A Whole New Take on Eating Green

When Your Spouse Moves into Hospice Care

2017 QUALITY OUTCOMES REPORT
Philanthropy Is Vital to Our Growth

“Philanthropy” may simply sound like a fancy word for financial support. Yet, whether we call it “philanthropy,” “donations,” or “contributions,” our community’s generosity allows Redlands Community Hospital (RCH) to grow.

This key financial support lets us expand quality health care for our growing community. Philanthropy allows for the extra margin of excellence because government reimbursement is not enough for us to give you the care you deserve.

Philanthropy is essential because RCH is a not-for-profit community hospital. Our ongoing expansion is made possible through contributions from individuals and businesses that are committed to the patients we serve.

Donations have allowed the hospital to take on two projects. First, improvements to our Operating Department has increased its capacity by four additional rooms and enhanced our neurosurgery and stroke programs. Second, the renovation and enlargement of our Emergency Department, which cared for over 53,000 patients last year. This vital service saves lives of community members every day.

For updates on RCH’s progress with these projects and additional services and technology upgrades, please visit our website or Facebook page.

James R. Holmes – President/CEO

Well Aware

Well Aware is a free quarterly newsletter prepared by the Marketing team of Redlands Community Hospital. The material provided in this newsletter is intended to be used as general information only and should not replace the advice of your physician or your child’s pediatrician. Always consult your physician or your child’s pediatrician for individual care. © 2018 Redlands Community Hospital. Developed by StayWell.

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www.facebook.com/RedlandsCommunityHospital

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2018 Redlands Community Hospital Board of Directors

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* The RCH Board meets on the first Thursday of every month except August.

RCH Well Aware

Kathi Spetnagel, Vice President, Business Development and Marketing
Nikyah Thomas-Pfeiffer, Marketing & P.R. Manager
Public Relations: 909-335-5566
When you vowed to love your partner in sickness and in health, for as long as you both shall live, the future felt very far away. Today, you may be dealing with some of the more difficult times that you mentioned in your vows. You may be helping your spouse move into hospice where he or she can receive additional care.

Here are some ideas that may help make the transition go a little more smoothly for you and your loved one.

**Talk to others.** When your spouse enters hospice care, do your best to talk with other residents and their family members. Ask what helped make the change a little easier for them.

**Know that there will be bad days.** You may face difficult feelings, such as anger or guilt. Knowing that these days will happen can help you maintain realistic expectations in the beginning. Over time, things will improve as you both adjust.

**Fill your time.** If you’ve been your spouse’s caregiver for a while, it may feel strange to have more time on your hands. Come up with a few ways you can spend your time when you don’t know what to do. You could read a book, watch a movie, cook a meal, go for a walk, or visit a friend.

**Rest.** Remember to take care of yourself. You’ll probably feel exhausted from the effort that went into caring for your loved one when he or she was home. Preparing for the move will be taxing for everyone, too. Give yourself plenty of downtime to rest and sleep.

**Rely on the experts.** Social workers should be available to help you through some of the more challenging experiences. If your loved one is having an especially difficult time with the transition, reach out to a social worker for support and guidance.

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**>> Hospice services are flexible.**

They can be given in your home or in the Hospice offices located at Redlands Community Hospital. Call us for more information at **909-335-5643**.

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**>> Lend a Helping Hand**

Volunteers also play a vital role in helping families cope while a loved one receives hospice services at Redlands Community Hospital. You are welcome to join us. Visit [www.redlandshospital.org/about/volunteering-at-rch](http://www.redlandshospital.org/about/volunteering-at-rch) to start the application process. You can also call **909-335-5526**.
Experts say a significant difference in risk was seen only after 10 months. The good news here is that patients with a positive FIT have some time to schedule a colonoscopy, a procedure that examines the inside of the rectum and colon for signs of colorectal cancer. Some people avoid colonoscopy for fear it is too invasive or too painful, but delaying the procedure until the onset of cancer symptoms can be dangerous.

Colorectal cancer starts in the colon or rectum. Most colorectal cancers originate as a growth on the inner lining of the colon or rectum. That growth is called a polyp, which could turn into cancer over time. Screenings help locate and remove polyps before any potential cancer has a chance to grow.

The American Cancer Society recommends that patients with an average risk for colorectal cancer get a colonoscopy every 10 years starting at age 50. If you have a personal or strong family history of colorectal cancer or polyps, discuss a proper screening schedule with your doctor.

