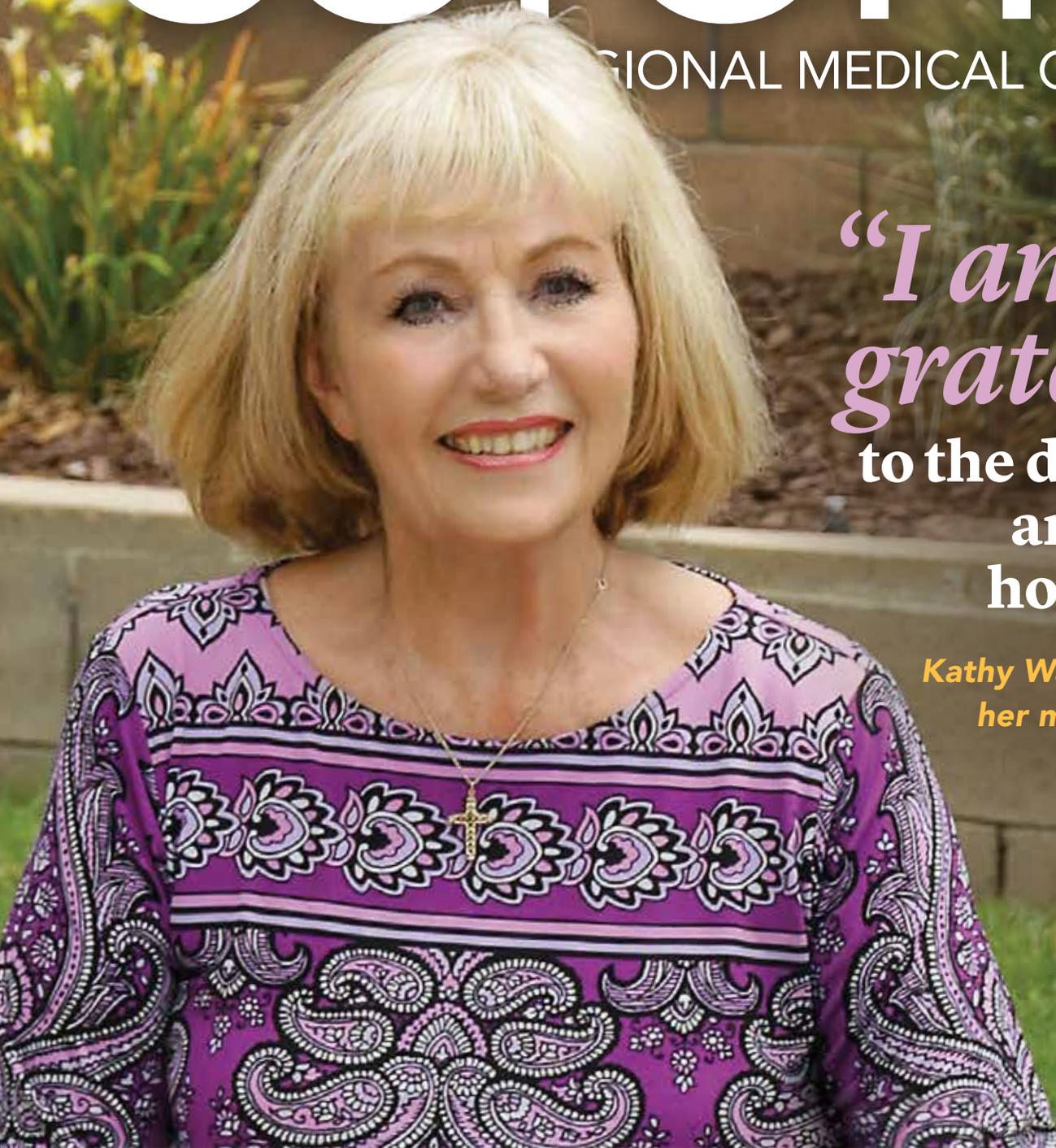


HEALTH NEWS *from*

SUMMER/FALL 2018

corona

REGIONAL MEDICAL CENTER



“I am so grateful to the doctors and this hospital!”

