

Our Emergency Department Will Expand as the Community Grows

Redlands Community Hospital (RCH) has big plans for its Emergency Department (ED). Within the next three years, it will grow from 8,000 to 20,000 square feet. The expanded ED will include a new configuration. Patients with the most serious medical needs will be treated in one area while patients needing more routine care will be treated in another. This will improve work flows, reduce waiting times, and help more patients be treated.

The community's growth and increased use of the ED are the

main reasons for the expansion. RCH cares for 45,000 patients each year, often treating 180 patients in one day.

"Our vision is to care for 75,000 or more emergency patients each year," says James R. Holmes, president and CEO of Redlands Community Hospital. "We are preparing for the growth of our local area. An expanded Emergency Department will allow us to continue providing high-quality care to our community."

The ED will be bigger and better for patients and their families. Rather than one large waiting room, smaller waiting rooms will be closer to the examination and treatment areas.

Patients undergoing laboratory tests can relax in nearby waiting areas until their results are available, freeing up beds and exam rooms for other patients. The new design will create a healing environment by using natural light wherever possible and more space for the comfort of patients and family. Improved use of space and the latest technology will give our medical team easier access to needed equipment.

Look for updates in future issues of this newsletter!

“Our vision is to care for 75,000 or more emergency patients each year.”

— James R. Holmes, President/CEO Redlands Community Hospital



From left: William Bouffard, emergency medical technician; Pamela Allen, director of Emergency Services; Jim Holmes, president and CEO; and Julie Kasarjian, medical director of emergency services, review plans in the mock emergency department suite.



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**2015 REDLANDS
COMMUNITY HOSPITAL
BOARD OF DIRECTORS**

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909-335-5566

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www.redlandshospital.org

FACTS About Blood Donation

There's a constant need for blood donations. You can help save lives by becoming a donor. According to the American Association of Blood Banks:

About
**41,000
units**
of blood are needed
every day.

The number of blood
units donated is about
**16
million**
a year.

About
9 million
volunteers are blood
donors each year.

Each unit of blood
is **broken down
into components**,
such as red blood
cells, plasma,
cryoprecipitated
AHF, and platelets.
One unit of whole
blood, once it's
separated, may be
transfused to several
patients, each with
different needs.



Annually,
more than
**21
million**
blood components
are transfused.

**Volunteer blood
donors** must pass certain
criteria, including:

- Be at least 17 years old (16 years old with written parental consent)
- Be in good health
- Weigh at least 110 pounds
- Pass the physical and health history examination given before donation



DONATE BLOOD AT REDLANDS

Where: Weisser Education Pavilion
When: First Tuesday of every month,
Noon–6:30 p.m.
Who: The Community!

WHAT TO BRING WITH YOU

- Current driver's license or other ID with your photo and proof of age

WHAT TO DO BEFORE DONATING BLOOD

- Eat at your regular mealtimes
- Drink plenty of liquids
- Try to increase your consumption of iron-rich foods a few days before donating



Pumpkin Curry Soup

INGREDIENTS

- 1 tbsp. butter
- 1 cup finely chopped onion
- 2 garlic cloves, finely chopped
- 1 cup diced celery
- 1 tsp. curry powder
- 1/8 tsp. ground coriander
- 1/8 tsp. crushed red pepper
- 3 cups water
- 1 cup low-sodium chicken broth
- 1 32-oz. can pumpkin puree
- 1 cup fat-free half-and-half

DIRECTIONS

1. Melt butter in a large saucepan over medium-high heat.
2. Add onion, garlic, and celery; cook for three to five minutes or until tender.
3. Stir in curry powder, coriander, and crushed red pepper; cook for one minute.
4. Add water and broth; bring to a boil. Reduce heat to low; cook, stirring occasionally, for 15 to 20 minutes to develop flavors.
5. Stir in pumpkin and half-and-half; cook for five minutes or until heated through.
6. Transfer mixture to food processor or blender (in batches, if necessary); cover. Blend until creamy.
7. Serve warm or reheat to desired temperature. Garnish with a dollop of sour cream and chives.

PER SERVING

Serves four; each serving provides: Calories 180, Total fat 5 g (Saturated fat 1 g), Cholesterol 0 mg, Sodium 105 mg, Total carbohydrate 30 g, Dietary fiber 11 g, Sugars 14 g, Protein 8 g.

Centers for Disease Control and Prevention, "Fruits and Veggies: More Matters"

Are You Still Eating Too Much of the Wrong Fats?

If the United States earned a grade for healthy eating, it may have just improved from a C to a B. Still, University of Minnesota researchers say we have a ways to go before we move to the head of the class.