Spot the Signs
Meanwhile, watch out for symptoms of colorectal cancer. They include:

- A change in bowel habits that lasts for more than a few days
- A feeling that you need to have a bowel movement that is not relieved by having one
- Rectal bleeding with bright red blood
- Cramping or abdominal pain
- Weakness and fatigue
- Unintended weight loss

Don’t Hesistate After a Positive Colorectal Cancer Screening Test

A new study found that patients who wait for months to see their doctor after their stool sample tested positive for colorectal cancer are at higher risk of developing the disease and having a more advanced cancer stage once they are diagnosed.

Researchers studied more than 70,000 patients ages 50 to 70 with a positive fecal immunochemical test (FIT), which reviews stool samples for signs of colorectal cancer. If a FIT yields positive results, a follow-up colonoscopy is required. The study compared patients who waited more than 10 months to receive the colonoscopy with those who followed up within eight to 30 days.
I am pleased to present Redlands Community Hospital’s Quality Outcomes Report for 2017. This past year, as with years leading up to 2017, our Hospital received recognition in patient care, surgical outcomes, patient safety and various medical specialties.

Quality outcomes are more than a way for Redlands Community Hospital to gauge whether our procedures, training programs, experts, facilities and equipment are producing desired results for patients. These rankings help you make an educated decision as to where to receive care for yourself or loved ones, especially in today’s competitive healthcare environment. Most patients are taking an increasingly active role in their own healthcare, with information as close as a computer or mobile device. A hospital’s rankings are also taken seriously by health insurance companies.

Healthgrades®, a national quality care ranking organization, named Redlands Community Hospital one of America’s Best 100 Hospitals™ for Orthopedic Surgery during seven consecutive years, one of America’s Best 100 Hospitals™ for Spine Surgery in four consecutive years, and the Top 10% in the Nation for Prostate Surgery for 2017-2018. We received the “Get with the Guidelines® Stroke Gold Plus Quality Achievement Award” and were re-certified as an Advanced Primary Stroke Center by the Joint Commission. The Centers of Medicare & Medicaid Services (CMS) awarded a 4-Star rating to Redlands Community Hospital for our patient care, making us the only independent community hospital in the Inland Empire to receive this honor.

While these accolades confirm that Redlands Community Hospital is providing quality care, we are committed to raising the bar even higher. We continue to add pioneering technology, facilities, programs, and new clinical services to enhance patient care in new ways.

I invite you to acquaint yourself with this document, to help you and your family make the best decisions for your care.

James R. Holmes, CEO
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James R. Holmes, CEO
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.

Redlands Community Hospital has been named a Blue Distinction Center + for Spine Surgery and Blue Distinction Center for Maternity Care. 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

Smart Care California 2016 Hospital C-Section Honor Roll

Redlands Community Hospital was among one hundred and eleven California hospitals to meet or surpass a federal target aimed at reducing unnecessary Cesarean births (C-Sections) for first-time mothers with low-risk pregnancies. The California Health and Human Services Agency (CHHS) announced this achievement to hospitals on behalf of Smart Care California, a coalition of public and private health care purchasers that collectively purchase or manage care for more than 16 million people statewide – or 40% of all Californians.

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. Many of the hospital’s services were honored with Healthgrades Excellence Awards™ and named among the top percentages of all U.S. hospitals.

For seven consecutive years (2012-2018), Healthgrades named Redlands Community Hospital as one of America’s 100 Best Hospitals™ for Orthopedic Surgery. It was also considered one of America’s 100 Best Hospitals™ for Spine Surgery for four years in a row (2015-2018).

“...To sum up Redlands care? Exemplary! And extraordinary!”

– Carole Beswick
Community leader and former patient

• Healthgrades America’s 100 Best Hospitals for Orthopedic Surgery 2012 - 2018
• Healthgrades America’s 100 Best Hospitals for Spine Surgery 2015 - 2018
• Healthgrades America’s 100 Best Hospitals for Prostate Surgeries 2017 - 2018
• Healthgrades Orthopedic Surgery Excellence Award 2012 - 2018
• Healthgrades Spine Surgery Excellence Award 2015 - 2018
• Healthgrades Prostate Surgery Excellence Award 2017 - 2018

