

HEALTH NEWS *from*

WINTER 2017

southwest

HEALTHCARE SYSTEM

Pictured left to right: Richard Song, MD, Medical Director, Rady Children's NICU, Rancho Springs; Shana Yeager, MD, OB/GYN, Hospitalist, Rancho Springs; Adnan Begovic, MD, of UC San Diego, Intensivist Care Medical Director, Rancho Springs and Inland Valley; Heather Conrad, MD, Pediatric Emergency Medicine Director, Rancho Springs; and Tito Gorski, MD, Trauma Service Medical Director, Inland Valley.

**STRENGTHENING CARE
IN THE COMMUNITY**



Our new UC San Diego connection

Optimizing outcomes in the ICU

Celebrating our Rady partnership

Advanced neonatal care close to home





A great partnership can take excellent service and make it even better. That's exactly what we've been able to achieve at Southwest Healthcare System by teaming up with healthcare leaders from the region.

In this issue of *Health News*, we're excited to tell you about a new collaboration with University of California, San Diego, which is enhancing care in our Intensive Care Units (ICUs) at both Rancho

Springs and Inland Valley Medical Centers. Specially trained critical care doctors are now available 24/7 to support patients' optimal recovery.

On page 6, you can read about another collaboration that is making a big difference for area families. Our partnership with Rady Children's Hospital – San Diego provides specialized NICU services at Rancho Springs. Additionally, our new OB hospitalist program at Rancho Springs, which provides a board-certified OB/GYN physician in the hospital 24/7 through a collaboration with Ob Hospitalist™ Group, is featured on page 10. Finally, we remind you on page 9 about our Level II Trauma Center at Inland Valley, and how it provides potentially life-saving care to 1,600 patients each year.

At Southwest, we remain committed to meeting the diverse healthcare needs of all our patients. We're excited to be growing along with our community, always with an eye on delivering the best care possible.

Sincerely,

Brad Neet
Chief Executive Officer
Southwest Healthcare System

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Employees give Southwest a big thumbs up!

Southwest Healthcare System is honored to be named by *The Press-Enterprise* as one of the 2016 Top Workplaces. This recognition is based on the results of an employee survey administered by WorkplaceDynamics, LLC, a leading research firm that specializes in organizational health and workplace improvement. Several aspects of workplace culture were measured, including alignment, execution and connection.

For information about employment opportunities at Southwest Healthcare System, please visit www.swhealthcaresystem.com/careers.

TAKE STEPS TO STOP **DIABETES**

Did you know that one in 11 Americans have diabetes ... and another 86 million adults in the United States are at high risk of developing type 2 diabetes?*

Type 2 diabetes, which is the most common, is a condition where people's bodies don't use insulin properly. This can cause glucose, which is a form of sugar, to build up in the blood and lead to problems over time, such as damage to the eyes, kidneys, nerves or heart.

Some of the risk factors for developing type 2 diabetes include being older, overweight or having close family members with diabetes. Also, the risk increases in some ethnic groups, including people who are African-American, Latino American or Native American. Symptoms are not always present, but may include increased thirst and urination, blurred vision, fatigue, weight loss and recurrent infections.

Tell your doctor if you are experiencing these symptoms or have any concerns. It is recommended that adults age 45 and older be tested for diabetes every three years.

*U.S. Department of Health and Human Services



EAT SMART— AND *live better*

Eating a healthy diet is key to fighting diabetes and maintaining good overall health. While planning your menu, consider these substitutions.

