

corona

REGIONAL MEDICAL CENTER

Finally **PAIN-FREE**

After hip replacement surgery,
Lynn Kellum is happy to be
back to her active life

Treating and healing complicated wounds

George Pope shares his
great patient experience

Emergency room update

Patient satisfaction is up,
wait times are down

Compliments of



Significant efforts go into creating a great patient experience. Whether it's behind the scenes, or working directly with patients, our staff goes the extra mile, every day. It's how we make a difference, and one of the reasons why people see Corona Regional as the hospital of choice.

Patient safety is another reason to choose Corona Regional. We're excited to receive the 2019 Patient Safety Excellence Award™ from Healthgrades. The

designation recognizes our superior performance in preventing infections, medical errors and other complications, and places us in the top 10 percent of all short-term acute care hospitals who report patient safety data. We're also the only hospital in Riverside County to receive it for four consecutive years.

In recent years, we have added a robust orthopedic program, a spine program, a Center for Digestive Disorders, expanded ER access and developed a cardiology service to provide access to quality care. Our wound care services are another great source for healing and enhanced patient experiences. Known for its high level of commitment toward wound healing rates, patient satisfaction and other quality outcomes, the center was recognized as a Center of Distinction in 2018 by Healogics™.

Our vision is to continue expanding our services and options for the community. A patient task force is in place to gather feedback and put into action changes that will raise patient satisfaction to the next level. I would love to hear from you about how we can better help those in the region. Please feel free to send me an email by visiting coronaregional.com/askceo. I look forward to hearing from you.

Sincerely,

Mark Uffer
Chief Executive Officer

IN THIS ISSUE

4 THE CASE FOR A GREAT PATIENT EXPERIENCE

Comfort, healing and satisfaction

6 ASK THE DOCTOR Managing your diabetes

7 TWICE HEALED

George Pope is back to gardening after successful wound care treatment

Your **NEW** doctor is just a phone call or click away

NEED A DOCTOR? Our physician referral line and online physician directory are available to help you find a primary care provider or specialist.

Call 800-882-4362 for personal help in English and Spanish,
Monday through Friday from 8 a.m. to 5 p.m. PST, except for holidays.

After hours, visit coronaregional.com/docfind where you can search our physician directory and request an appointment.

EASY AND CONVENIENT



Hip, hip, HOORAY!

Hospital volunteer Lynn Kellum is back on her feet and thrilled about her great patient experience

Kellum, 75, a volunteer at the front concierge desk, greets visitors and patients and escorts them to where they need to go. But when increasing pain from arthritis in her right hip became unbearable, she finally decided to move forward with a total hip replacement. And she chose to have it at Corona Regional.

Orthopedic Surgeon Ghassan Tooma, MD, was recommended to Kellum by several doctors and patients. "I told him I would let him know when the pain was too much for me to deal with, and we would schedule the surgery from there," she says. She had her surgery on February 8, 2019, and stayed two nights. "Dr. Tooma explained everything to me before the surgery, and the surgical team took excellent care of me," she says. "I barely needed any pain medication."

Kellum had rehab in the hospital to get her up and moving before she was discharged, followed by in-home therapy visits and outpatient therapy. She recently had her follow-up appointment and learned that her hip was healed. "I can't tell you how happy I am to be pain-free," she says.

One thing that stands out for Kellum is the hospital community itself. "They are welcoming and work with each patient individually to see what their needs are and then take care of them. The doctors and nurses are awesome," she says. "They are on top of it all." Kellum also praises the hospital for everything they do for the people in the community. "This hospital has so much to offer, and the new ER is much bigger, and people can come and get treated more efficiently," she states.

Kellum is very excited to get back to water aerobics, gardening and walking, along with returning to her volunteer job at the hospital. She does not hesitate to recommend Corona Regional to anyone. "Their follow up has been great, I had a wonderful experience, and there is nothing I would look back on and say it needs to be changed or improved," she says. "Everything moves along like clockwork!" ■

Learn more: coronaregional.com/jointcare



Assessing your chronic joint pain

Orthopedic Surgeon Ghassan Tooma, MD, says if your joint pain is chronic and interfering with your daily life, you should consider having it evaluated. "Seeing an orthopedic doctor can help determine the cause and treatment options," he says. "Once the patient has the answers, they can decide when they are ready to move forward with joint replacement surgery."

