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HEALTH CARE



ARIZONA LEGISLATURE

Lawmaker: Background checks were not my idea

Move targeting reporters
in House draws criticism

RICHARD RUELAS
THE REPUBLIC | AZCENTRAL.COM

It was the opening moments of an Arizona House session — the first one in memory that media members covered only from the public balcony, rather than the floor. A Democratic lawmaker pointed out the media's absence, calling it bewildering.

Republican Rep. Steve Montenegro, the majority leader, rose from his seat, with the speaker's permission, to emphasize that the new rule requiring reporters to undergo background checks was for the sake of security. He and House Speaker David Gowan, R-Sierra Vista, he said, were not targeting reporters; rather, they were responding to the needs of members worried about their safety.

"When we receive a letter from 19 members asking us to beef up the security of this chamber, we take that seriously," he said. "When our security team comes to us with protocols they

See HOUSE, Page 7A

REWRITING THE SCRIPT

When Litchfield Park resident Paul Crawley's wife was hospitalized in February, her doctors told her she needed a specific blood thinner to help her recover at home.

Before leaving the hospital, Crawley called his wife's usual pharmacy, but he was told that pharmacy didn't carry the medication.

What could have been a moment of crisis was averted when Crawley learned about a new bedside pharmacy program that connects hospital patients with an independent Avondale pharmacy that prepares medications before a patient steps out of the hospital.

Crawley's wife had her medication in hand by the time she headed back to Litchfield Park — allowing her to fill her prescriptions and take them properly.

Bedside pharmacy program strives to help patients follow their prescriptions

JESSICA BOEHM
THE REPUBLIC | AZCENTRAL.COM

Dr. Lucas Nyabero and his NewSpring Pharmacy in Avondale partner with Abrazo West Campus to fill prescriptions before patients leave the hospital.

MARK HENLE/THE REPUBLIC

According to a 2013 study by the National Council on Patient Information and Education, a coalition of health-care organizations, as many as 30 percent of people never fill their prescriptions.

Less than half take their medications for chronic conditions as prescribed, according to the study.

When patients don't take their medicine properly, the study says, they not only put themselves at risk of ending up back in the hospital; they also rack up billions of dollars in avoidable health-care costs each year.

Unnecessary trips to the hospital inflate insurance and medical costs for everyone.

See PHARMACY, Page 8A

Zika virus proving 'scarier' than CDC originally thought

The more researchers learn about the Zika virus, the more alarming it appears, and more money is needed for mosquito control and research, Centers for Disease Control officials say.

"Everything we look at with this virus seems to be a bit scarier than we initially thought," one expert said. 1B

USA TODAY

Nation & World: Full rundown of national and international news in Section B.

File: Officer who killed woman had used force before

YIHYUN JEONG
THE REPUBLIC | AZCENTRAL.COM

Austin Shipley, a Winslow police officer who shot and killed a shoplifting suspect, has a documented history of using force over his short career, according to his police personnel file.

Shipley's actions in the March 27 confrontation with Loreal Tsingine, a Nava-

jo woman suspected of shoplifting, are being investigated by the Arizona Department of Public Safety.

The state agency has declined to comment on the ongoing investigation, as has the Winslow Police Department.

In his three-year career at the Winslow Police Department, Shipley has held a suspect at gunpoint five times, drawn his Taser four times and used physical

force in at least three situations, according to documents provided from his file. The documents were released Friday after additional public-records requests were made by *The Arizona Republic*.

Shipley deployed his Taser twice: once at a 15-year-old girl who had her back toward him, and another time at a

See OFFICER, Page 8A

More online

See one witness' account of how the shooting of 27-year-old Loreal Tsingine unfolded.

local.azcentral.com

ALSO

Roundup of fugitives: Federal, state and local law-enforcement agencies rounded up more than 200 fugitives across Arizona last week as part of a joint crackdown aimed at reducing the state's backlog of 25,000 outstanding arrest warrants. 5A

Special-delivery thanks: Baby Kaycee Jo was delivered in an ambulance on the way to the hospital on March 31. On Monday, she — and her mother — paid a visit to the Buckeye firefighters who helped bring her into the world safe and healthy. 3A

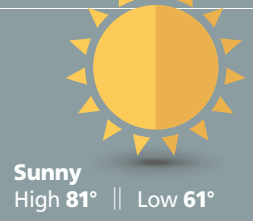
AZCENTRAL SPORTS



DAVID KADLUBOWSKI/THE REPUBLIC

Just before the Suns' second-to-last game of the season on Monday, forward P.J. Tucker (left) receives the Dan Majerle Hustle Award. 1C

FORECAST



Maloney's out: After missing the playoffs again, the Coyotes fire GM Don Maloney. 1C

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From the Front Page

Pharmacy

Continued from Page 1A

And hospitals are fined by Medicare if too many patients return within a month after they are discharged. In an effort to avoid the hefty penalties, hospitals are adopting after-hospital care programs that encourage patients to monitor their health and take their medications.

