

Transforming Healthcare in Western Riverside County



CORONA REGIONAL MEDICAL CENTER



2018 Community Profile



From the CEO



This is a very exciting time for Corona Regional Medical Center (CRMC) and for our patients. Our hospital is changing and growing to serve the needs of our multiplying community. The employees, physicians and partners of CRMC have been hard at work transforming healthcare in western Riverside County. Just one example of this is our new emergency room. After more than a year of construction, the new facility was unveiled in May 2017.

The new ER boasts four times the space (enlarged from 5,400 to 20,000 square feet), and will care for more than 50,000 patients each year. In addition to new exam rooms, treatment areas and entryways that streamline patient care, a new imaging center is housed right in the emergency room and includes an MRI and Computed Tomography (CT) scanning machine. Whereas, patients were previously triaged to the department of radiology for imaging, the new center offers ER patients a way to receive the diagnosis and care they need faster.

Stroke telemedicine is another exciting feature of the new emergency room. Through our alliance with UC Irvine Health, CRMC now offers stroke telemedicine for immediate evaluation and diagnosis of our patients presenting to the ER with symptoms of stroke.

Other facility upgrades in 2017 included renovations to patient rooms, unit corridors and public and patient bathrooms, the restoration of the main cafeteria and enhancement of the front lobby.

Finally, a Patient and Family Advisory Council, Employee Action Committee and other leadership teams have been established and meet every day to discuss patient safety concerns and quality initiatives. Hospital directors visit patients each morning to collaborate and obtain feedback. As a result, new processes have been put into place and patient satisfaction scores have risen dramatically and continue to climb.

We're proud to be working together with our partner organizations and the communities we serve to transform and enhance the availability and quality of healthcare in our region. As you read through this report and reflect on our accomplishments of the recent past as well as our goals for the future, we hope you are as excited about these advancements as we are. It is our goal to become the provider of choice in the region.

Mark Uffer
Chief Executive Officer
Corona Regional Medical Center

Corona Regional Medical Center *Hospital Overview*



The tradition of caring at Corona Regional Medical Center (CRMC) began in 1965 with the building of Corona Community Hospital. Since then, the hospital has changed and expanded to meet the needs of the rapidly growing communities of Corona, Norco and Eastvale. In 1992, Corona Community Hospital merged with Circle City Medical Center, and the resulting entity became Corona Regional Medical Center. In 2004, CRMC became one of the hospitals owned and operated by a subsidiary of Universal Health Services, Inc. Today, the hospital provides healthcare services on two campuses and is fully accredited by The Joint Commission.

An affiliation formed in late 2014 with UC Irvine Health – the medical research and academic enterprise of the University of California, Irvine – has brought enhanced clinical services to CRMC. These include greater access to subspecialty physicians in stroke telemedicine, urology and the UC Irvine Cardiology Clinic. Additionally, the two institutions continue to explore ways to bring to CRMC patients the resources of UC Irvine Health’s National Cancer Institute-designated comprehensive cancer center.

Today, the hospital provides healthcare services on two campuses and is fully accredited by The Joint Commission. It is a 238-bed community hospital network, comprised of a 160-bed acute care hospital and a 78-bed rehabilitation campus. It serves approximately 313,000 individuals. CRMC houses the area’s first secure behavioral health unit; emergency services in a new and upgraded facility; general acute care, home health and hospice services; and the first hyperbaric and wound care center in the service area.



CRMC Hospital
A 238-bed community hospital network, comprised of a 160-bed acute care hospital and a 78-bed rehabilitation campus.

CRMC Boosts *Local Economy*

Corona Regional Medical Center is committed to its growing community. We offer a range of healthcare services and programs and establish ongoing partnerships to bring the highest quality healthcare and advanced technology to the region. We also provide job opportunities to boost the local economy and continually evaluate our facilities for enhancements.

