic drug to save money, but expect the same results. However, a patient should talk with a pharmacist about any medication-related questions, especially if a medication has changed in appearance. Patients are also encouraged to ask their providers to write prescriptions to allow for generic substitution, which can help to reduce out of pocket health care costs.

Candyce Collins, PharmD, is a clinical pharmacist with Banner Pharmacy Services





Caring for a loved one with a chronic disease or disability takes a village

By Kristine Burnett

Caregiving for a loved one is a noble calling for which the most important prerequisites include compassion, patience and a promise to help. Sadly, however, many caregivers take their commitment so seriously that, in doing so, they neglect their own health and wellness needs.

According to the Centers for Disease Control and Prevention (CDC), more than 34 million caregivers - the vast majority being unpaid family members provide support to someone 18 or older who is living with a chronic illness or disability. Topping the list of conditions requiring such care are Alzheimer's disease, cancer, diabetes and heart disease.

A June 2015 report from the National Caregiver Alliance and the AARP Public Policy Institute, using data collected in 2014, found that caregivers spend an average of 24.4 hours per week providing care. That number increases to nearly 45 hours a week when caring for a spouse or partner.

A caregiver's role

Ron Carmichael, who has been caring for his wife, Pat, since she was diag-



nosed with Alzheimer's in September 2011, can attest to the fact that caregiving takes its toll. Fortunately, Ron learned early on that taking care of himself is one of the best ways he can take care of Pat.

"Before we came to Banner Alzheimer's Institute, which now provides almost everything we need, we got involved with the EPIC [Early-stage Partners in Caring] program from the Alzheimer's Association," Ron explained.

Like most family caregivers, Ron didn't have any formal training before assuming his caregiver duties. The program was a teaching opportunity for him and Pat to learn about their new reality.

At Banner Alzheimer's Institute (BAI), they now participate in a support group in which they can ask questions, meet others in similar situations and learn more about the varied community resources available.

3 QUESTIONS TO ASK THE DOCTOR

Caregivers should ask during a loved one's appointment:

- 1. What should I expect next in the course of the condition?
- 2. What else can I do to ensure my loved one is at his or her best?
- 3. What, if any, changes should be made to my loved one's medication regimen? Review every medication and dosage at every appointment and with every physician.
 - Jan Dougherty, MS, RN Banner Al Banner Alzheimer's Institute

Ron helps his wife with various daily tasks such as taking the proper doses of her medications and with simple memory exercises.

"I knew from the start that I still needed to have my separate identity, just like Pat needs a certain degree of independence," Ron said. "We have trusted friends -I call them Pat's guardian angels - that still involve her in charities and other programs with the gals. Pat needs space from me as much as I do from her. I might play golf with the guys, go to Bible study or go to the office. It does us both good to have some time apart."

Asking for help

While Ron says asking for help has never been particularly hard for him, it is a hurdle that many caregivers struggle to clear.

Jan Dougherty, Family and Community Services director at BAI, calls Ron one of her stars for learning to ask for and accept help.

"Ron found a community of trusted friends and neighbors and he asks them for help," she noted. "He is really rare in that regard."

"If you don't ask for help and don't accept it when the offer is made, then pretty soon people will stop offering and you'll truly be on your own," Dougherty cautioned.

This, she says, is when caregiving becomes most daunting and when caregiver health risks rise.

"Studies show that when caregivers don't have time to themselves, their own health issues





FROM ONE CAREGIVER TO ANOTHER

Always, for your benefit and for your loved one, get some separation time.

Look at each day with your loved one as a blessing.

Approach everything you do for your loved one with a positive attitude.

-Ron Carmichael

go unmet," Dougherty said. "This is true across all cultures and socioeconomic boundaries. If you don't take care of yourself, you won't be able to take care of your loved one."

Taking care of 'you'

Recognizing the invaluable role of family caregivers, BAI encourages individuals providing care for anyone, regardless of the reason care is needed, to make sure they're getting enough sleep,



eating right, exercising and not turning a blind eye to their own health needs.

"You need to be a health care advocate for yourself as much as for the other person," Dougherty stressed. "So often, we see caregivers whose health has deteriorated to the point that they are much sicker when they finally do see a doctor."

Fortunately, even the smallest gestures of help from friends and neighbors can make a difference for a caregiver's health and wellbeing.