The study authors compared large diet surveys taken between 1980 and 2009. Over that time, people reduced their intake of saturated and trans fats. That's good news for their hearts. And their consumption of healthful unsaturated fats stayed steady.

ROOM FOR IMPROVEMENT

But the findings, published in the *Journal of the American Heart Association*, show we can still do better.

- About 11 percent of daily calories come from saturated fat. However, the American Heart Association advises limiting this to 5 or 6 percent.
- Trans fat averaged about 2 percent of people's total daily calories.

Health experts advise eating as few of these fats as possible to protect heart health.

- Meanwhile, heart-healthy unsaturated fats accounted for a steady 6 to 7 percent of daily calories. That's about half the amount advised by government experts.

STRIKE THE RIGHT FAT RATIO

Tracking fat percentages in your own diet can get complicated, fast. Instead, follow these rules to make positive changes to fat consumption:

- **Focus on the positive.** Eat more fruits, vegetables, whole grains, low-fat dairy, poultry, fish, and nuts. They're low fat and nutrient rich.
- **Skip baked goods.** Doughnuts, cookies, and pastries tend to be high in trans fats. Make them a *sometimes treat*.
- **Avoid fried fast foods.** They're usually cooked in trans fat-rich partially hydrogenated oils.

Volunteers:

We Couldn't Do It Without You

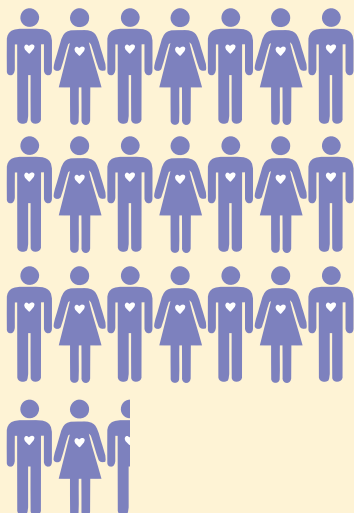
Studies have shown that volunteers feel higher levels of self-esteem, control over their lives, and general well-being. In 2014, our priceless volunteers got these benefits while they helped carry out the healing mission of Redlands Community Hospital. Here are some of the ways they lend their hands and hearts.

Interested in volunteering? Contact the Volunteer Office at **909-335-5526**.



308 = 48,347 = 6,043
 volunteers hours 8-hour days

which equals
 nearly
23+
 full-time employees



The Many Places to See Our Volunteers in Action



Blood Drives



Clerical Services



Community Clinic



Emergency Department



Escorts



Gift Shop



Hospice



Hospitality



Labor & Delivery



Lobby Desk



Maternity & Child Services



Patient Ambassadors



Quilters



Shuttle Drivers



Special Events



Surgery Waiting Room

Connected Kids: Keeping Your Children's Screen Time Safe

Smartphones, tablets, computers, and TVs have a powerful effect on children's learning, social and emotional development, and behavior.

Given the realities of modern life, the question for parents isn't so much whether they should give their children access to smartphones or tablets, but at what age and with what safeguards. Here's some food for thought on technology and various age groups:

VERY YOUNG CHILDREN

The American Academy of Pediatrics (AAP) recommends children younger than age 2 not have access to anything with a screen—including TVs, computers, tablets, and smartphones. Citing how screen time impacts language learning delays, the organization states that very young children learn better when

engaging with people and the world around them rather than with 2-D screens.

ELEMENTARY SCHOOL-AGE CHILDREN, PRETEENS, AND TEENS

The average 8- to 10-year-old now spends as much as eight hours a day interacting with media, including TV, cellphones, and tablets. And children in middle and high school spend an average of 11 hours a day viewing media—more time than they spend in school or doing anything besides sleeping.

While the AAP acknowledges that these age groups can benefit from the information and connectedness that cellphones and tablets provide, it suggests parents be aware of the websites and social media platforms their kids are using. Parents should also set rules regarding their children's use of texting and social media.



ENROLLING IN MY HEALTHY INFO IS EASY!

Redlands Community Hospital's **My Health Info** is an online health information portal that allows you to manage your health care information easily and securely.

My Health Info gives you access to valuable health information online. You and your authorized loved ones can manage a wide range of health data from a single portal wherever you are and at your convenience.

Follow these steps:

1. Click the **My Health Info** link at the top right corner of www.redlandshospital.org.
2. Scroll to the bottom of the page and click the "Sign Up" button.
3. Complete the enrollment questionnaire (name, date of birth, email address, etc.).
4. Access your email for your one-time username, password, and link to **My Health Info**.
5. Click on the link to access **My Health Info**.
6. Enter your one-time username, password, and security question, and then click "Log On."
7. Enter your new username and password.