Kathy Walker shares her miracle story

New technology battles germs

Another weapon against bacteria and viruses

Thanking the community

Giving back and saving lives



Compliments of
CORONA REGIONAL
MEDICAL CENTER



As an established leader in the region, we at Corona Regional Medical Center embrace our community, treat people with dignity and respect, and make saving lives a top priority. In doing that, we have also expanded the services we provide, and are realizing some very positive outcomes.

Prior to completing our new emergency department, there were about 44,000 visits to the ER each year.

Since we opened the new facility, we anticipate that by year's end, we will have treated about 52,000 people in the ER alone. We are currently working to add 21 beds to a sub-acute care unit on the Magnolia campus. When finished, it will be the first such unit in the market. We have also just received our license from the State of California to perform elective angiogram and stenting procedures, a big advantage for our cardiac patients.

Our new intensivist program is making the difference for patients in the ICU. On page 4, Kathy Walker shares her story of how doctors collaborated to make critical decisions that saved her life. She made a choice to come to Corona Regional and had a wonderful outcome.

We recently received the 2018 Patient Safety Excellence Award™ from Healthgrades for the third year in a row, making us the only hospital in Riverside County named among the top five percent in the nation for Patient Safety three years in a row. This designation recognizes our superior performance in preventing infections, medical errors and other complications. And to increase that safety, we recently started using a mobile sterilization machine. Learn more about it on page 6.

More people are making Corona Regional their hospital of choice, which validates that we are on the right track. We welcome your visit. Please feel free to send me an email by visiting coronaregional.com/ask-the-ceo. I look forward to hearing from you.

Sincerely,

Mark Uffer

Chief Executive Officer

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Xinke Chen, MD – 2018 Physician of the Year



The Nursing Division at Corona Regional Medical Center is proud to honor Xinke Chen, MD, as the 2018 Physician of the Year. The criteria used to select the winner are the principles of "Corona CARES": Courtesy, Accountability, Respect/Recognition, Every Patient, Every Time and Service Excellence. Nominators commented that Dr. Chen "understands the interdisciplinary process," "keeps quality as a priority," "treats his patients with dignity and respect, using current technology and medications," "works with nurses to ensure patient needs are met," and "is always kind, even on the most stressful days!" Congratulations Dr. Chen!

Helping us to *help the community*

IN A TIME OF CRISIS, AMAZING THINGS HAPPEN WHEN PEOPLE COME TOGETHER

Hospitals are considered the center for quality healthcare in the communities they serve. In times of need, they can act as the hub when community organizations come together to offer support and assistance. A recent example involved hospital staff, community leaders and organizations, as well as the community at large, rallying to the rescue of seven siblings affected by a family crisis.

The hospital's Chief Executive Officer Mark Uffer says his staff took care of the medical needs of the family and the local Chamber of Commerce stepped in to organize donations. "We immediately started receiving clothing, toys, games and electronics for the children. Before we knew it, people from all over the world were donating and helping," says Uffer.

Bobby Spiegel, Chief Executive Officer/President of the Corona Chamber of Commerce, says, "We were able to harness the

power of a community to give on such a large scale, which is a gift in itself. The most important part is the tremendous care and love that Corona Regional and Mark Uffer have shown for this family," he says.

The entire community joined in giving back; those who offered the spare change in their pocket, kids hosted lemonade stands to raise money, and even professional sports teams contributed.

Uffer says there is a sense of pride, a sense of accomplishment at Corona Regional. "We have raised the bar on improving the quality of care and making the hospital a better place for those who need us. We are here to positively impact as many lives as we can," says Uffer.

Thank you for helping us to help our community!



Community and hospital leaders and representatives, including Corona Mayor Karen Spiegel, gathered to share donations collected for a family in need. Clothing from the Corona Chamber of Commerce (top photo), donations from Fender® Guitar (middle photo), and iPads from the Circle City Rotary Club (bottom photo) were among the many items provided through a generous outpouring of support.