Patient Medical Care

Admissions:	9,227
Bed Count:	238
Births:	981
Emergency Visits:	50,609
Operating Room Visit:.....	6,050
Total Surgeries:	6,050
Inpatient Surgeries:	2,911
Outpatient Surgeries:	3,139
Specific Procedures:	
Cesarean Sections:	328
GI Procedures:	1,904
Spinal Surgeries:	150
Total Joint Replacements:	114



The Hospital Family

Total Employees:	1,293
Total Physicians:	370
Total Active Volunteers:	148



Financial Impact

Salaries and Benefits:	\$87.4 million
Capital Investment:	\$14 million
Uncompensated Care:	\$26.6 million
Local/State Taxes Paid:	\$1.3 million



Healthcare Services*

Main Campus

Breast Imaging Center
 Cardiology & Cardiac Catheterization
 Diagnostic Imaging (MRI, CT, Angiography, Nuclear Medicine)
 Emergency Services
 Certified Advanced Primary Stroke Center
 Children's Hospital of Orange County (CHOC) Affiliation for Emergency Room
 High-Risk Pediatrics
 Gastroenterology
 Intensive Care Unit

Laboratory Services

Neurology
 OB/GYN
 Outpatient Infusion Therapy
 Orthopedic/Spine
 Pediatrics
 Pulmonary
 Surgery
 Urology
 Vascular Services
 The Wound Care Center® (Hyperbaric Oxygen Therapy)

Rehabilitation Campus

Behavioral Health – Voluntary Inpatient & Outpatient
 Home Health
 Hospice
 Palliative Care
 Physical Therapy/Occupational Therapy/Speech Therapy
 Skilled Nursing/Subacute Care

**Subject to change.*

Specialty Services

Behavioral Health Services (Inpatient)

Located on the Corona Regional Rehabilitation campus, The Willows is a locked unit offering a safe, therapeutic environment for adults and older adults. Patients can receive individualized treatment for a variety of behavioral healthcare needs, including dual diagnosis. Comprehensive services include individual and group therapy, as well as nursing and physical therapy screenings for any acute medical needs.

Breast Imaging Center

Accredited by the American College of Radiology, the Breast Imaging Center is designed for the early detection of breast cancer and offers the advantage of 3D digital mammography. 3D mammography requires only one image of each breast, and allows for the display of layer after layer of breast tissue. Radiologists see clearer, more detailed images, and can detect abnormalities that traditional mammography may have missed. Patients may benefit from a more comfortable experience and fewer call-backs.

Certified Primary Stroke Center

Corona Regional Medical Center is designated as an Advanced Primary Stroke Center by The Joint Commission and the American Heart Association®/American Stroke Association®. Through an affiliation with UC Irvine Health, the hospital offers a Stroke Telemedicine program that enables UC Irvine neurologists to remotely evaluate and treat patients with symptoms of possible stroke. Diagnostic images are read in real time for quick determination of the type of stroke and the most effective care plan.

Orthopedic and Joint Center/Spine Program

The Orthopedic and Joint Center at CRMC offers comprehensive services to diagnose and treat acute and chronic conditions. Surgical and non-surgical treatments, including minimally invasive spine procedures, are individualized and designed to help reduce pain and restore lifestyle. Surgeries offered include foot and ankle, hand and total knee and hip replacement. Comprehensive occupational and physical therapy are provided to aid patient recovery.

Skilled Nursing/Subacute Care

This 40-bed unit is designed for patients who meet specific criteria and need daily skilled nursing or subacute care. Services include total parenteral nutrition, tube feeding, debridement, medicated irrigation, and inhalation and IV therapy. Patients can also access inpatient physical, occupational and speech therapy.

Spine Center

The Spine Institute offers comprehensive services to diagnose and treat acute and chronic conditions. Treatments are designed to help reduce pain and improve quality of life. The Spine Institute focuses on minimally invasive spinal surgery, spinal degenerative disorders/deformities, spinal stenosis and microdecompression.

The Wound Care Center®

The Wound Care Center provides therapeutic treatments to promote healing and help to prevent complications. Wound care specialists help stimulate the body's restorative properties by removing dead tissue, then sterilizing and dressing wounds. The Center treats chronic wounds, even ones that have resisted healing for months and even years.

Hyperbaric Oxygen therapy is provided for patients who don't respond to other therapies. This treatment delivers pure oxygen in a pressurized chamber, building blood vessels and causing stem cells to rush to the injured site to encourage healing. Case managers are available to assist patients with obtaining transportation, home healthcare, durable medical equipment and other needs.

Recognition: Accreditations and Awards

Corona Regional Medical Center is accredited by The Joint Commission, the leading accreditor of healthcare organizations in the United States.



Baby Friendly Designation



The Baby-Friendly Hospital Initiative (BFHI) is a global program of the World Health Organization (WHO) and the United Nations Children's Fund (UNICEF) to recognize hospitals that offer an optimal level of care for infant feeding and mother/baby bonding.