<i>Replace this ...</i>	<i>... with this!</i>
Hamburger bun	Whole wheat English muffin, sandwich thin or lettuce
Whole eggs	Egg whites while baking or cooking (note: typically, 2 egg whites = 1 egg)
Ground beef	Extra-lean 99 percent fat free ground turkey
Mayonnaise (on your favorite sandwich)	Thin slices of avocado
All-purpose flour	Whole-wheat flour
Oil (in baking recipes)	Unsweetened applesauce

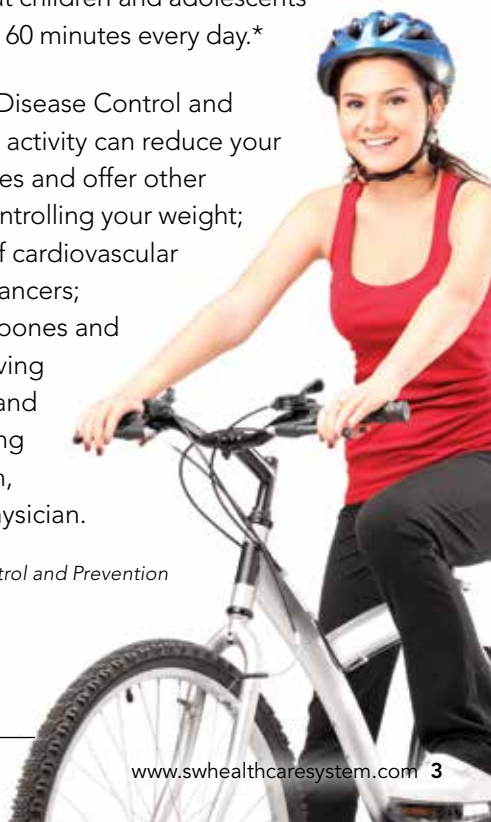
For more tips, visit www.swhealthcaresystem.com/wellness.

Have you gotten your **150 minutes?**


The Physical Activity Guidelines for Americans recommend that adults get at least 150 minutes of moderate-intensity aerobic physical activity or 75 minutes of vigorous-intensity physical activity, or an equivalent combination each week.* The guidelines also recommend that children and adolescents be active for at least 60 minutes every day.*

Per the Centers for Disease Control and Prevention, physical activity can reduce your risk of type 2 diabetes and offer other benefits, such as: controlling your weight; reducing your risk of cardiovascular disease and some cancers; strengthening your bones and muscles; and improving your mental health and mood. Before starting an exercise program, consult with your physician.

*Centers for Disease Control and Prevention



Our new ICU collaboration with **UNIVERSITY OF CALIFORNIA, SAN DIEGO (UCSD)**



Helping patients recover as safely and quickly as possible is a top priority in the intensive care units (ICUs) at Inland Valley and Rancho Springs Medical Centers. Our new collaboration with UCSD is advancing that goal by making board-certified intensivists available 24/7 to provide critical care and oversight.

Intensivists are doctors who are specially trained to care for critically ill patients. They do not take the place of a patient's specialist; but they oversee care in the hospital ICU and manage vital aspects of treatment. They also have training in medical specialties such as surgery, trauma or pulmonary care. ►

Having intensivists in the ICU setting corresponds to positive outcomes in other areas, says UCSD's Adnan Begovic, MD, Medical Director of Intensivist Care, who is spearheading the University's collaboration with Southwest.



MAKING A DIFFERENCE ALREADY

In the first several months that the intensivist program has been in place at Southwest, the ICU team has seen notable successes – such as patients spending less time on ventilators and shorter ICU stays, says Lindsay Mckenzie, RN, BSN, CCRN, Director of Critical Care Services at Inland Valley.

Along with overseeing round-the-clock care, intensivists also manage the admission and discharge of patients in the ICU. At Rancho Springs, intensivists have these privileges exclusively. They are therefore able to ensure that patients can progress out of the ICU as soon as possible. At Inland Valley, trauma doctors and neurosurgeons also have privileges to admit and discharge patients (see article on page 9 for more information about trauma care).

This “closed” admissions model, which restricts privileges to certain doctors who either specialize in ICU medicine or who routinely treat ICU patients, is very effective and can result in better outcomes for high-acuity patients, says Adnan Begovic, MD, of UCSD. “I think these two hospitals are experiencing that effect,” he says.