To learn more about how Corona Regional supports the community, visit coronaregional.com.



“I am a walking miracle, thanks to Corona Regional Medical Center!”

When Kathy Walker woke up on the morning of Friday, April 27, 2018, her left leg was swollen and she felt short of breath. She called out to her husband and then passed out. Walker’s husband called 9-1-1 and she was taken to Corona Regional Medical Center. ►



Kaveh Rezvan, DO
Intensivist and
Pulmonologist

After running several tests, Walker passed out again. Doctors initially thought she suffered a heart attack, but her condition was much more serious than that. Intensivist and Pulmonologist Kaveh Rezvan, DO, explains that they ran tests and discovered evidence of

strain on the right side of her heart, which does not indicate a heart attack, but rather a possible blood clot, which was confirmed by a CT scan.

“Mrs. Walker also had low blood pressure and was passing out because she was not getting enough blood to the brain. She had a pretty serious pulmonary embolism and was in cardiogenic shock,” says Dr. Rezvan. “We had to stabilize her before we could determine the best way to treat the clots.”

Once the treatment was completed, her condition improved enough to attempt to remove the clots. She was transferred to another facility, where the new CT scans showed the clots were gone. Walker was ecstatic. “What the doctors did at Corona Regional not only dissolved the clots, but they saved my life. I simply can’t say enough about the excellent care I received.”

Walker had her follow-up tests two weeks later and said, “God had his hand on me and He used the great doctors and nurses at Corona Regional to save my life,” says Walker. “I had such an amazing experience, and I tell everyone about it.”

Kathy Walker and Dr. Rezvan shared an embrace when she came back to thank him for saving her life.



“What the doctors did at Corona Regional not only dissolved the clots, but they saved my life. I simply can’t say enough about the excellent care I received.” – KATHY WALKER

Dr. Rezvan realized how critical Walker’s situation was and placed her in the ICU and administered medication to reduce the clots. Walker says every doctor she interacted with was very reassuring and they shared information with her about her condition. “They included me as a part of my care and I felt like everything was going to be okay with what they recommended,” she says.

“Dr. Rezvan kept reassuring me that they were going to take care of me and that made me feel good,” she says. “The nurse I had in the ICU was also comforting. She stayed with me the entire time.”

She spoke about her experience at the hospital at a city council meeting. “I had been keeping my eye on Corona Regional because I knew they were making a lot of big changes. They brought in new doctors and their new ER is beautiful. I got to experience that,” she says. “I have lived here for 50 years, and this community is continually growing – we now have 155,000 people here and 80,000 in the surrounding communities. It is very important that this area has a hospital like Corona Regional,” she says. “The care they provided to me made all the difference. I am now healed and I feel great!” ■

To learn more about all of the services Corona Regional offers the community, visit coronaregional.com.

Using ultraviolet lights to disinfect the ICU

Patient safety is a top priority at Corona Regional Medical Center, and we continue to look for ways to best protect the health and well-being of patients, their families and visitors.

Reducing hospital-acquired infections is a national healthcare challenge, and CRMC has invested in new technology to continue the fight against infection. According to the National Institutes of Health, UV-C light kills certain drug-resistant bacteria on door handles, bedside tables and other surfaces of hospital rooms.

Infection Prevention Director Alicia Telles, BSHA, MBA, CIC, says the hospital recently added an ultraviolet-C disinfection system to their cleaning protocols, in particular in the intensive care unit after patients are discharged. A cleaner, healthier environment can lead to quicker healing and a better patient experience. "We care for our sickest patients in this unit, and it's important to have a disinfection method that destroys bacteria, especially the drug-resistant variety," she says.

Telles explains that the disinfectant adds another layer of protection after the room is manually cleaned. A specially trained employee places the unit in the room, sets it to the appropriate disinfection cycle and turns it on. Sensors are placed in the room and at the door to ensure patient and employee safety. "In case the door is opened or if movement is detected in the room, the machine will shut off," she says. The sensors also detect when the sanitization process is complete.