The Orthopedic and Total Joint Care Center at Corona Regional Medical Center offers a variety of surgical treatment options for acute and chronic conditions affecting the bones and joints. Procedures include total hip and knee replacement, foot and ankle surgery, hand surgery, minimally invasive surgery and more.

Take the assessment: coronaregional.com/assess

CREATING A *MEMORABLE* PATIENT EXPERIENCE

There's a lot that goes on behind the scenes to provide patients with a great experience. Here's how Corona Regional Medical Center is making it happen.

For most people, the hospital is the last place they'd want to be, unless they are sick and need care. But having a great patient experience can make all the difference in the world.

Director of Quality Management Tricia Gray, and Patient Experience Liaison Kristin Perkins, couldn't agree more. Gray says in the past, patient experience was solely a nursing function, but now it is a more concerted effort by all stakeholders – nurses, physicians and frontline staff.

"We have a Patient Experience Taskforce," says Perkins. "As a result, we have put new practices in place and have the ability to share patient feedback with a bigger audience, including the Patient and Family Advisory Council. The result is greater satisfaction and a better experience for our patients and families."

Patient-centered initiatives

Based on feedback from the Patient Experience Taskforce, many improvements have been made. One improvement, known as the "Quiet Time Initiative,"

is the hospital's approach to promote an environment for health and healing. There is a designated time of the day, from 2 to 4 p.m., when there is minimal to no unnecessary noise in the hospital. During this time, overhead paging is restricted, visitors and staff are asked to silence cell phones, and hallway lights are dimmed. Patients are also offered a kit that includes earplugs, an eye mask and aromatherapy to enhance their healing process during quiet time.

Another improvement the hospital has made is providing room service to the patients. Perkins states that the menus are more robust and meals are customized based on patient preference. "Every morning, patients receive a menu and have the ability to call and place an order for a meal. This gives them more options of foods they like, which adds a level of comfort," says Perkins.

The hospital has also adopted a standardized approach for how they educate patients about the benefits and possible side effects of their medications. Gray says the nurses will educate patients using a visual aid with the





Special task force works to enhance the ER experience

Since Corona Regional Medical Center unveiled its new ER in 2017, wait times are down and patient volume and satisfaction are on the rise.



Phyllis Snyder, MSN, RN

Chief Nursing Officer Phyllis Snyder, MSN, RN, says it's important for the community to have a place to receive prompt, quality care and service. "Since the new ER opened, the wait time to see a provider has decreased significantly. Further reducing wait time, being seen by a physician quickly and performing well is a key focus for the hospital and crucial to achieve a positive patient experience," says Snyder.

Streamlining the care process

Snyder works with a special task force of hospital leaders, nurses, physicians, and support departments to streamline processes and achieve those goals. Other goals include reducing wait time for diagnostic studies and treatments, as well as total time in the ER, both for discharged patients, and those admitted for further care. They also want to improve workflows, train staff to do additional tasks, use other treatment locations and equipment, and strategically house ER supplies.

Upon arrival, patients are triaged to determine their level of illness or injury and receive care in designated areas based on initial evaluation. Rapid Medical Evaluation (RME) is one method used to expedite care and treatment. "Minor illnesses or injuries are treated in the RME area of the ER so beds are available for patients with more serious conditions, such as chest pain, strokes and asthma," says Snyder. "This enables us to provide the most efficient care to all and improves the flow of patients through the ER."

Prior to joining Corona Regional in October 2018, Snyder says she was aware of the new ER's impact on the community. "I was excited about the progress the hospital was making, and I was hearing positive messages from community members," she says. "The hospital listened to what patients and community were saying and made the change happen. Now our goal is to improve the ER patient experience by taking quality and patient satisfaction to the next level!" ■

Learn more: coronaregional.com/ercare

"teach back" method to validate patient understanding, and provide a laminated card that prompts patients to ask any questions related to their medication.