The New Middle-Aged Health Threat: Colorectal Cancer



In most cases, your doctor won't bring up the word colonoscopy until you've reached your 50th birthday. This screening test has cut colorectal cancer rates in older adults in the past two decades. But the opposite—an uptick—has occurred among younger patients.

In fact, a new study suggests by the year 2030, more than one in 10 colon cancer and almost one in four rectal cancer cases will strike those younger than age 50. That's up from 5 percent and 10 percent in 2010. And those ages 20 to 34 face the steepest increase. Their rate of colon cancer will rise 90 percent and rectal cancer 124 percent, the researchers predict.

WHAT'S BEHIND THE YOUTHFUL TREND

Doctors can't give a clear explanation for this shift. On the one hand, it reflects the fact that more older adults than ever now get colonoscopies. As their rates of colorectal cancers decline, the cancer rates of younger patients automatically increase.

But other factors must also lie beneath the higher rates. Obesity, lack of exercise, and a traditional Western diet also deserve consideration. All

increase the risk for malignancies. And all seem to be on the rise among younger generations of Americans.

AGELESS TIPS TO REDUCE RISK

Fortunately, lifestyle changes can go a long way toward reducing your risk for colorectal cancer at any age. Here is how:

- **Don't smoke.** Cigarettes have been linked to adenomas, growths that can become cancerous. If you smoke, these growths are likely to recur even after you have surgery.
- **Lose weight, if you're heavy.** Extra pounds boost your risk of developing—and dying of—the disease.
- **Move more.** Moderate physical activity can also reduce your odds of developing this type of cancer.
- **Ask about screenings.** In some cases, your doctor may advise beginning colonoscopies at a younger age. Conditions such as colitis or Crohn's disease, or a family history of colorectal cancer, may warrant an earlier start. But remember that all screenings have benefits and risks, and your medical team can help you decide what's right for you.

CONSULT WITH YOUR DOCTOR and take charge of your health. For a physician referral, please visit our website at www.redlandshospital.org.

QUALITY OUTCOMES REPORT 2015



Redlands Community Hospital

Doing our best to be the best.

Letter from the CEO

Why Quality Matters

Welcome to Redlands Community Hospital's Quality and Outcomes Report for 2015. The last several years have marked a new era for our hospital in terms of quality achievement and we are pleased to share in the following pages how we accomplished and sustained our success in patient care, surgical outcomes, and patient safety.

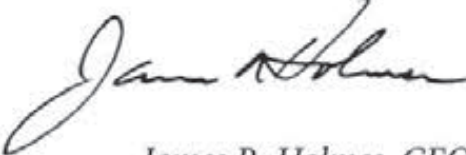
Ubiquitous terms like transparency, outcomes and patient satisfaction are now part of the core values and key benchmarks for hospitals, doctors and nurses.

We have created a unique culture among the staff members of RCH to operate as cohesive unit committed to putting our patients' needs first and foremost. We have implemented quality process improvement tools to maximize our efforts. The results of this team-building and quality training program have been impressive, particularly as we measure our efforts with other hospitals in our area as well as the nation.

We have been named one of the nation's most distinguished hospitals as well as one of the nation's top 100 hospitals in orthopedic surgery, joint replacement, spine surgery, gastrointestinal care and general surgery by Healthgrades, a national quality care ranking organization. In addition, we received two awards from the American Heart Association/American Stroke Association, their Stroke Silver Plus Quality Achievement Award and the Target: Stroke Honor Roll. We were also pleased to receive an Improvement Heroes and Improvement Champions designation from the California Hospital Engagement Network and our nurses received three Performance Excellence Awards from the Collaborative Alliance for Nursing Outcomes (CALNOC).

While these accolades are very welcomed and appreciated, they are also a tool we use to measure our success and to continue to improve our performance. We will never be satisfied with our quality scores; perfect care is what we are trying to achieve.

Most of us do not think about the quality of care at a hospital. We assume the quality is great or our doctor would not have admitted us to this particular hospital. But not all hospitals are the same. In this age of consumerism and instant access to information, it is within our power to take a more active role in making better health care decisions for ourselves and our families. Acquiring the right knowledge so you can make better health care decisions is a great place to start, which is why we prepared this document for your review.



James R. Holmes, CEO

Introduction/Overview



Nationally Recognized Programs

As a premier healthcare facility in the area, Redlands Community Hospital offers a full range of inpatient and outpatient programs and specialty service lines, from maternal and child care to cancer, orthopedic and general surgery, emergency services and more.

The Women's Health Imaging Center at Redlands Community Hospital provides women with the best education and technology for early diagnosis and treatment of the most common conditions affecting women, particularly breast cancer.

Local board-certified orthopedic surgeons joined with Redlands Community Hospital to open the Spine & Joint Institute in 2012. The award-winning Institute is a multi-specialty center for patients who require orthopedic surgery, including hip or knee replacement or surgery of the spine or neck.