• Healthgrades Top 5% in the Nation for Overall Orthopedic Services 2012 - 2018
• Healthgrades Top 10% in the Nation for Spine Surgery 2015 - 2018
• Healthgrades Top 10% in the Nation for Prostate Surgery 2017 - 2018
• Healthgrades 5-Star Recipient for Total Knee Replacement 2008 - 2018
• Healthgrades 5-Star Recipient for Hip Fracture Treatment 2012 - 2018
• Healthgrades 5-Star Recipient for Back Surgery 2012 - 2018
• Healthgrades 5-Star Recipient for Spinal Fusion Surgery 2015 - 2018
• Healthgrades 5-Star Recipient for Transurethral Prostate Resection Surgery 2017 - 2018
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 through 2016 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

Leapfrog Group
The Leapfrog Group is a national patient safety watchdog that uses 27 evidence-based measures of patient safety to calculate a numerical score for all eligible hospitals in the United States. These performance measures produce a single letter grade representing a hospital’s overall performance in keeping patients safe from preventable harm and medical errors. Redlands Community Hospital received a ‘B’ grade by the Leapfrog Group. The hospital continues to rank above most other hospitals within its region.

Healthgrades
We also earned Healthgrades 2016 Patient Safety Excellence Award™ and the Healthgrades 2016 Outstanding Patient Experience Award™. This recognition places us in the top 2% of eligible hospitals in the nation to receive awards in both Patient Experience and Patient Safety.

• Healthgrades Outstanding Patient Experience Award 2016
• Healthgrades Patient Safety Excellence Award 2016

CALNOC
Redlands Community Hospital was recognized with a Performance Excellence Award in Best Performance in Preventing Injury Falls and Best Performance in Preventing Hospital Acquired Pressure Injuries by the 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 for their exemplary work in reducing hospital acquired conditions.
Creating a Culture of Quality

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

Blue Distinction Center
www.bcbs.com/why-bcbs/blue-distinction/

Healthgrades
www.healthgrades.com/quality/

HCAHPS
www.hcahpsonline.org/

HealthStream
www.healthstream.com/awards

THE LEAPFROG GROUP
www.leapfroggroup.org/

CALNOC
www.iha.org/our-work/insights/smart-care-california

Redlands Community Hospital
Doing our best to be the best.
350 Terracina Boulevard, Redlands, California 92373 ~ 909-335-5500
www.redlandshospital.org
A Whole New Take on Eating Green

Have you considered how your diet affects the environment? Every day, huge amounts of food are produced, processed, transported, consumed, and thrown away. This puts a serious strain on the Earth’s natural resources.

The good news is that research points toward dietary changes that we can all make to reduce food’s impact on the planet. Less is more when it comes to eating your way toward a healthier Earth.

Here are some simple things you can do to lessen your impact on the environment.

Plan meals each week and buy only what you need for that time period.
In the U.S. alone, 40 percent of food is wasted annually on average at a cost of at least $589 per family. Food waste largely contributes to the depletion of the Earth’s resources because production requires water, land, and energy—even for the food that ends up in landfills. Reducing food waste saves you money because you are buying less.

Go meatless one or more days a week.
Meat production hits Earth’s resources harder than any other food group, followed by dairy. Reducing beef consumption and eating more plant-based protein sources—such as beans, nuts, and grains—could decrease greenhouse gas emissions from food production by up to 35 percent.

Reduce your calorie intake.
When it comes to changing your diet in an effort to help the planet, one of the simplest approaches is to reduce the number of calories you eat. Eating fewer calories—especially by eating more fruits, vegetables, and dietary fiber rather than meat—can help you lose weight and improve your overall health. That would reduce overall health care costs and resources, and potentially lead to less waste and a need for less food.

HEALTHY RECIPE  SPRINGTIME STRAWBERRY SALAD

For an easy on-the-go lunch, pack the salad ingredients in a canning jar.

INGREDIENTS
½ cup balsamic vinegar
1 tbsp. sugar
1 tbsp. extra virgin olive oil
4 cups mixed greens or baby spinach
2 cups strawberries (halved or quartered)
½ cup thinly sliced onion
½ cup grape tomatoes (halved)

DIRECTIONS
1. In a small saucepan, bring balsamic vinegar to a boil. Add sugar and cook until syrupy, about three minutes. Remove from heat, stir in olive oil, and let cool until warm.

2. Wash and dry mixed greens or spinach. Put into a large salad bowl with strawberries, onion, and tomatoes, if desired. Pour dressing over salad. Toss and serve immediately.