Behavioral Healthcare



Ensures care and treatment for mental health and substance use are provided based on quality and in a safe manner.

Healthgrades™ 2018 Patient Safety Excellence Award



This award puts Corona Regional Medical Center in the top five percent in the nation for patient safety. The hospital is the only facility in Riverside County to earn this honor three years in a row, for its prevention of injuries, infections, and other serious and potentially preventable adverse events.

Home Health & Hospice



Accreditation covers a variety of areas considered key to providing safe, high quality care to patients, including medication management, staffing, leadership, equipment maintenance and fall risk reduction.

Maternity

The Blue Cross and Blue Shield Association designated Corona Regional as a Blue Distinction® Center for Maternity Care for the hospital's commitment to quality care for vaginal and cesarean section deliveries and patient satisfaction.



Pathology



Accreditation ensures compliance of the most comprehensive scientifically endorsed laboratory standards.

Stroke Services



Corona Regional earned The Joint Commission's Gold Seal of Approval® and the American Heart Association®/ American Stroke Association's® Heart-Check Mark for Advanced Primary Stroke Center Certification. In 2017, the hospital also received the American Heart Association®/ American Stroke Association® Get With The Guidelines®-Stroke SILVER PLUS Achievement Award.

Radiology



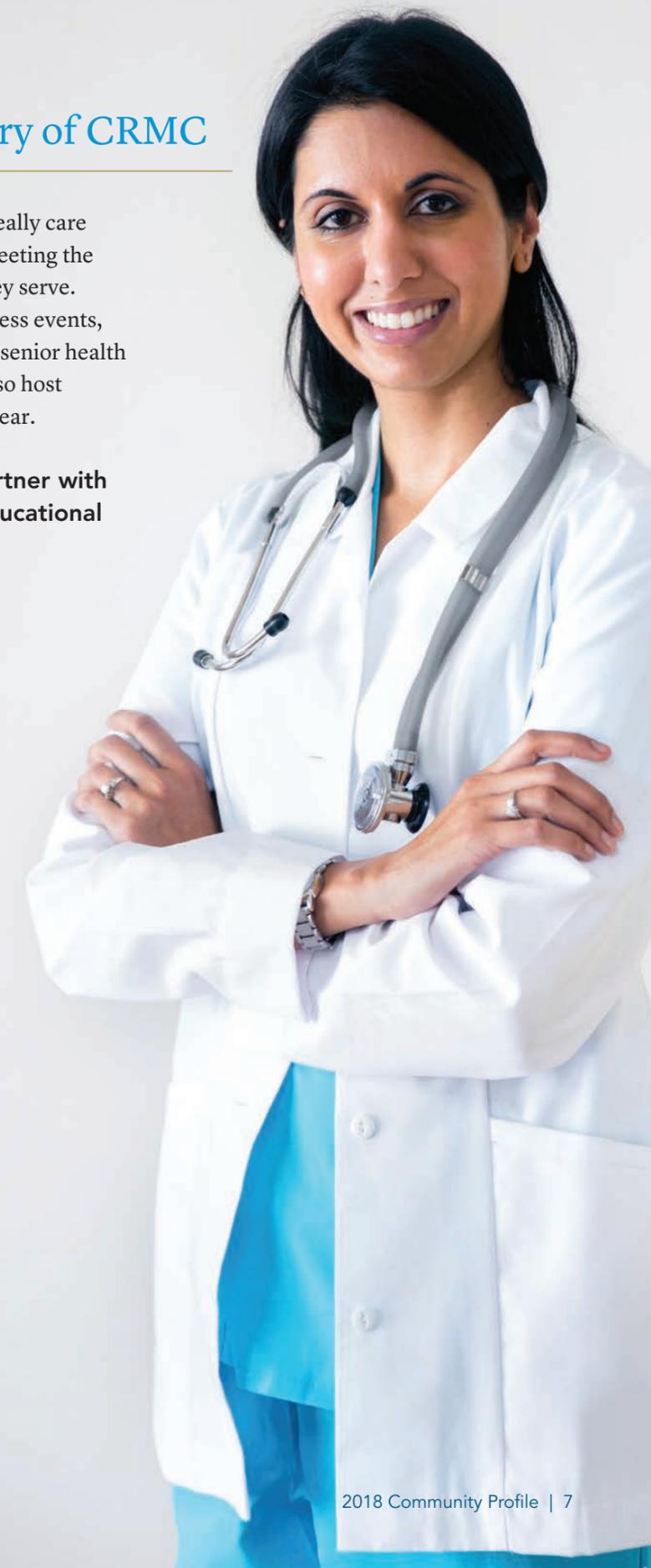
The Radiology Department at Corona Regional Medical Center is accredited by the American College of Radiology in computed tomography (CT), magnetic resonance imaging (MRI), nuclear medicine, ultrasound and mammography.