Breakthrough surgical technology has come to Redlands Community Hospital thanks to the addition of a second daVinci surgical robotic system. The hospital purchased a second robotic assisted device due to overwhelming demand from our surgeons and their patients. The second most recent unit features the most advanced robotic technology available today and the hospital has recently performed the first single-site, virtually scarless procedure in the County.

Our ER is a paramedic receiving facility and holds the designation of being a Neurovascular Stroke Receiving Center by Inland Counties Emergency Medical Agency. Redlands Community Hospital has been Certified as an Advanced Primary Stroke Center by the Joint Commission.



“Day after day – year after year – the bar of excellence at Redlands is constantly being raised.”

– Samir Hage, D.O.
Leading Obstetrician and Surgeon



We are also a Designated Primary Stroke Center. We work together with the American Heart Association/American Stroke Association's (AHA/ASA) Get With the Guidelines Program to ensure that the care provided to heart failure and stroke patients is aligned with the most up-to-date, research-based guidelines. In 2014, Redlands Community Hospital received the AHA/ASA's Stroke Silver Plus Quality Achievement Award and the Target: Stroke Honor Roll for meeting specific quality achievement measures for the diagnosis and treatment of stroke patients.

Introduction/Overview, continued

Nationally Recognized Programs

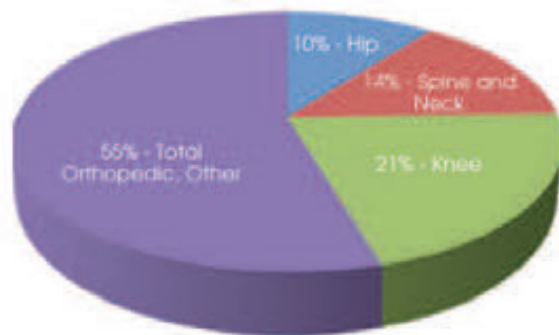


The Redlands Community Hospital Neonatal Intensive Care Unit (NICU) provides special care for premature babies or babies with other medical problems. A dedicated team of neonatologists, pediatricians, registered nurses, respiratory therapists, social workers and occupational therapists

look over babies in the NICU until they are discharged home or transferred to the regular nursery.

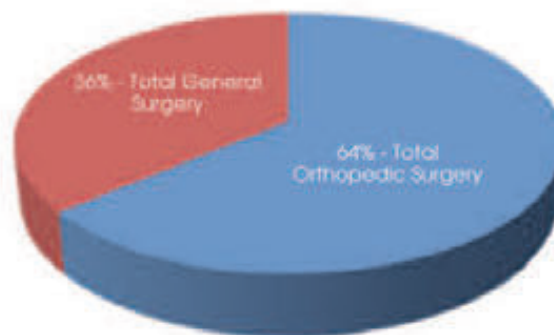
In addition, the hospital also provides perinatal care, cancer care, critical care, radiology, stroke, mental health, emergency and hospice services.

Total Orthopedic Procedures in 2014 - 2,466



- Total Hip Surgeries - 254
- Total Spine and Neck Surgeries - 355
- Total Knee Surgeries - 507
- Total Orthopedic Surgeries, Other - 1350

Total Surgical Procedures in 2014 - 6,758



- Total General Surgery (Includes Robotic) - 4,292
- Total Orthopedic Surgery (Includes Spine) - 2,466

Designated as a
Blue Distinction®
Center+
 for Knee and Hip Replacement
 Spine Surgery



**BlueCross BlueShield
 of California**

An Independent Licensee of the
 Blue Cross and Blue Shield Association

Redlands Community Hospital has been named a Blue Distinction Center+ for Hip and Knee Replacement and Spine Surgery. The Blue Distinction Specialty Care Program is a national program that recognizes hospitals that demonstrate exceptional quality specialty care. This includes safe, effective and cost efficient care programs.

Clinical Outcomes

Healthgrades Quality Rankings



Redlands Community Hospital was named one of America's 100 Best Hospitals™ by Healthgrades, the nation's leading source of hospital data. It also received the Distinguished Hospital Award for Clinical Excellence™. Many of the hospital's services were honored with Healthgrades Excellence Awards™ and named among the top percentages of all U.S. hospitals.

“There are a lot bigger and more famous hospitals in the nation, but few are better.”

– Neal Waner, Joyce Waner
Community volunteers and benefactors

For the fourth consecutive year, Healthgrades named Redlands Community Hospital one of America's Best 100 Hospitals™ for orthopedic and joint replacement surgery. It was also considered one of America's Best 100 Hospitals for Spine Surgery™ for three years.

