

Spine and Joint Institute

Celebrates **First Anniversary** with High Rankings

In January, the Spine & Joint Institute (SJI) celebrated its first anniversary. This unique collaboration between Redlands Community Hospital and local board-certified orthopedic surgeons is a multi-specialty center for patients requiring hip or knee replacement, or surgery of the spine or neck. So in its first year, did the Institute meet the expectations of medical teams and patients? Absolutely!

“Our patients often comment that they feel as if they are staying in a five-star resort,” describes Paul Burton, D.O. who specializes in joint replacement. “Rooms are hotel-like suites, patients wear fitness clothing, and choose a family member to be a coach throughout surgery and rehabilitation. Our philosophy is to get post-operative patients up and active quickly, to encourage a faster recovery and ability to go home sooner.”

The Institute brings together a comprehensive orthopedic team including surgeons that specialize in spine, hip and knee surgery, as well as nurses and rehabilitation therapists. The medical team uses clinical pathways and best practices to improve patient outcomes. Yet care begins even before a patient is admitted into the Institute. In this distinctive wellness model, the Hospital provides a Patient Navigator who starts orienting the patient and family members weeks before surgery, and guides them throughout the process, even through their return back home.

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James R. Holmes

James R. Holmes
President/CEO

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A Message from the President:

We Care for Generations to Help Keep Our Community Healthy

There is an important reason that “Community” is part of the Redlands Community Hospital name. Since our founding in 1904, our mission is still to provide members of our community with high-quality, cost-efficient care and service in the restoration and maintenance of good health.

Now in our second century, Redlands Community Hospital has truly been caring for generations. More than 2,400 babies are born at Redlands Community Hospital every year, including my own daughter, Jennifer, who was born here 18 years ago. At our Oh Baby Day Celebration on May 19th, photographs were taken of children born these past five years, as well as families with multiple generations born at Redlands Community Hospital. The Vice Chairman of the Hospital Board of Directors, Bill Hatfield, perhaps said it best in his speech at the event, “Through all four Hatfield generations, Redlands Community Hospital has been there for us, as it is for you today and well into the future.”

Oh Baby Day was held at our hospital in conjunction with celebrating the 125th anniversary of the City of Redlands, the 5th anniversary of the Maternity and Surgery Services Building, and the 25th anniversary of the hospital’s NICU.

Our hospital also keeps our community healthy through a variety of programs and services for those who are uninsured, underinsured, low-income, seniors or who have barriers to accessing healthcare. Last year alone, Redlands Community Hospital contributed over \$14 million for programs including uncompensated healthcare, health screenings, free flu shots, education programs, the Perinatal Services Programs, and primary care provided at the Redlands Family Clinic and the new Yucaipa Family Clinic you can read about in this newsletter.

We believe that when we help our community to be healthier, we all benefit. That’s why we treat every generation like family.



Volunteering Opportunities Available

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.

RCH Well Aware Summer 2013



Kathi Sankey-Robinson
Vice President, Business
Development and Marketing

Nikyah Thomas-Pfeiffer
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Combined PET/CT Scan

Offers the Latest Technology In Medical Imaging

Advanced imaging technology such as Positron Emission Tomography (PET) Scans and Computed Tomography (CT) Scans help physicians diagnose and treat diseases as serious as cancer and stroke, and as bothersome as sinus infections. As powerful as each technology is individually, imagine what happens when the PET and CT Scans are brought together into one innovative and convenient combination. It produces a 3-D image of the human body.



A combined PET/CT Scan is precisely what Redlands Community Hospital now offers to patients, providing a significant upgrade in software and equipment from current technology. The highly detailed images provide greater precision and accuracy for diagnosing or monitoring diseases. The scans also give physicians faster results and require less time spent by patients.

“The PET/CT Scan combination is a pivotal part of our cancer care, as well as allowing us to offer even more effective diagnosis, monitoring and treatment for a variety of cardiac and neurological conditions,” explains Vern Underwood, Chief Nuclear Medicine Technologist at Redlands Community Hospital. “This advancement helps us detect, treat and monitor many serious illnesses in the earliest stages.”

The combination allows information from two different types of scans to be viewed by nuclear medicine physicians, radiologists and other members of the medical team in a single set of images. Why is this important? A PET Scan indicates abnormal activity at the molecular and cellular level. The CT Scan reveals detailed images of a patient’s anatomy. Together, the scans can help physicians identify many diseases earlier, zero in on a precise location of a tumor or other serious problem, determine the staging of diseases such as cancer, and monitor whether a patient is responding to specific medications.