HELPING LOVED ONES, TOO

Having an intensivist available 24/7 can also be a valuable resource to patients’ loved ones, says Sarah Young, RN, BSN, CCRN, Director of Critical Care Services at Rancho Springs. The intensivist can answer questions and educate family members, so they can be a part of the patient’s plan of care.

At Inland Valley, the round-the-clock program was first implemented in May. At Rancho Springs, the program started in August; the intensivist is there in person from 7 a.m. to 7 p.m., and available via tele-ICU and/or in person when clinically necessary for the remaining hours. Using video conferencing, the intensivist can see the patient and family members and provide 24-hour support.

A TRUE TEAM EFFORT

“It’s been a really positive nursing satisfier to have intensivists here and readily available,” says Mckenzie. The intensivist can answer questions and direct care if a patient’s specialist is in a procedure or with another patient when timely decisions need to be made.

Regular consults between the intensivist and medical staff ensure that each patient’s individualized needs are met and support optimal recoveries. Dr. Begovic notes that this communication has been very positive. “There has been fantastic support from both sides,” he says.

He says the goal is to continue to build on the program and the collaboration with Southwest. “I am so pleased with how we have been welcomed,” he says. ■

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To learn more about our hospitals and medical services, visit www.swhealthcaresystem.com.



Rady Children's NICU at Rancho Springs – *a higher level of care*

Expectant moms who deliver their babies at Rancho Springs Medical Center can count on a welcoming and family-centered childbirth experience – plus the comfort of knowing that highly skilled neonatal care is just steps away if a special medical need arises. ►

Rady Children's
at RANCHO SPRINGS
MEDICAL CENTER
Neonatal Intensive Care Unit

It's been four years since Rancho Springs began its collaboration with Rady Children's Hospital – San Diego, which has one of the most highly regarded NICU programs in the country. For nine consecutive years, Rady's Neonatology program has been named among the nation's best in *U.S. News & World Report's* "Best Children's Hospitals" edition. The collaboration between the two facilities gives patients who deliver their babies at Rancho Springs access to Rady's specialists and neonatal care – right here in Murrieta.

Patients are getting every advantage of a specialized pediatric neonatal hospital, without actually having to physically go there, explains NICU Supervisor Dawn Hesson, BSN.



Richard Song, MD
Medical Director,
Rady Children's NICU,
Rancho Springs
Medical Center

Medical Director of the Rady Children's NICU at Rancho Springs.

"Common conditions that are reasons for admission to the NICU are prematurity, respiratory distress syndrome, hypoglycemia, sepsis and seizures," says Richard Song, MD,

"No one thinks about the NICU admission as part of the birth plan during pregnancy, but we are here just in case the birth doesn't go as planned," says Dr. Song, a specialist in neonatal-perinatal medicine. "A neonatologist is on call 24/7 with a team of advanced life skills registered nurses (RNs), bedside RNs, respiratory therapists and social workers."

"Ever since the collaboration of Rancho Springs Medical Center and Rady Children's Hospital, the NICU has been keeping mom and baby together in the same building," says Dr. Song. "This is very important. Previously, babies needing NICU care were transferred out and separated from their moms. Patients also have access to subspecialists, such as pediatric surgeons, neurologists and cardiologists, as well as specialized care."

Occasionally, the NICU team at Rancho Springs calls in its webcam "Spike," which can stream video to the San Diego facility for consults with doctors there. When necessary, infants can be transferred to San Diego, but that is the exception. The majority stay at Rancho Springs, close to their families, Hesson says. ■

Childbirth at Rancho Springs – where your family is our family

The Childbirth Center at Rancho Springs is the largest facility of its kind in the region. It features spacious private labor and delivery suites, along with postpartum rooms, triage areas, a dedicated post-anesthesia care unit (PACU) and cesarean section operating rooms. Loved ones are encouraged to participate in the childbirth experience, and visitors are always welcome.