The hospital's Total Knee Replacement, Hip Fracture Treatment, Back Surgery, Spinal Fusion Surgery, Small Intestine Surgeries and Colorectal Surgeries each received a five-star rating.

- Healthgrades Distinguished Hospital Award for Clinical Excellence 2013
- Healthgrades America's 100 Best Hospitals for Orthopedic Surgery 2012 - 2015
- Healthgrades America's 100 Best Hospitals for Joint Replacement 2012 - 2015
- Healthgrades America's 100 Best Hospitals for Spine Surgery 2012 - 2013, 2015
- Healthgrades America's 100 Best Hospitals for Gastrointestinal Care 2013
- Healthgrades America's 100 Best Hospitals for General Surgery 2013
- Healthgrades Orthopedic Surgery Excellence Award 2012 - 2015
- Healthgrades Joint Replacement Excellence Award 2011 - 2015
- Healthgrades Spine Surgery Excellence Award 2012 - 2013, 2015
- Healthgrades Gastrointestinal Care Excellence Award 2013, 2015
- Healthgrades General Surgery Excellence Award 2013, 2015
- Healthgrades Gynecologic Surgery Excellence Award 2011 - 2013



- Healthgrades Top 5% in the Nation for Overall Orthopedic Services 2012 - 2015
- Healthgrades Top 5% in the Nation for Joint Replacement 2011 - 2015
- Healthgrades Top 10% in the Nation for Gynecologic Surgery 2011 - 2012
- Healthgrades Top 10% in the Nation for Spine Surgery 2015
- Healthgrades Top 10% in the Nation for Overall Gastrointestinal Services 2015
- Healthgrades Top 10% in the Nation for General Surgery 2015
- Healthgrades Neuroscience 5-Star Recipient for Treatment of Stroke 2011 - 2013
- Healthgrades Vascular 5-Star Recipient for Carotid Surgery 2011 - 2013
- Healthgrades 5-Star Recipient for Gynecologic Surgery 2011 - 2012

The Patient Experience

HCAHPS

The Centers of Medicare & Medicaid Services (CMS) awarded a 4-Star rating to Redlands Community Hospital for its patient care, making it the only independent community hospital in the Inland Empire to receive this honor! CMS uses data measures from the Hospital Consumer Assessment of Healthcare Providers and Systems Survey (HCAHPS) to award these star ratings which encourage hospitals to continuously improve the patient experience and quality of care delivered to all patients.



HealthStream

Redlands Community Hospital was recognized in 2013 and 2014 with an Excellence through Insight Award for Overall Patient Experience in their Inpatient-Surgical Unit by HealthStream, Inc., a leading independent consumer empowering organization that measures outcomes for hospitals. The hospital was chosen for receiving the highest ratings in its category and exceeding industry standards, demonstrating its commitment to patient satisfaction and their patient care experience.



Patient Safety

CALHEN

The California Hospital Engagement Network (CALHEN) is an initiative focused on reducing patient harm and readmissions by having hospitals accelerate quality improvement and patient safety in 10 clinical areas. Redlands Community Hospital received the 2014 Improvement Heroes and Improvement Champions recognition by the California Hospital Engagement Network for sustained zero harm incidents for 24 months and for achieving 40% improvement in one or more hospital acquired conditions.

CALNOC

Redlands Community Hospital was recognized with three Performance Excellence Awards by Collaborative Alliance for Nursing Outcomes (CALNOC), the nation's only nursing database registry. CALNOC recognized top performing hospitals with a long and consistent track record of monitoring and measuring performance with their registry in order to deliver the highest standard of care to their communities. Our 2014 awards were:

- Performance Excellence in the Reduction of Hospital Acquired Pressure Ulcers (HAPU Stage II+)
- Performance Excellence in the Reduction of Cather-Associated Urinary Tract Infections
- Performance Excellence in the Reduction of Central Line-Associated Blood Stream Infections



Creating a Culture of Quality

Q&A with Dr. Samir Hage, Department Chair,
Maternal Child Services



Q As a surgeon, what does quality care mean to you?

A Quality means that the patient's care and patient's experience are the primary focus of all team members of the surgical and hospital team. Quality also means that we follow the most advanced surgical techniques and technology to improve surgical outcomes – getting the patient better quickly so they can resume their normal activities.

Q How do you create a culture of quality at RCH?

A We start by having the right staff members, those who are dedicated to patient care and quality. We are fortunate at RCH to have long-time nurses, case managers and other team members who constantly work to improve their skills. For our medical staff, it means adhering to the best practices known today in their respected fields of specialty. We have many internal committees and training programs that consistently review and measure our performance and we strive every day to provide excellent care to each and every patient.

Q Is that unique for a community hospital?