Telles adds that the new equipment has been so successful in reducing hospital infections, they are adding additional machines. "We are going to use them in the emergency room, the operating room and throughout the hospital. The extra machines can help contribute to a healthier hospital environment," says Telles. ■



Photo courtesy of Steriliz™

2018 Patient Safety Excellence Award™ from Healthgrades

For the third year in a row, Corona Regional Medical Center received this designation that shines the spotlight on superior hospital performance in preventing infections, medical errors and other complications based on 14 serious, potentially preventable adverse events.

CRMC is the only hospital in Riverside County named among the top five percent in the nation for Patient Safety three years in a row.



Learn more about our awards and recognitions for quality healthcare at coronaregional.com/awards.

TREATING CHRONIC WOUNDS *and saving lives*



“My expectations were met, and then some!” – Faviola Ramos

At the Wound Care Center at Corona Regional Medical Center®, a talented team of specialists treats stubborn, chronic wounds with a healing rate of 97 percent. Faviola Ramos knows from personal experience. Ramos, 60, has diabetes and neuropathy and developed a wound that would not heal on the top of her right foot. She was referred to the Wound Care Center by Vascular Surgeon Tina Ng, MD.

“When we evaluated Mrs. Ramos, we found that she did not have good circulation in that area because of her diabetes and because of weakness in her foot from a previous stroke,” says Amanda McBride, RN, Wound Care Nurse. “We started treatment in September 2017, by removing dead tissue, taking the weight off her foot and prescribing antibiotics.”

Tejaskumar Naik, MD, an infectious disease specialist, provided oversight on Ramos’ treatment plan. After the first couple of weeks of treatment, Dr. Naik was able to use different wound dressings that helped encourage new cells to grow. “After thorough evaluation



Tejaskumar Naik, MD
Infectious Disease
Specialist

including vascular studies, offloading measures and dressing treatment, we determined that Mrs. Ramos would benefit from hyperbaric oxygen therapy (HBOT),” he says. “After 40 sessions of HBOT, her wound was healed.”

Ramos says the staff was very patient with her and explained all the procedures to her. “They helped me feel more comfortable and at ease with my treatment,” she says. “They genuinely cared about my recovery, and I would definitely recommend this center to everyone. They have so many different types of treatment here. I am so grateful for all they have done for me.”

Director of the Wound Care Center Selene Aragon, MBA, MHA, says Ramos loved coming in for her treatments. “We make patients a part of our family. Mrs. Ramos was 100 percent compliant and that is part of why her treatment was so successful,” she says. ■

A multi-disciplinary team to manage many different facets of wound care

At the Wound Care Center at Corona Regional Medical Center®, there are five different types of specialists available to help treat wounds. The team is comprised of a wound care specialist, a podiatrist, an infectious disease specialist, an endocrinologist and an internal medicine physician.

Some of the wounds treated include:

- Diabetic foot ulcers
- Arterial ulcers
- Surgical flaps/grafts
- Venous ulcers
- Trauma wounds
- Pressure ulcers

If you have a non-healing wound, check with your doctor or call the Wound Care Center at Corona Regional Medical Center at 951-737-4343.

For more information, visit coronaregional.com/wound.



✓ Hair appointment
Schedule
3D mammogram
✓ Groceries

Check it off the list ... we'll make it easy! Low-cost annual 3D mammography screening

A mammogram can detect breast cancer early, when treatment is more effective. That's why, in honor of Breast Cancer Awareness Month, we're making it easier for you to get your mammogram.

Corona Regional Medical Center is proud to offer advanced imaging with 3D digital mammography. This type of mammography can help to detect very small cancers and reduce callbacks.

If an annual screening mammogram is not covered by your insurance, bring your doctor's referral to receive reduced-cost screenings throughout the month of October.

There ... don't you feel better already?

Annual Screening Mammography \$75
Bone Density Screening \$75

What are you waiting for? Call for your appointment today, so you can check "mammogram" off your to-do list!

951-736-6270

HEALTH NEWS FROM
CORONA REGIONAL MEDICAL CENTER

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