Hospitals, pharmacies and other health providers have put an emphasis on coordination to increase proper drug use and decrease hospital re-admissions, according to a Centers for Medicaid and Medicare Services official.

The partnership between NewSpring Pharmacy and Abrazo West Campus hospital delivers medications directly to patients' bedsides before they leave the hospital. Similar programs nationwide show an anecdotal reduction in hospital re-admissions.

Since September, NewSpring Pharmacy has been working on three floors in the Goodyear hospital and has assisted 150 patients.

Ultimately, the pharmacy will offer the service to all discharged patients, about 1,000 a month.

Greg Vidor, president and CEO of the Arizona Hospital and Healthcare Association, said other hospitals and pharmacies in Arizona are working together to ensure patients receive their medications and take the drugs as they are prescribed.

"Research indicates that 15-25 percent of people discharged from the hospital will be re-admitted within 30 days," Vidor said in a statement. "Because many of these re-admissions are preventable, reducing these incidents is one of the most effective ways to reduce health care costs and improve patient health outcomes."



MARK HENLE/THE REPUBLIC

Wambui Nyabero works at NewSpring Pharmacy. The Avondale facility's staff calls patients after they leave the hospital to check how they're doing with their prescriptions.

How does it work?

Before discharge: Once a patient consents to the free bedside delivery service, a pharmacy technician brings the medication to the patient's hospital room and a pharmacist immediately calls them to discuss the prescribed drugs. The goal is to eliminate reasons not to fill a prescription.

"I'm tired, I've been in the hospital, I'm anxious to get home ... I haven't seen my bed, I haven't seen my dog — these are all these anxieties that people will have when they're leaving the hospital," said NewSpring Pharmacy CEO and lead pharmacist Lucas Nyabero.

Three days later: The pharmacist calls the patient at home to make sure he or she is still taking the medication and to check on any side effects.

Nyabero said he has talked to multiple patients who complain of stomach issues when he calls on the third day. What the patient may think is an allergic reaction could be a side effect of not taking the medicine with food.

"That's an easy way to avoid (having) a patient stop taking medication because

they think they're allergic, because they're having a stomach reaction and all they needed was to put some crackers in their mouth," Nyabero said.

Fourteen days later: Another call at home to make sure the patient is continuing his or her drug regimen and to see if any additional medical problems have popped up.

"That's a surprise to them, that someone is calling to follow up," Nyabero said. "A lot of times, once you leave the hospital, you are the one calling somebody; nobody will call to check on you."

How much does it cost?

Nyabero said people are skeptical about the program because it's new and they've never seen anything like it. Though the service is free, some patients worry there will be an eventual cost. There won't, Nyabero said.

Nyabero said about 45 percent of patients who used the bedside delivery service continue to use NewSpring Pharmacy after their initial hospital prescription.

Why is there such a problem?

While Nyabero hopes bedside pharmacy will be a step in the right direction, it's certainly not the cure-all to the nation's drug-adherence problem.

The National Council on Patient Information and Education estimates that 93.5 million Americans who take prescription medication do not take their drugs as prescribed.

The problem has become increasingly challenging as more Americans take multiple medications to combat chronic conditions, council Executive Vice President Ray Bullman said.

Bullman said it's not uncommon for people to be taking three or more prescription drugs, and they all could have varying dosage instructions: one twice a

day with food, another three times per day before meals, one to be taken right before bed, and the list goes on. It's easy to see how people get confused or forget to follow through, he said.

"Non-adherence is not a character flaw, (and) it's not an issue of education, socioeconomics or demographics ... it really is, across the continuum, a challenge," Bullman said.

What else can be done?

Bullman said there are many new tools to help patients keep track of their medications, such as phone apps that send reminders to take pills.

Patients need to keep track of medications and communicate with their doctors and pharmacists if they have concerns about their prescription drugs.

But medical professionals also can do their part by spending time with patients and explaining medical terminology in a way the average person can understand, Bullman said.

Nyabero said he hopes that's where he can help. He said he believes a paradigm shift is coming to health care, where pharmacists will be more involved in patient care, instead of being an outside provider.

"The pharmacist is the most accessible health-care professional, right now, in the U.S.," he said. "Doctors, you have to book an appointment. ... A pharmacist, you just walk in."