PER SERVING
Serves four; serving size is ½ cup. Each serving provides:
100 calories,
3.5 g total fat (0.5 g saturated fat, 0 g trans fat),
0 mg cholesterol,
50 mg sodium,
16 g total carbohydrates,
3 g dietary fiber,
11 g sugar,
2 g protein.

>> Follow Us on Twitter @RedlandsCH
Childbirth Classes

Classes are held at the maternity/surgery building at Redlands Community Hospital, 350 Terracina Blvd. Please meet the class instructor at the third-floor conference room. For childbirth classes, please bring two pillows and a blanket. No children are permitted.

Breastfeeding Basics
10 a.m.–noon
Saturdays: April 14, May 12, and June 2.
Cost is $25

Childbirth Preparation
Series of four three-hour classes, 6:30–9:30 p.m.

Childbirth Refresher
6:30–9:30 p.m.
Tuesdays: May 1, June 12, and July 17.
Cost is $35

Tuesdays: April 24, and May 1, 8, and 15; June 5, 12, 19, and 26; or July 10, 17, 24, and 31.
Accelerated class (one day), 10 a.m.–6:30 p.m.
Saturdays: April 21, May 5, June 9, and July 21.
Cost is $100

Mother-Baby Unit Orientation Tours
Tuesdays: 4:30 p.m.
May 8, June 5 and 19, and July 24
Saturdays: 12:30 p.m.
April 14, May 12, and June 2
FREE for mom and one guest

To register and pay for classes over the phone, please call our Perinatal Services Department at 909-793-6330.

Support Groups

Stroke Support Group
Meets first and third Monday of every month
Time: 10 a.m.
Location: Redlands Community Hospital, Conference Rooms 1 and 2 (by the café)
Address: 350 Terracina Blvd., Redlands, California

Grief Support Group
Meets second and fourth Tuesday of every month
Time: 10 a.m.
Location: Fraternal Order of Eagles
Address: 5200 West Ramsey St., Banning, California
Jon Scharer, 83, woke up early New Year’s Eve morning and could not move the right side of his body. His wife, Juley, rushed him to Redlands Community Hospital (RCH) where doctors diagnosed and treated him for a stroke. Scharer welcomed 2018 from a hospital bed, but feels fortunate that he has no noticeable lingering effects from the stroke.

“Many people do not realize how important it is to have high-quality care like Redlands Community Hospital right in our community,” Scharer says. The Scharers have trusted the hospital with their family’s care for decades. Shortly after they moved to Redlands in 1965, their toddler son suffered convulsions.

“He was very ill with spinal meningitis and spent several weeks in the hospital,” Scharer says. “He got fabulous care—efficient and thorough.”

Scharer, who was the first principal of Mariposa Elementary School in the Redlands Unified School District, was no stranger to the hospital when it came to receiving care for himself. Prior to his stroke, he had several surgeries that required lengthy hospital stays at RCH.

“I know that I always will receive very good care from the staff throughout the hospital,” Scharer says. “The hospital and staff are a very positive influence in our community. I can sincerely say that giving back to the hospital is my privilege and honor considering the care that has been given to me there. I feel that it is up to our community to financially support our hospital whenever we can.”

To learn more about opportunities to give to Redlands Community Hospital Foundation, visit www.redlandshospital.org/foundation or call 909-335-5540.
Generosity Times Two

Joseph and Tracey Petrotta are not only long-time employees of Redlands Community Hospital (RCH), they also are long-time donors. Joseph, who has worked at the hospital for 19 years, is the director of Patient Financial Services. Tracey has been employed at the hospital for 11 years as a financial assistant in the Ambulatory Infusion Center.

Both Joseph and Tracey have been donating to the Redlands Community Hospital Foundation (RCHF) each pay period for a combined 31 years.

“We always try to give back,” Joseph says, “and donating to the hospital seems natural. We see first-hand the hospital’s values and dedication to the community.”

The Petrottas donate to RCHF automatically through payroll deduction. Employees who opt for payroll deduction can choose to donate to a general hospital fund or to support a specific area of the hospital.

“We are not involved in patient care but by donating to the Foundation, we are able to support the hospital and those who treat and heal patients,” Tracey says.

Joseph says when their donations are combined with the contributions of other employees the funds have a real impact.

“We see where the money goes whether it is for new equipment or programs,” he says, “and we are able to see what a difference it makes to our patients.”

To learn more about opportunities to give to Redlands Community Hospital Foundation, call 909-335-5540. Your contribution will be greatly appreciated by the many lives it touches.