Community Impact Summary of CRMC

At CRMC, not only do employees and physicians really care about each other, they also are passionate about meeting the needs of the patients and the larger community they serve. We offer a number of community health and wellness events, including childbirth and breastfeeding classes and senior health luncheons with physician-led presentations. We also host American Red Cross blood drives throughout the year.

Over the last year CRMC was proud to partner with and donate to the following charitable, educational and nonprofit organizations:

- American Cancer Society®
- American Lung Association®
- Children's Hospital of Orange County
- Corona Chamber of Commerce
- Corona & Circle City Rotary
- Eastvale Chamber of Commerce
- Eastvale Community Foundation
- Fender® Music of the Arts Foundation
- Lions Club
- Norco Chamber of Commerce
- Riverside County Medical Association Scholarship Fund
- Southwest Healthcare Auxiliary
- TIP (Trauma Intervention Program)
- YMCA



CRMC 2017 Milestones

Opening of Brand-New Emergency Room

In 2017, Corona Regional Medical Center opened the doors of its new ER, expanded from 5,400 square feet to approximately 20,000 square feet. The number of beds doubled to 30, and the hospital constructed separate walk-in and ambulance entrances. Additional nursing stations, a dedicated private room for private consultations with medical staff and a pediatric patient area were also added.

The ER is now home to a Stroke Telemedicine program, thanks to the hospital's affiliation with UC Irvine Health. The program enables UC Irvine neurologists to remotely evaluate and plan care for patients with signs of possible stroke immediately. In addition to the telestroke technology, the department added CT and MRI equipment, endoscopic ultrasound, endobronchial ultrasound and the AngioJet™ Thrombectomy System.

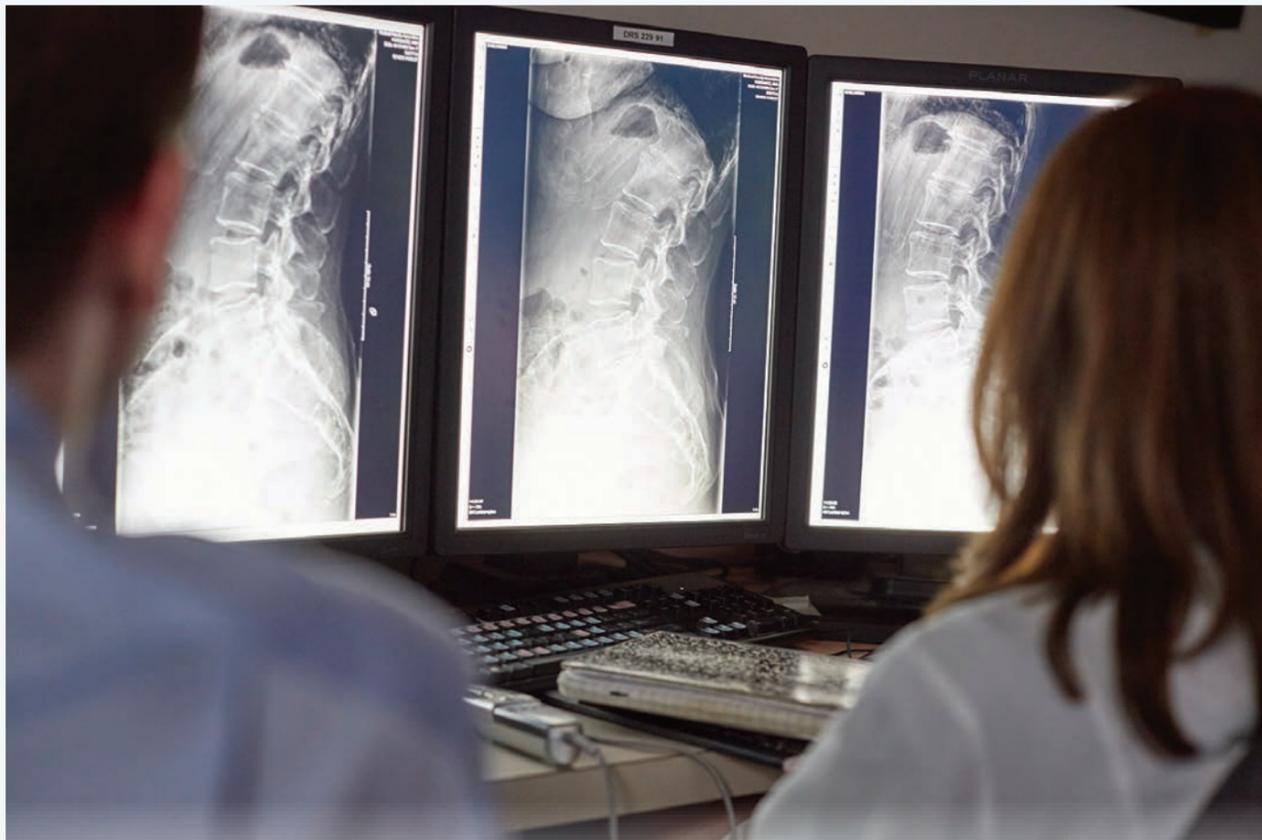
Through an affiliation with Children's Hospital of Orange County (CHOC), the new ER provides specialized care for high-risk and critical care pediatric patients. A Children's Telehealth program enables a CHOC specialist to remotely evaluate children at the Corona Regional ER in real time.