Comprehensive childbirth and parenting classes are offered to help parents prepare for the big day. After baby arrives, skin-to-skin care and breastfeeding are strongly supported to promote a healthy start.



If you're an expectant mom who would like more information about our Childbirth and Parenting Education Classes, call 1-800-879-1020, or see the calendar on page 11.

What can families expect in the NICU?



"The NICU (Neonatal Intensive Care Unit) provides a family-oriented team approach to caring for infants," says Richard Song, MD, who has gotten to know many families as a neonatologist at Rancho Springs.

"Many times, parents ask why their child needs to have NICU care, how long their child will be in the NICU and if there will be any long-term effects on their development," Dr. Song says. "Education and support of the parents start as soon as the baby is admitted to the NICU. Parents are updated by the neonatologist and nurses on a daily basis and whenever there is an acute clinical change. Discharge teaching is also performed throughout the hospital stay in order for the family to be comfortable taking care of their baby upon discharge to their home."

Sleep accommodations are available, and visiting hours are open so that parents can be as involved as possible.

For more information about the NICU at Rancho Springs, visit www.ranchospringsmedcenter.com/nicu.

YOU'RE IN GOOD HANDS

"There is a definite bond that is formed between our staff and patients in the NICU," says NICU Supervisor Dawn Hesson, BSN. "Parents should know that their infants really are in the best hands."

Some of the NICU staff who support parents and babies include:

- Neonatologist, which is a pediatric doctor specializing in premature or ill newborns
- Pediatrician
- NICU Staff Nurse
- Respiratory Therapist
- Breastfeeding/Lactation Specialist
- Occupational and Physical Therapists
- Medical Social Worker Discharge Planner
- Unit Coordinators and Certified Nursing Assistants
- Laboratory and Radiology Technologists

SPECIALIZED EMERGENCY SERVICES, TOO



Heather Conrad, MD
Pediatric Emergency
Medicine Director,
Rancho Springs
Medical Center

Here's more reassurance for moms and dads: Emergency medicine specialists from Rady Children's Hospital in San Diego are on-site at Rancho Springs Medical Center seven days a week, from 7 a.m. to midnight, to provide specialized pediatric emergency care. During the hours that Rady Children's specialists are not at Rancho Springs, patients are seen by Rancho Springs Emergency Medicine physicians.

"Because we see so many children, we're familiar with their unique healthcare needs," says Heather

Conrad, MD, Pediatric Emergency Medicine Director at Rancho Springs Medical Center, who practices at both Rady Children's and Rancho Springs. "That enables us to ensure timely, age-appropriate care."



Fast, experienced and poised **TO RESPOND**

The Level II Trauma Center at Inland Valley Medical Center provides advanced, critical care to about 1,600 patients each year. It is the only hospital designated a Trauma Center by southwest Riverside County's Emergency Services Agency. A highly equipped team – with an emergency helipad for air transports – supports swift, comprehensive care for area residents involved in life-threatening medical situations.

As a designated Paramedic Base Station, the Emergency Department uses a special radio to link paramedics and other emergency aid personnel in the field to the hospital when a patient is on the way. A synchronized system enables the trauma team to mobilize before patients arrive.



Tito Gorski, MD
Trauma Service
Medical Director,
Inland Valley
Medical Center

"We have a trauma surgeon and a backup trauma surgeon if two cases come in at the same time," says Medical Director of Trauma Service Tito Gorski, MD, who has been in his role for nearly 15 years.

A full team of subspecialists supports patients who need more advanced care. For example, orthopedic surgeons and neurosurgeons can perform emergency procedures on patients with musculoskeletal injuries or head traumas. Full-time registered nurses in the Emergency Department have training in advance cardiac life support, along with Trauma Nursing Care Certification, Pediatric Advanced Life Support and Mobile Intensive Care Nurse certifications.

Many patients who are treated for trauma have a life-altering event. The goal at Inland Valley is to maximize patients' recovery and help them get integrated back into their lives as soon as possible.