Crawley said his interactions with Nyabero and the staff at NewSpring Pharmacy were different than previous pharmacy experiences.

He said his wife was planning to continue using NewSpring for her blood thinner, but she was "extremely fortunate" and found to be clear of symptoms less than a month after she was discharged, Crawley said.

"I had to call him back and say we don't need it anymore — and he was quite fine with that," he said.

Officer

Continued from Page 1A

man restrained on a gurney.

In one case, he was found to have used vulgar language with another 15-year-old girl.

His personnel file included two letters of discipline. The letters were included in the file originally released to *The Republic* on April 6. The original file did not contain other documents related to the disciplinary actions, although each letter of disposition referred to multiple investigative reports.

'I feel it is my responsibility ... to bring this ... to your attention'

Little is available in the way of biographical information on Shipley, who grew up in Winslow. He completed his law-enforcement training in May 2012 and joined the Winslow Police Department in 2013 after an unsuccessful attempt to join DPS and the Scottsdale Police Department.

According to the newly released documents, in the early morning of Oct. 29, 2013, Shipley was assigned to take a 15-year-old girl from a holding cell at the Winslow department to the nearby Little Colorado Medical Center, according to documents from a professional standards investigation.

The girl was placed in the back of his patrol car, where, according to Shipley, she began insulting him. She called him offensive names and said he was a "rookie," he said. He had joined the department a few months prior.

Shipley admitted that he allowed the names to get to him and that he responded to the girl with a vulgar name, documents show.

The girl's mother wrote a letter to Police Chief Stephen Garnett contending Shipley also had used force against her daughter, saying he "slammed her against the squad car."

"I feel it is my responsibility as a parent to bring this incident to your attention," she wrote in the letter. "It is a major disappointment to hear that an offi-

cer of Winslow was hired and given a badge to call my daughter (vulgarity). I could say more."

Lt. Ken Arend, assigned to investigate the use-of-force allegation, attempted to review video of Shipley escorting the minor from the holding cell to his patrol car, according to police documents. But the video feed from the station appeared to have been purged.

A review of video obtained from the medical center simply showed Shipley removing the girl from his car and escorting her into and out of the hospital. The footage did not show Shipley using any force.

"(The mother) stated that she does not want to move forward with the use-of-force allegation but wants something done with the way Officer Shipley was speaking to her daughter," Arend wrote in his report.

A letter of disposition was filed Nov. 20, 2013. Shipley was suspended for a day without pay after he was found to have violated the department's code of conduct.

"As an Officer, Austin Shipley has the responsibility to conduct himself in a professional manner with the concerns and compassion of the citizens being first," Arend said in the letter.

Shipley was required to complete department-mandated diversity training.

Investigative report: 'Shipley's narrative ... is clearly inaccurate'

According to the newly released documents, on the evening of Jan. 12, 2016, Shipley was the sole officer to respond to a report of a fight in progress at a park. When he arrived, it appeared that a 15-year-old girl and a male were fighting while a group of men watched.

It was later determined that the group were friends and had been engaging in horseplay.

Shipley ordered them to sit on the curb. Commands went ignored, and the girl began to walk off in the opposite direction, the documents indicate.

In a video obtained from Shipley's body camera, a female voice was heard saying, "You sit on the curb."

Shipley pursued the girl with his Taser drawn and shouted, "Get back over

here" and "You want me to Taser you?"

The girl turned and ran back to the area where the others were standing. Shipley ordered her to the ground.

At this point, Shipley wrote in his report that "(redacted) was making movements with her hands near her waist band area" and that "there possibly was a weapon involved."

In the video, the girl was observed reaching to her waist one time, to pull up her baggy sweatpants as she was walking away from Shipley, with her back facing him.

Shipley deployed his Taser, and the girl immediately fell to the ground.

An officer assigned to investigate this case wrote in his report that the girl never made any abrupt movements toward Shipley that suggested she had a firearm or any weapons.

"She never engaged him in threatening manner," he wrote.

Winslow policy on Taser deployment states: "Mere flight from a pursuing officer, without other known circumstances or factors, is not good cause for the use of the Taser to apprehend an individual."

Shipley acknowledged to the officer in an interview that he violated the force policy but said he believed it was necessary to go beyond the scope of the policy to ensure his safety.

"I was, again, still the only officer on scene and was by myself attempting to control this situation," Shipley said in the interview. "All of the subjects in the area became increasingly hostile after this and started yelling."

One voice was heard on the video voicing his disapproval, saying, "It's a female, homeboy."