Perkins also notes that the leadership team actively participates in daily patient rounding. It demonstrates the level of engagement throughout the organization and commitment to patient well-being. In addition, every department within the hospital is responsible for selecting a process they want to improve that relates to the patient experience. "We get feedback on everything we are doing and work to improve all facets. We also recognize five employees a month for exemplary service," says Perkins. "It's all about going above and beyond so every patient has a great experience." ■



We would love to hear from you!
Visit coronaregional.com/comment



Diabetes and wounds



If you are living with diabetes, taking proper care of your feet is very important.

Diabetics

may experience numbness in their extremities and may not be aware of injuries. “These injuries can develop into chronic wounds with severe consequences, including possible amputation,” says Endocrinologist **Tarcisio Diaz, MD**. Here, he shares important information about managing your diabetes and proper wound care.

Q: How does diabetes interfere with wound healing?

Diabetes hinders the generation of new cells. High blood sugars can put you at increased risk for infection. Diabetes can also cause decreased blood circulation in the feet and legs, which can lead to ulcers and slow healing. Another effect of diabetes is an impaired nervous system, which can result in wounds becoming severe before they are noticed.

Q: What do I do if a wound isn't healing?

All wounds should be kept clean and bandaged. Taking pressure off the wound is also important. The less walking on the wound, the quicker it can heal. If a wound hasn't healed in three weeks, it's considered chronic. At that point, you should consult with your doctor, who can coordinate further care, investigate the barriers to healing and organize an advanced approach.

Q: Is there anything I can do to speed up the healing process?

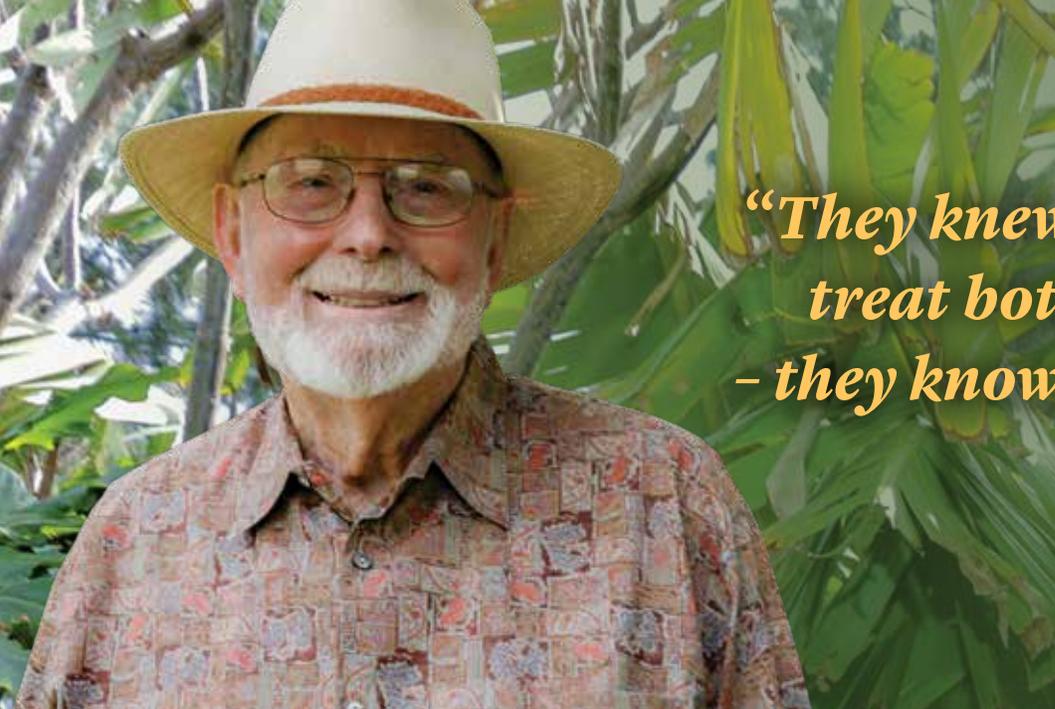
Proper nutrition is a big factor in managing your diabetes and in healing wounds. Follow the ADA diet guidelines and limit the amount of sugar and starchy carbohydrates in your diet. Make sure to incorporate protein in all your meals; such as meat, dairy products and nuts. All new tissue is made from protein, and wounds can heal quicker when enough protein is consumed.