The presence of trauma support at Inland Valley benefits all patients, Dr. Gorski says. "The pace is much faster," he notes. "Being a trauma center affects care in a positive way." ■

If you are involved in an accident or witness an accident, call 9-1-1 immediately, says Dr. Gorski. It's critical that trauma patients get to a trauma center as soon as possible.

Rancho Springs introduces an **OB Hospitalist Program** available 24/7



Being pregnant can be one of the most exciting and special times in your life, and you will

definitely experience a host of physical changes before your baby arrives. OB/GYN **Shana Yeager, MD**, explains how a new OB Hospitalist Program at Rancho Springs is providing 24/7 physician coverage and an added level of reassurance for expectant moms.

Q: How does the hospitalist program work?

This new program ensures that a board-certified physician specializing in obstetrics and gynecology is in the hospital and immediately available 24 hours a day, seven days a week. The program was created through a partnership with Ob Hospitalist™ Group (OBHG).

Q: What training do the OB/GYN hospitalists have?

They have completed a four-year residency in obstetrics and gynecology and are board-certified in that specialty. This means they have passed multiple examinations and participate in ongoing medical education. They also have received special training in advanced fetal monitoring, operative delivery and management of obstetrical emergencies. ■

Q: Who can use these services?

The OB hospitalists provide care for patients who come to the hospital's Emergency Department with an obstetric emergency, as well as patients who have no physician. They also provide backup support for on-staff OB/GYNs, if needed.

Q: What if I already have my own OB/GYN?

You will continue to be cared for by your own doctor. The hospitalist on staff provides an added level of safety. For instance, if you are about to deliver and your doctor is on the way or with another patient, the hospitalist can provide care until your doctor arrives. The hospitalist can also support high-risk pregnancies and respond to emergencies.

Attend one of our upcoming Childbirth Center Information Classes to learn more about maternity services at Rancho Springs. See the calendar on the next page for more information.

Calendar of events

All classes are held at Rancho Springs Medical Center. To register, call Direct Doctors Plus® at 1-800-879-1020, or visit www.ranchospringsmedcenter.com/classes.



Childbirth Center Information Class

This fun and informative presentation gives expectant parents a free sneak preview of our maternity services. Nursing staff will discuss pre-admission procedures and childbirth options, our Labor/Delivery/Recovery (LDR) rooms and selecting an obstetrician. All classes meet in the Rancho Springs Medical Center Administrative Services building. Sorry, but we cannot accommodate children under 10 years of age.

Class Schedule

Wednesdays, 7 – 8:30 p.m.

February 1, 8; March 1, 8; April 5, 12

Saturdays, 10 – 11:30 a.m.
or 1 – 2:30 p.m.

February 25, March 25

Breastfeeding Class

Taught by our certified lactation educator, this class helps moms make breastfeeding a successful and satisfying experience. Dads and/or other support persons are welcome.

7 – 9:30 p.m.

January 24, February 21, March 23

Instructor: Sandy Salgado, LCCE, CLE
Fee: \$40

Comfort For Labor

Taught by a former labor doula, this one-time class allows expectant moms to practice labor comfort techniques such as breathing, relaxation, massage and the use of a variety of focal points.

January 30, March 27, 7 – 9 p.m.

Instructor: Sheri Brodie, RN, CCE
Fee: \$40

Childbirth Preparation The Complete Series

A highly recommended course for first-time moms and their coaches that covers stages of labor and delivery, hospital procedures, breathing and relaxation techniques, medication options, cesarean birth and postpartum adjustment.

7 – 9:30 p.m.

February 9, 16, 23; March 14, 16, 21;
April 4, 6, 11

Instructor: Sandy Salgado, LCCE, CLE
Fee: \$100

Childbirth Preparation Express

This one-time class is a condensed version of the three-week Childbirth Preparation Class and covers the same material at an accelerated pace.