A It is unique. RCH has a long standing history of being more than just a community hospital; it operates like a much larger facility in terms of its commitment to bringing in advanced surgical and patient care technology. As a non-profit community-led facility, it is amazing how members of the community play such an integral role in the hospital's success.

Q Why is there such a focus on outcomes today?

A As a surgeon, we have always focused on our outcomes – basically the results of our efforts to better the patient's health and wellbeing. But in today's changing world of health care, accountability and outcomes have become measurement tools to determine performance. Not all surgeons or hospitals are the same. Patients have the right to know how their doctor or their hospital of choice ranks among their local competitors as well as in the nation.

Resources



Designated as a

**Blue
Distinction®
Center+**

for Knee and Hip Replacement
Spine Surgery



**BlueCross BlueShield
of California**

An Independent Licensee of the
Blue Cross and Blue Shield Association

www.bcbs.com/why-bcbs/blue-distinction/

healthgrades

www.healthgrades.com/quality/

HCAHPS

Hospital Consumer Assessment of
Healthcare Providers and Systems

www.hcahponline.org/



www.healthstream.com/awards

California Hospital Engagement Network



Doing our best to be the best.

How Much Do You Know About Depression?



It's not uncommon for older people to feel depressed. Even so, most older adults who suffer from this condition don't get the help they need.

To assess how much you know about helping an older person who is depressed, decide if the following statements are true or false, then check your answers. Take steps to increase your knowledge as needed.

1. Depression is a normal part of aging.

True **False**

2. Depression is often underdiagnosed and undertreated in older people.

True **False**

3. People with heart disease, stroke, diabetes, cancer, and Parkinson's disease often suffer from depression.

True **False**

4. Failing eyesight, loneliness, hearing loss, and financial pressures can trigger depression.

True **False**

5. Untreated depression can increase an older person's risk for alcohol and substance abuse and suicide.

True **False**

6. Signs of depression in older people include ongoing sadness, fatigue, loss of interest in pleasurable pastimes, weight loss, and sleep disturbances.

True **False**

7. When a person is depressed, diagnosis and treatment by a mental health professional is necessary.

True **False**

8. Listening to depressed people talk about their feelings can help them feel understood.

True **False**

9. Inviting a depressed person to join you for different activities on a regular basis can combat depression.

True **False**

10. Encouraging the person to stick with treatment can help prevent recurrence of depression.

True **False**

Answers

1. False.
2. True.
3. True.
4. True—these issues may also increase anxiety and social withdrawal.
5. True.
6. True—however, some older adults report that they don't feel sad when depressed.
7. True—a psychologist who specializes in aging may offer the best treatment strategy.
8. True—echoing the person's words can encourage the person to continue speaking.
9. True.
10. True—remind the person to take his or her medication as directed and follow all instructions regarding alcohol.

FOR MORE INFORMATION regarding our Behavioral Medicine Services, please call our Outpatient/Partial Hospitalization program at **909-335-5658**.

Classes & Events

Community-Based Outreach Programs and Services

AMPUTEES SUPPORT GROUP

For individuals who have had an extremity amputated, the support group offers programs and potluck snacks.

Time: 2–4 p.m., third Sunday of each month

Location: Redlands Community Hospital, Weisser Pavilion, 350 Terracina Boulevard, Redlands

Call: Bill at 909-423-0562

GRIEF SUPPORT GROUP

Meet with others who are experiencing the profound physical, psychological, social, and spiritual effects of loss. Those who are grieving can expect to experience many difficult and painful emotions.

No obligation, no registration, and no fees are required.

Time: 10–11 a.m., second and fourth Tuesdays of each month

Location: Fraternal Order of Eagles 5200 West Ramsey, Banning

For more information about the Grief Support Group, please call Redlands Community Hospital's Hospice Department at 909-335-5643.

STROKE SUPPORT GROUP

The Stroke Survivors Support Group is for individuals who have survived a stroke and their caregivers. The group will provide educational programs, group therapy, rehabilitation, and self-help. The chance of meeting other stroke survivors or caregivers who understand what you are going through can help you in your journey to recovery.

Time: 10 a.m., first and third Mondays of each month

Location: Redlands Community Hospital, inside hospital cafeteria (Conference Rooms 1 and 2), 350 Terracina Boulevard, Redlands

For more information, please call Redlands Community Hospital Social Services Department at 909-335-5608.



FEATURED VOLUNTEER OPPORTUNITY

Care tailored to community members who have served the United States is now available at Redlands Community Hospital. We are in need of Veterans to join our dedicated Volunteer Program and provide end-of-life care to other Veterans and older adults in Hospice.

To learn more about Redlands Community Hospital's Hospice Program or how you can volunteer, call 909-335-5643.