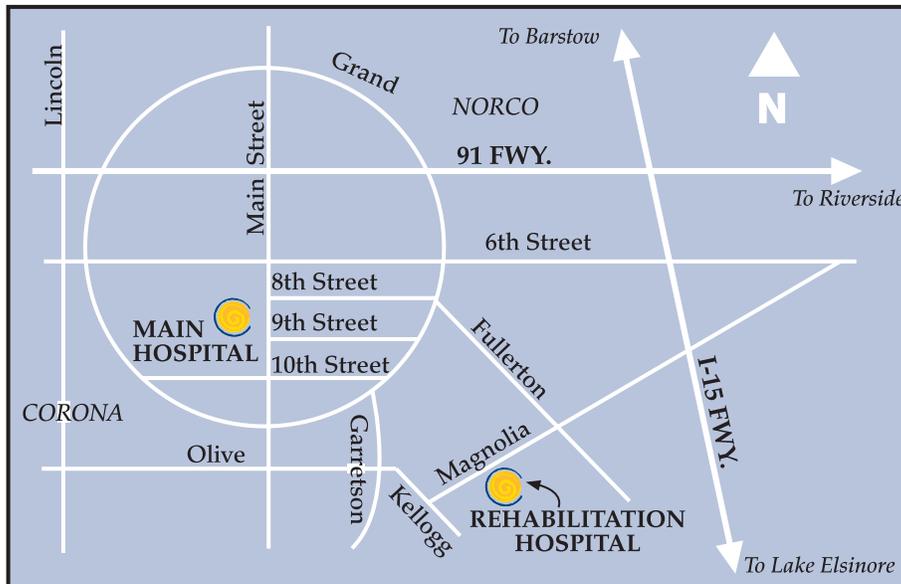
Providing Access to New Gastrointestinal Procedures

Physicians at Corona Regional are now using a minimally invasive device called BRAVO™ to detect and gauge the severity of acid reflux. An endoscopic outpatient procedure is required to attach the device to the esophagus wall for 48 hours. The device measures the esophageal pH, sending the data wirelessly to a small recorder that patients wear at the waist.

When patients feel symptoms of acid reflux, they push a button that records the acid level. Patients must also keep a log of what they eat throughout the day to help physicians determine which foods trigger symptoms.

The hospital also enhanced its GI technology with endoscopic ultrasound (EUS) equipment. This technology plays several roles. Physicians use it with a biopsy to confirm cancers of the esophagus, stomach, pancreas and bile duct. EUS can also help determine the cause of gastric or esophageal nodules and pancreatitis, as well as drain pancreatic cysts and biopsy tissue.





CORONA REGIONAL MEDICAL CENTER

Partners In Health and Healing

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UC Irvine Health

For more information about our hospital,
visit our website www.coronaregional.com



Physicians are independent practitioners who are not employees or agents of Corona Regional Medical Center. The hospital shall not be liable for actions or treatments provided by physicians. For language assistance, disability accommodations and the non-discrimination notice, visit our website. 181007 4/18