9 a.m. – 12:30 p.m.

February 11, March 4, April 8

Instructor: Sheri Brodie, RN, CCE
Fee: \$60

Newborn Care

This one-time class helps new parents develop the skills and confidence necessary to care for a newborn. The educator will cover hospital procedures, diapering, bathing and baby calming techniques.

7 – 9:30 p.m.

January 23, February 13, March 20

Instructor: Sheri Brodie, RN, CCE
Fee: \$40

After Baby Arrives Lactation Support

Moms and babies receive hands-on help and instruction from Sandy Salgado, a certified breastfeeding specialist with 23+ years of experience. Contact Sandy at 951-440-8428 to schedule an appointment.

Thursdays, 10:30 a.m. – 12:30 p.m.

Sibling Class

This one-session class is designed for siblings ages 4 to 11 who will soon welcome a new little brother or sister into their family.

6:30 – 7:45 p.m.

February 7, March 30

Fee: \$25 per family

Kidney Smart Class

Understanding your kidney disease is the first step in taking control of your health. Learn about the risk factors for kidney disease, how to monitor your kidney health, and diet and lifestyle changes you can make to help you live a longer and healthier life.

1:30 p.m.

February 3, March 3, April 7

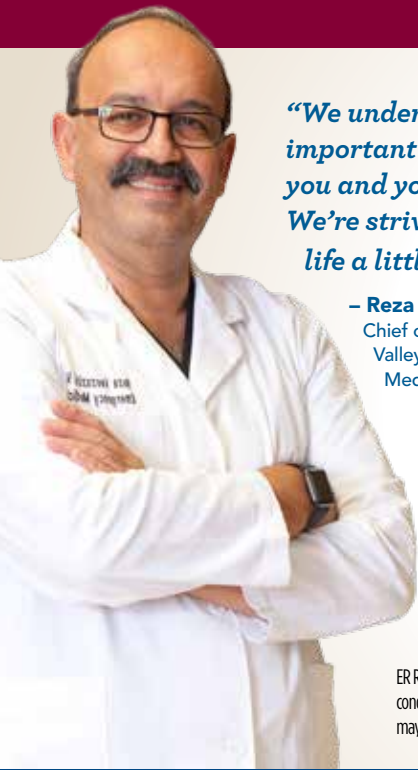
Rancho Springs Medical Center
Administrative Services building,
Classroom 2, Murrieta

To reserve your space,
call 1-888-MY-KIDNEY
(1-888-695-4363)

For additional class schedules, visit www.ranchospringsmedcenter.com

ER JUST GOT EASIER

ER WAIT TIMES & ER RESERVE — ONLINE



“We understand how important time is to you and your family. We’re striving to make life a little easier.”

– **Reza Vaezazizi, MD**
Chief of Staff at Inland Valley and Rancho Springs Medical Centers

Now with **ER Reserve** you can see ER wait times and request a time in the emergency room at any Southwest Healthcare System hospital up to 12 hours in advance if you have a non-life-threatening illness or injury.

Flu • Sore throat • Earache • Minor cough or cold • Minor muscle sprain or strain

Use your computer, laptop, tablet or smart phone and go to www.ERSouthwest.com.

ER Reserve
ER Scheduling Online



**INLAND VALLEY
MEDICAL CENTER**
A campus of Southwest Healthcare System



**RANCHO SPRINGS
MEDICAL CENTER**
A campus of Southwest Healthcare System

ER Reserve should be used only if you decide your care can wait until the time you select. Do not wait if your symptoms or conditions worsen or if you need immediate care since delays may complicate your condition. If you are unsure of your condition or if your condition worsens, then please go to the nearest emergency room or call 9-1-1. Some insurance plans may not cover an ER visit if it is deemed urgent care or may apply a different copay. Please check your covered benefits with your insurance provider for details. ER Wait Time is an average provided for informational purposes only.

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WITH US!**



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