"Caregivers need respite time so they can actually do something that replenishes their energy and allows them to catch their breath," Dougherty said.

From accepting a meal from a neighbor or an offer from a friend to pick up something at the store, to asking someone to drive your loved one to an appointment or

on an errand, Dougherty says there are many seemingly small acts of assistance that can have a big impact. "Asking for help doesn't make you weak, it makes you human," she said.

Support from friends, family

The key, of course, is for caregivers to enlist the support of a trusted network of friends, family, neighbors or even paid helpers who can step in from time to time and give them a muchneeded break. There are also many community services and agencies that can assist caregivers in accessing support services and programs.

According to Dougherty, studies show that four in 10 caregivers report a high degree of emotional stress. Sleep issues, panic attacks, weight loss or gain, and headaches are not uncommon among caregivers.

GET HELP

Support and resources for caring for a loved one with dementia or another chronic condition:

Alzheimer's Association: www.alz.org Area Agency on Aging: www.aaaphx.org Banner Alzheimer's Institute Family and Community Services: www.banneralz.org Banner Olive Branch Senior Center: www.bannerhealth.com/ olivebranch Benevilla: www.benevilla.org

Duet: www.duetaz.org Foundation for SeniorLiving: www.fsl.org Oakwood Creative Care: www.oakwoodcreativecare.org Sun Health: www.sunhealth.org

"We all know what stress does to our health," Dougherty warned.

Speaking from experience, Ron says, "Sometimes we think we're the only ones who can do things and that's just not true. You need to find the right people to help so you don't worry when you have that separation from the person you're caring for."

Dougherty says finding time away is vitally important for a caregiver's health and happiness.

"There is no shame in doing things that bring you pleasure and joy. In fact, it will give you a longer fuse to burn when caring for someone with a chronic condition."

Need help? Call a nurse

Member Experience Center helps solve health concerns, and it's free

By Debra Gelbart

ecause your physician is aligned with Banner Health Network Pioneer Accountable Care Organization (ACO), you can now reach a registered nurse by phone 24 hours a day seven days a week who can advise you about the best course of action.

Right place, right time

The service is called the Member Experience Center, and it was established to assist people like you with medical and health care questions. "We're committed to getting you the right care at the right place at the right time," said Carol Cheney, Health Management senior director for Banner Health.

People can be especially unsure about whether they should go to a hospital emergency department, she said, and the nurses can ask callers questions to find out the nature and severity of an injury or illness to determine the best treatment for a caller. All you have to do is call 602-747-7990 to reach a registered nurse.

"We encourage you to call if you're uncertain about any health issue you may be experiencing," Cheney said. "Being able to call and ask a health professional a question at any time is one of the benefits of your physician's participation in the Pioneer ACO."



If you call during business hours, you may be transferred if appropriate to your primary care provider's office. "Our goal is to transfer the caller no more than once, only when necessary, and only to another human, not to a recording," Cheney said.

Making the connection

If callers would be well-served by another Banner Health professional, such as a pharmacist, poison control specialist, behavioral health specialist or social worker, Member Experience Center nurses can also make this connection.

Sometimes callers just want help in finding a Banner Health primary care physician or specialist, which the Member Experience Center can help with, too.

To reach the Member Experience Center, call 602-747-7990.

Meet one of the nurses on staff at the Member Experience Center

Peter Cunningham, RN, has been taking patient calls through the Member Experience Center since January of this year,



after many years working at Banner University Medical Center Phoenix (formerly Banner

Good Samaritan Medical Center). He likes interacting with patients who have medical questions.

"Answering calls from members requires listening carefully to what the caller says and then asking the right questions to determine the best next step," said Cunningham, who is originally from a town near Manchester, England and has lived in the United States for the past 20 years. He almost feels like a detective, he said, as he tries to listen between the words, too, to get the right information to be able to give the best possible advice. The callers, he added, often don't feel well and may not easily volunteer the information that is most important to understanding their condition, so it's Cunningham's job to coax details from callers.

"This is a new service, so I'm still learning the best way to help our Banner Health Network members," he said.

your / NUTRITION

TASTE OF THE Mediterranean

Healthy diet touts benefits of fresh fruits, vegetables and whole grains

ooking for a healthier way to eat? A Mediterranean-influenced diet is a fairly easy and really tasty way to improve your lifestyle, said Margaret O'Brien, a certified diabetes educator and registered dietitian with Banner Health in Mesa.