Volunteering Opportunities:

VOLUNTEERS ARE ALWAYS NEEDED. You can serve in a wide variety of areas:

Transitional Care Unit • Information Desk • Pastoral Care • Escorts
Gift Shop • Hospice • Clerical Support • Care Representatives
Shuttle Drivers ... and much more

If you are interested in making a difference in our community and would enjoy becoming a RCH volunteer, please call 909-335-5526.



Perinatal Services Childbirth Education Classes

Call **909-793-6330** today to register, as preregistration is required for the classes. Please visit www.redlandshospital.org, click the "Programs & Services" tab, and select Childbirth Education under Perinatal Services to register. You may also register via mail.

Classes are held at the Maternity/Surgery Services Building in the Third Floor Conference Room, located at Redlands Community Hospital, 350 Terracina Boulevard, Redlands, CA. Please meet the class instructor there. Children are not permitted during class sessions. Floor mats will be provided for childbirth classes. Please bring two pillows and a blanket for breathing and relaxation exercises.

MOTHER-BABY UNITS ORIENTATION TOUR

Cost: Free for mom plus one guest

Saturday: 1:30 p.m. or 3:30 p.m.
December 26

Wednesdays: 4 p.m.
December 23 and 30

Orientation tour includes preregistration for your hospital stay. Please bring your insurance card with you to the tour.

CHILDBIRTH PREPARATION CLASS

Cost: \$100

Hours: 6–9 p.m.

Mondays: (series of four classes)
December 7, 14, 21, and 28

Wednesdays: (series of four classes)
December 2, 9, 23, and 30

Includes Mother-Baby Units Orientation tour includes preregistration for your hospital stay. Please bring your insurance card with you to the tour.

CHILDBIRTH PREPARATION (WEEKEND CLASS)

Cost: \$100

Hours: 10 a.m.–5:30 p.m.
for two days

Saturdays: (series of two classes)
December 5 and 12

December 19 and January 2 Includes Mother-Baby Units Orientation tour includes preregistration for your hospital stay. Please bring your insurance card with you to the tour.

BREAST-FEEDING BASICS (BEFORE DELIVERY)

Cost: \$25

Hours: 6–9 p.m.

Saturday: December 26

CHILDBIRTH REFRESHER

Cost: \$35

Hours: 6–9 p.m. (one class)

Monday: December 14

Note: This is the second class from the Childbirth Preparation series listed in this column.



For more information on how to sign up for a Childbirth Education Class or for additional dates not currently listed, please call **909-793-6330** or visit our website at www.redlandshospital.org/Services/Women-Services/Maternity-Obstetrics/Tour.

Jan M. Opdyke

Appointed President of the Redlands Community Hospital Foundation



The Board of Directors at Redlands Community Hospital has appointed Jan M. Opdyke to president of the Redlands Community Hospital Foundation (RCH Foundation).

For the past eight years, Ms. Opdyke has served as the senior executive director of development at the University of California, Riverside (UCR). Most recently, she created and implemented an extensive fund-raising program that increased engagement between the campus and external constituencies in support of UCR's new School of Medicine, biomedical research, and the university's clinical enterprise.

Ms. Opdyke has served for nearly two decades as a fund-raising executive, elevating programs for educational and religious institutions across the United States.

"Jan is a proven innovative leader in development who will lead our fund-raising efforts to a new level," says Jim Holmes, president and CEO for Redlands Community Hospital. "We have full confidence in her abilities to help Redlands Community Hospital with its developmental initiatives and outreach efforts, which do so much to help so many in our community."

Before joining UCR, Ms. Opdyke served as the director of Development for the Presbyterian Church (U.S.A.), Louisville, Kentucky; the director of Research and Scholarships for California State University, San Bernardino; and the director of Development for the San Francisco Theological Seminary, Claremont. She has also served as a lecturer at UCR and was a business owner in Redlands for 17 years.

"I am proud to be part of Redlands Community Hospital, where people have come first for more than 100 years," says Ms. Opdyke. "Through the foundation's philanthropic outreach and the generosity of passionate donors, we will continue to garner resources to strengthen the hospital's ability to meet the health care needs of the communities we serve."

A resident of Redlands for 30 years, Ms. Opdyke and her husband now reside in Cherry Valley. She earned a Bachelor of Arts in history from the University of California, Los Angeles; a Master of Arts in public administration from the University of California, Riverside; and a Master of Arts in theology studies from the San Francisco Theological Seminary.

"I am proud to be part of Redlands Community Hospital, where people have come first for more than 100 years."

—Jan M. Opdyke
President of Redlands
Community Hospital Foundation

TO LEARN HOW TO MAKE A GIFT to the Redlands Community Hospital Foundation, please visit www.redlandshospital.org or call 909-335-5540.