"Shipley's narrative that the subject on the ground 'got back in a manner as if they wanted to fight back' is clearly inaccurate," the investigating officer went on to say in his report. "In observation they were not acting in an aggressive manner, even after his arrival and were not involved in any verbal exchanges."

On Feb. 19, weeks before his March 27 encounter with Loreal Tsingine, Shipley received a one-day suspension from Garnett for violating the department's policy on the use of a Taser.

In a letter of disposition, Shipley received six months of disciplinary proba-

tion and was required to enroll in department-mandated training on the use of force and Taser deployment.

12 other documented cases of use of force by Shipley

Thirty-five pages of incident reports among the newly released documents detail 12 other times that Shipley used force when confronting a suspect. None of these resulted in any form of discipline.

In one case, Shipley pulled a woman by her hair after she refused to get out of her car. He was attempting to have her car towed after it was discovered that she had been drinking and driving.

Another was the second instance in which Shipley deployed his Taser.

On Aug. 8, 2014, Shipley responded to a hospital to file a report of a highly intoxicated man found by Navajo County Sheriff's Office detectives within Winslow city limits.

The man was aggressive and combative. He spat on medics and made sexual remarks toward a woman, the incident report said.

When Shipley went into the room where the man was restrained to a hospital bed, the man yelled profanities while pulling on cords connected to medical equipment. Shipley applied a pressure point to the man's ear area and commanded him to let go of the cords.

Shipley said he feared that "he was going to severely damage the equipment." When the man ignored commands, Shipley drew his Taser, placed it on the man's neck and made further commands to let go.

"I then dry stunned (redacted) and this in turn caused him to let go of the cords for the cardiac monitor," he said.

According to the report, at no point in this exchange had the man physically threatened Shipley or made any movements toward him.

Shipley has been praised for his commitment to DUI enforcement throughout his career and was awarded a certificate of achievement by Garnett.

Shipley also was recognized at the annual Honoring Heroes Awards Dinner, presented by the group Mothers Against Drunk Driving Arizona.

Obituaries

To place a funeral announcement email your request to obits@pni.com (include your name, address and phone number) or go to azcentral.com. Deadlines to place your notice are before 12 noon Monday - Friday for the next day's publication, and before 2:00 pm Friday for Sunday & Monday's publications. Custom/Display obituary deadline is 10 am Mon-Fri. Call classified Customer Service at 602-444-8774, for pricing and details

Family and friends are encouraged to share memories and condolences by visiting the on-line Guest Book at www.obits.azcentral.com

PATZER, Jean
SIMS, Alfred Standmore

STEINKE, Kent Allan

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Patzer, Jean

87, of Peoria, AZ passed away on April 9th, 2016. Born in the 1920's, Jean was one of eight children born to her mother Helen in Wisconsin. She was a prominent Accounting Supervisor for a physicians services company, and retired in 1985 to Peoria, AZ. She lost a battle to an aggressive cancer on Saturday, April 9. She was a wonderful wife, mother, and grandmother. She had many friends who loved her and the kindest heart of anyone. She was loved and she will be missed. Survivors include her husband Harold, two daughters, Kathy and Pam, three grandchildren, and three great grandchildren. Services will be held at Olinger Mortuary, Hampden Ave, Denver, Colorado, Saturday, April 16, at 1:00 pm. Contributions can be made in her honor to the American Cancer Society.

Sims, Alfred Standmore

71 of Glendale AZ. Passed away Mar 20, 2016. He served honorably as a field artilleryman in the U.S. Army. Alfred is survived by his children Daughter Misty Dawn and sons Robert and Allen Sims and Brothers Johnny Sims, David and Kenneth Freemyer, Sisters Susie Sims, Louise Miller and Mary Coris. Plus numerous Nieces and Nephews. An interment ceremony will be at the Arizona Veterans Memorial National Cemetery at 23029 N Cave Creek Rd in Phoenix at 9am on April 15, 2016.

Steinke, Kent (CR) Allan

63, of Phoenix Arizona passed away on April 5, 2016. Kent is survived by his beloved wife Maria Camilia Steinke, his mother Patricia A Seaberg, his sisters Gail J Miller and Terri L Steinke, his daughters April and Loretta, sons Roy and John, many grandchildren, nieces, nephews and friends. Proceeding Kent was his father Eugene R Steinke. Kent will be missed by us all. Rest in peace. A Celebration of Life and reception will be held scheduled for 2:00 pm on April 14th, 2016 at Best Funeral Chapel, located at 501 E Dunlap Road, Phoenix, AZ 85020.

In Memoriam

IN MEMORY OF
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