Another benefit is that the new PET/CT Scan is in one location, so patients only need to lie on one table to undergo both scans, rather than move from machine to machine. In addition to providing greater convenience, the combined scans save time for patients and allows faster results for physicians.

For more information please call the Radiology Department at (909) 335-5610.

Tips to Beat the Heat In the Summer



- Dress for the heat. Wear lightweight, light-colored clothing. Light colors will reflect away some of the sun’s energy. It is also a good idea to wear hats or to use an umbrella.
- Drink water. Carry water or juice with you and drink continuously even if you do not feel thirsty. Avoid alcohol and caffeine, which dehydrate the body. Avoid using salt tablets unless directed to do so by a physician.
- Eat small meals and eat more often. Avoid high-protein foods, which increase metabolic heat.
- Slow down. Avoid strenuous activity. If you must do strenuous activity, do it during the coolest part of the day, which is usually in the morning between 4 and 7 a.m.
- Stay indoors when possible. If air-conditioning is not available, stay on the lowest floor out of the sunshine. Remember that electric fans do not cool, they simply circulate the air.
- Be a good neighbor. During heat waves, check in on elderly residents in your neighborhood and those who do not have air conditioning.



SJI SPINE & JOINT
INSTITUTE
REDLANDS COMMUNITY HOSPITAL

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Spine and Joint Institute

“Patient satisfaction scores at the Institute in the first year are among the highest possible,” says John Steinmann, D.O., who specializes in spine surgery, “Many patients say they’ve never been treated so well, and truly appreciate the care and support by the medical staff, their family and our Patient Navigators.” Dr. Steinmann adds that the satisfaction rankings among the Institute’s medical staff also greatly exceed typical scores.

The medical team’s satisfaction reflects their authority to truly improve the experience of every patient. “We draw upon the latest research, and work closely with anesthesiologists and pain specialists to tailor treatment to keep patients as comfortable and mobile as possible,” adds Dr. Burton.

Patients and medical teams at the Spine & Joint Institute are not the only ones giving high marks. According to a recent nationwide study, Redlands Community Hospital has been ranked for the third year in a row among the top 5 percent of U.S. hospitals for overall orthopedic, spine and joint replacement services, according to a study released by HealthGrades®, the nation’s leading source of hospital data.

For more information on Redlands Community Hospital’s Spine & Joint Institute, please call (909) 335-5642.

“I was in a world of pain before my back surgery. Now the world is mine again, thanks to SJI!” Mrs. Lloy K.

Lloy Keeling loved traveling—her back didn’t. Only a spinal fusion could give her a passport out of debilitating pain.

“I was impressed with how advanced the Spine & Joint Institute is. Their staff is completely focused on getting you back on your feet as fast as possible. I was walking the same day I had surgery!”

Redlands Community Hospital’s Spine & Joint Institute is ranked in the top 5% in Orthopedic Services for spine procedures and hip and knee replacements.* A choreographed, patient-focused program yields the best possible experience and results. You’ll find a proven record of high quality outcomes and outstanding patient satisfaction.

“I was an Operating Room nurse, and I can’t stress enough how great their care is,” says Lloy. “It was a very positive experience—and I’m positive no place else compares.” For more information about spine, hip or knee procedures, call SJI at (909) 335-5642.



*HealthGrades, 2012



REDLANDS COMMUNITY HOSPITAL

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Redlands Community Hospital is a not-for-profit, stand-alone community hospital. Follow us



Redlands Opens Family Clinic in Yucaipa



Redlands Community Hospital is committed to making access to healthcare easier for individuals and families in our area. In fact, providing quality care and service to our community is so important, it is part of our mission.

Now, we are proud to announce the opening of the Yucaipa Family Clinic. It is located at 11985 4th Street in uptown historic Yucaipa. This is the Hospital's second primary care clinic. The original Redlands Family Clinic has been serving patients since 1999, having moved to its current location at West Colton Avenue and Texas Street in Redlands in 2005. The purpose of the Family Clinics are to provide high-quality healthcare for individuals in Redlands and Yucaipa, as well as care for the newly expanded number of patients due to Health Care Reform.

"We knew that many individuals and families in the Yucaipa community were in need of these healthcare services and resources, because there is no other medical clinic for low-income individuals here," says James Holmes, President and CEO of Redlands Community Hospital. "We were even more encouraged when many business and local leaders told us how much a clinic would help the community."