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LETTER FROM THE FOUNDATION

The Personal Touch of Philanthropy

Since joining the Redlands Community Hospital Foundation, I have been inspired by the generosity of our supporters who contribute to the hospital, our programs, and community clinics.

We have thousands of donors supporting us—from those who give memorial gifts in memory of a loved one to those who are able to give large gifts in support of major improvements. Each year our hospital volunteers, invaluable members of the RCH family, share their time, talents, and resources. As you will read in this issue, Stater Bros. Charities and the Believe Walk have once again made important contributions to cancer treatment. The Foundation Board—led by David Raff, president—and committee members gave countless hours to make our golf tournament a

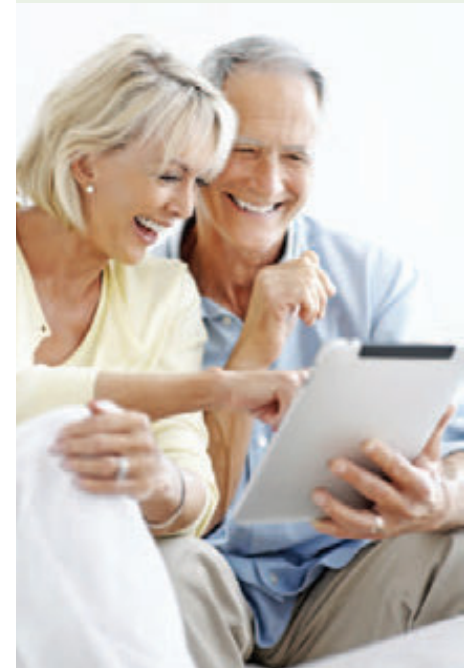
roaring success. Our Art Committee continues to make it possible to add stunning works of art to welcome patients and visitors.

Most of all, I have been struck by the very personal nature of philanthropy. Our supporters' motivation to give to Redlands Community Hospital often stems from the personal experience of their loved ones or their own experience, or an area of our service that has touched their heart, mind, or spirit. Whether small or large, each gift makes a difference. Whatever your reason for giving, your gifts from the heart are truly appreciated.

Thank you for your generosity!

—Jan M. Opdyke
President of Redlands Community
Hospital Foundation

TO LEARN MORE ABOUT WAYS TO GIVE, please call the RCH Foundation at 909-335-5540 or visit our website at www.redlandshospital.org.



Redlands Community Hospital Foundation Receives \$125,000 Grant for Cancer Program

Redlands Community Hospital Foundation has received a \$125,000 grant from Stater Bros. Charities and the Inland Women Fighting Cancer (IWFC) organization to improve access to the latest technology for local cancer patients. Stater Bros. Charities has supported the RCH Foundation since 2011. It has selected the Redlands Community Hospital because of the increasing need for cancer screening in the Inland Empire.

“Stater Bros. Charities supports the fight against all cancers in our communities,” says Jack H. Brown, chairman and CEO of Stater Bros. Markets. “The funds raised through the annual Believe Walk support equipment purchases, programs, and services for local cancer fighting organizations in the Southern California region. That’s why we are making a donation toward the purchase of radiotherapy equipment at Redlands Community Hospital.”

Redlands Community Hospital has received several grants from Stater Bros. Charities and Inland Women Fighting Cancer. The grants have helped pay for equipment within the hospital and the Women’s Health Imaging Center, a 3,300-square-foot facility that provides women with a warm, compassionate place to have mammograms, breast biopsies, bone density screening exams, and other procedures. The center provides no-cost health education for women and allows patients to receive all necessary imaging services in one location.

“We’re fortunate to receive this generous grant from Stater Bros. Charities and Inland Women Fighting Cancer,” says Jan Opdyke, president of the RCH Foundation. “This grant will allow us to improve the Women’s Health Imaging Center and continue to provide patients with access to quality care and services.”



The \$125,000 grant from Stater Bros. Charities and the Inland Women Fighting Cancer organization will allow Redlands Community Hospital to improve cancer treatment.

Stater Bros. Charities is a nonprofit that supports the critical needs of the areas it serves. Every first Sunday in October, Stater Bros. Charities teams up with IWFC to host the Believe Walk, a community-based effort that attracts more than 12,000 participants each year. Funds raised from the event support local cancer centers and organizations in the Inland Empire. Since 2008, \$2.5 million has been donated by Stater Bros. and IWFC to support the fight against cancer in Southern California.

Redlands Community Hospital Foundation helps the hospital achieve its mission through raising funds to support infrastructure, clinical services, and health promotion programs of the hospital.

FOR MORE INFORMATION about Redlands Community Hospital, please visit www.redlandshospital.org or call **909-335-5500**.