"The Mediterranean Diet includes large amounts of fruits and vegetables, whole grains (breads, cereal, pasta), beans, nuts and seeds, olive oil as your main source of fat, and a moderate amount of dairy, fish and poultry," she said.

Limit red meat

"You should opt for minimally processed foods, and you can eat up to seven eggs per week. But red meat is usually limited to only one or two times per month (12 to 16 ounces)," O'Brien said. Red wine in moderate amounts is fine (one five-ounce glass for women and two five-ounce glasses for men daily).

Just remember to take small steps when incorporating dietary changes, and you'll be more likely to stick with them, she said.

Mediterranean Pasta Salad

Ingredients

- 1 can (12 ounces) tuna, drained and chunked
- 4 cups cooled penne pasta
- 1 pound plum tomatoes, chopped
- 1 6-ounce jar marinated artichoke hearts, drained and chopped
- 1 4-ounce can chopped ripe olives, drained
- 1-2 cloves garlic, minced
- 1/2 cup grated Parmesan cheese
- 2 tablespoons capers, minced (optional)
- 1/4 cup lemon juice
- 2 tablespoons red wine vinegar
- 1/3 cup extra virgin olive oil
- teaspoon oregano or Italian seasoning
 Salt and black pepper to taste

Directions

1. In a large bowl, combine penne, tomatoes, tuna, artichoke hearts, olives, cheese, capers and garlic; toss gently.

2. In a small bowl, combine lemon juice, vinegar, oil, oregano, salt and pepper; whisk to blend well. Toss tuna mixture with dressing.

Yield: Serves 8 Nutritional Analysis: Per serving: Calories: 296, Protein 16 grams, Fat: 14 grams, Saturated Fat: 2.5 grams, Carbohydrates: 27 grams, Sodium: 608 mq.

Source: Oldwayspt.org, recipe courtesy National Fisheries Institute

Helpful tips

- Substitute chicken or fish for beef.
 - Use extra veggies to bulk up the heartiness factor.
 - Add seafood to your diet at least once a week.

- Go meatless once a week.
- Drink mostly water.
- Eat fruit for dessert.
 Find ideas and information
 about the Mediterranean Diet at oldwayspt.org.

your / CARE



Palliative Care Team helps seriously ill patients

Q&A with Stacie Pinderhughes, MD

By Joan Westlake

Q: What is palliative care?

A: When a patient is facing a serious illness, palliative care offers



specialized medical care to help relieve the symptoms, pain and stress. The goal is to improve the quality of life for

both the patient and the family.

Q: Are there misconceptions about palliative care?

A: Palliative care is not hospice. Patients do not have to stop curative treatments or leave their physicians as they do with hospice. The diagnosis is not necessarily terminal. The PC team works alongside the patient's providers; they do not take over care. Palliative care is for all ages.

Q: How is the care provided?

A: Palliative care is provided by a specialized team of doctors,



nurses and others who become part of the patient's medical team, working collaboratively with the primary physician. The team provides compassionate, comprehensive and interdisciplinary care that reduces suffering and optimizes quality of life by addressing physical, emotional and spiritual needs for patients experiencing serious illness as well as their families. The team helps by:

- Assessing the patient in a holistic
- Considering the patient and family as an integral part of the treatment team
- Helping patients and families match care goals with treatments
- Controlling pain and other symptoms as well as relieving suffering
- Restoring the highest possible functional capacity
- Providing psychosocial support

Q: What are the benefits of such care?

A: A study in the New England Journal of Medicine compared patients with lung cancer who received palliative care at diagnosis along with traditional cancer care to similar patients who received only the traditional cancer care. The patients receiving palliative care had better symptoms control, reduced pain, less depression and lived longer.

Q: Where is palliative care administered?

A: At Banner Health, palliative care services are provided in the hospital, as well as through clinics and even in patients' homes.

Q: How do you find out if palliative care is right for you?

A: When you receive a diagnosis of a serious illness, tell your physician you are interested in palliative care. The palliative care team will spend a lot of time with you and your family. They will assess your pain level and other symptoms and explain your treatment options. They will explore your goals and align your treatments with those goals.

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by Frank A. Longo

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