"At our Family Clinics, we provide screenings for eligibility requirements and resources to help many patients receive financial assistance for healthcare services," adds Holmes. "Our staff has a great deal of expertise helping individuals get access to State low-income programs."

These programs include:

- Family PACT
- Cancer Detection Program: Every Woman Counts
- Child Health and Disability Prevention Program (CHDP)
- Vaccine for Children (VFC) Program

For more information or for an appointment, please call the Redlands Family Clinic at (909) 335-5799, or the Yucaipa Family Clinic at (909) 478-7951.



The Yucaipa Family Clinic provides services including, but not limited to:

Medical care that evaluates and treats for a variety of acute and chronic medical conditions, including:

Asthma, Diabetes, High cholesterol, High blood pressure, HIV, and Hepatitis

- Health education and counseling
- HIV screening
- Pregnancy testing
- TB screening and testing
- Vaccinations and immunizations
- Well Child evaluations
- Women's Health—physical examination, Pap smear, breast cancer screening, birth control
- Men's Health—physical examination, prostate cancer screening

Diagnostic testing, including:

- Audiogram (hearing test)
- Blood glucose (blood sugar)
- Blood work
- Pulmonary function testing (lung assessment)
- EKG

Lower Your Risk for Diabetes with **Free Education Classes** at Redlands Community

There is a reason that diabetes is considered an epidemic in our country. Nearly 26 million Americans have diabetes according to the National Diabetes Education Program (NDEP) which is a partnership of the National Institutes of Health, the Centers for Disease Control and Prevention, and more than 200 public and private organizations. Diabetes, a serious disease in which blood glucose (blood sugar) levels are above normal can lead to heart disease, stroke, vision loss, kidney disease and nerve damage. In addition, a condition called pre-diabetes affects 79 million Americans over the age of 20, which makes them more likely to develop type 2 diabetes.

What should a person with pre-diabetes do? “Own it,” recommends Janet Howard-Duscaj, R.N., Certified Diabetes Educator at Redlands Community Hospital. “It’s proven that people who are high risk for diabetes have anywhere from a 58 - 65 percent chance of postponing or preventing the disease by making lifestyle changes. Learn if you’re at risk, and if you are, be committed to making changes and get involved in your own health.”



Some of Howard-Duscaj’s recommendations to help prevent diabetes include:

- Work with your physician to get the right blood tests done such as an A1C which gives a three-month snapshot of blood sugar levels. Know your results and commit to making changes in diet, exercise and possibly taking medication, if needed.
- Lose weight if overweight. The American Diabetes Association refers to studies showing that high-risk, overweight people can prevent or delay diabetes by losing seven percent of their body weight.
- Get at least 30 minutes physical activity such as brisk walking, five days a week. Always discuss with your physician about how to safely start or increase an exercise program.
- Ask your physician if you have risk factors such as certain genetics and ethnicity, high cholesterol and blood pressure, some autoimmune issues or a family history of heart disease or diabetes.
- Enroll in Diabetes Education Outpatient classes and support groups to learn how to eat properly and deal with stress to reduce your risks.

Free Diabetes Education classes are held on the first 4 Tuesday of every month, with a new topic given each week. You can join anytime; no referral is needed. Please call Janet Howard-Duscaj for dates and times and to reserve your space by calling (909) 335-5501 ext. 6393.

Orzo Salad with Cilantro Lime Pesto

Serves 6

Ingredients

Salad

- 2 cups uncooked whole wheat orzo
- 1 can (15.5 oz) black beans, rinsed and drained
- 1 can (8 oz) corn, rinsed and drained (or) 2 ears of grilled corn, removed from ear
- 2 bell peppers (red and orange), halved, deseeded, grilled, and chopped
- Sea salt and black pepper to taste

Cilantro Lime Pesto

- 3 cups cilantro leaves
- 4 tablespoons lime juice
- 2 tablespoons olive oil
- 4 tablespoons pine nuts
- 2 cloves garlic, minced

Directions:

Boil and drain orzo.

In food processor, purée pesto ingredients.

Toss pesto with cooked orzo and remaining ingredients.

Nutritional Analysis:

Per serving (1 1/2 cups):

- Calories 310
- Protein 11 g
- Fat 10 g
- Carbohydrate 51 g
- Dietary Fiber: 8 g



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The RCH Foundation

Making a Gift will help the hospital's goal of implementing a new nurse call system

Every day I see the profound effect our colleagues at Redlands Community Hospital (RCH) have on patients and their families. Not only through the high level of medical care RCH nurses administer, but just as importantly, through the compassionate care they strive to deliver.

Our nurses are encouraged and supported in our pursuit of advanced educational opportunities and training. This is why we are well on our way to becoming a Magnet Hospital, a recognition given as the ultimate credential for high quality nursing. And Redlands' dedication to keeping nurses involved in the global issues which affect patient care has been integral to our recently receiving the Healthgrades Distinguished Hospital Award—Clinical Excellence in 2013 as well as being designated a Blue Distinction Center for knee and hip replacement as well as Spine Surgery just to name a few—a pretty big deal for our 229-bed community hospital!

RCH is committed to finding innovative ways to meet the medical needs of our community. This year, we will be purchasing a new nurse call system to further improve patient safety and support. With a touch of a button, calls coming from a patient can be relayed directly to the nurse's wireless phone or pager—real time. If you've ever been a patient, you know the value of being able to speak to your nurse at any time, for any reason, right away. And as nurses, they know that improved communication means a better hospital experience all around.

I would like to invite you to continue to be a part of our bright future by making a donation. Your support of RCH through a tax-deductible gift WILL make a difference—so please don't wait! You can mail your gift with the form that can be found on the back of the newsletter, or you can make an online gift via our website at www.redlandshospital.org. Your generous donation will be put to immediate use.

Like us, you now have an opportunity to make a difference in someone's life, or possibly even save it, by supporting this true gem in our community.

If you have any questions about this information or to discuss a planned gift to the Redlands Community Hospital Foundation, please do not hesitate to contact Zack Tucker in the Foundation office at (909) 335-5540.



Zachary D. Tucker
*President,
RCH Foundation*

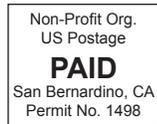


For more information regarding Redlands Community Hospital Foundation, please visit us at: www.redlandshospital.org/foundation

Redlands Community Hospital

350 Terracina Boulevard
Redlands, CA 92373

(909) 335-5500
www.redlandshospital.org



Become a **Volunteer** at Redlands Community Hospital

Make a Difference for Yourself and Others

If you're the type of person who enjoys making a difference with patients, family members and our community, consider becoming a volunteer at Redlands Community Hospital. Each year, our volunteers contribute more than 50,000 hours assisting people. Yet as much as our volunteers help others, they are the first to say that being a volunteer helps them just as much.

"When I was a patient at Redlands Community Hospital, I was treated so well that I wanted to give back," explains Dorothy Taub. "That's why I joined the Hospital Auxiliary and became a volunteer. Everyone here is so friendly and cooperative, it's truly a positive atmosphere." Dorothy was recently honored for her 15 years of service to Redlands Community Hospital, and over 6,800 hours of her time and leadership experience. She received the Mary Kimberly-Shirk Volunteer Award of Excellence for 2012, named after the first member of the Hospital's Auxiliary.

"There is such camaraderie among the volunteers, that many people enjoy the social aspect as much as the good feeling they get from

helping others," says Cherie Towers, Director of Volunteer Services. "Volunteers who give over four hours a week enjoy special rewards such as a meal card, a wonderful holiday brunch and many other events to recognize them for their service." Towers goes on to explain that there have even been studies showing that people who volunteer can experience health benefits and a sense of well being. Volunteering is also a great way to learn new skills to build a resume for a new job or career change.

If you are interested in becoming a volunteer at Redlands Community Hospital, adults need to give four hours of time weekly and juniors (ages 15-18) should be able to work at least 2-3 hours weekly. There are opportunities working directly with patients or in non-clinical settings such as staffing the Information Desk, Gift Shop, providing clerical support, mail delivery or other numerous important duties.

To apply, call Volunteer Services at (909) 335-5526.

Please detach and mail with your donation

Your support of the Redlands Community Hospital Foundation helps make it possible for the hospital to save lives.

Yes, I would like to help with a donation in this amount:

- \$50 \$25 \$1,000
- \$100 \$500 Other \$ _____

Please charge my gift to:

- Visa Mastercard Discover AmExpress

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I would like more information regarding year-end giving, IRA donations, estate planning or other planned giving.

Name: _____

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In Honor Of: _____

Your contribution will be greatly appreciated by the many lives it touches, both today and for years to come.

Please make check payable to and return to:

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350 Terracina Boulevard
Redlands, CA 92373

Ph: (909) 335-5540
Fax: (909) 335-6497