Q: What treatments are available for complex or hard-to-heal wounds?

In certain problem wounds, hyperbaric oxygen therapy may be considered as a treatment. Patients are placed in a chamber at an increased atmospheric pressure filled with pure oxygen. This dramatically increases the blood's ability to carry oxygen. Hyperbaric oxygen therapy is known to decrease inflammation, kill bacteria, help antibiotics work better, release new cells and growth factors to repair tissue, and speed healing. ■



To find a doctor: coronaregional.com/doctor



“They knew exactly how to treat both of my wounds – they know their business!”

– GEORGE POPE JR.

IN THE PAST YEAR, GEORGE POPE JR., 89, HAD TWO DIFFERENT WOUNDS AND HE TURNED TO THE WOUND CARE CENTER® AT CORONA REGIONAL MEDICAL CENTER FOR HELP.

The first wound was the result of a skin tear while removing medical tape from his arm following blood work. Pope was evaluated and saw wound care specialists weekly. “This was my first experience with them, and they knew exactly how to treat it,” he says. “They are wonderful people and I felt like I was being treated by a friend, not a technician.”

Amanda McBride, RN, CWCA, says they started Pope’s treatment with a therapeutic honey, then progressed to using collagen, and eventually placed a skin substitute to heal the wound. “Mr. Pope came in for weekly treatments and was fully healed in several months,” says McBride.

Not long after his arm healed, Pope found himself in the ER at Corona Regional after suffering a cut on his ankle from broken glass. On blood thinners for a health condition, Pope could not stop the bleeding, so he sought care at the ER. “Corona Regional has improved the ER so much, and the people are incredible. I had a great experience there,” he says.

But when the cut eventually developed into a venous leg ulcer and became swollen, he required more specialized care at the Wound Care Center. “I went back to the Wound Care Center because I knew they would take great care of it,” Pope says.

Pope is now back to his gardening and tending to his 26 banana trees. He can’t say enough about the quality of care he received in treating his wounds and recommends the facility to anyone needing wound care. “Everyone there, from the receptionists, to the nurses and doctors, were compassionate and efficient. They explained everything to me, they never rushed, and I now know more about skin than I thought I would ever know,” he says. ■

Learn more: coronaregional.com/heal

Award-winning HEALING

The Wound Care Center® at Corona Regional Medical Center provides quality care for a variety of wounds. “We are recognized as a Healogics® Center of Distinction for 2018 due to our healing rate of 95.7 percent and a patient satisfaction score of 97.1 percent,” says Program Director Selene Aragon, MBA, MHA.

Aragon also states that if you have any kind of open sore, an infected cut, post-surgical incisions or a burn that has not healed in six weeks, you should seek prompt medical attention. Check with your doctor or call the Wound Care Center at Corona Regional Medical Center at 951-737-4343.





Health Records online

Access select medical records online ...
24 hours per day, seven days a week.

Health Records Online is a secure service from Corona Regional Medical Center. All you need is an internet connection and a computer or smartphone to see your healthcare records, including discharge instructions, lab results, medications, allergies, immunizations and procedures.

It's easy to enroll

Provide your email address at registration and we will email you an invitation to join. Or, enroll at any time after registration by visiting coronaregional.com/hro. When enrolling, enter your Medical Record Number (MRN) found on your hospital wristband or on documentation provided at discharge.



For more information go to coronaregional.com/hro

HEALTH NEWS FROM
CORONA REGIONAL MEDICAL CENTER

Mark Uffer
Chief Executive Officer

Linda Pearson
Director of Marketing

Albert Randall, MD
Chairman, Governing Board

Paul Niu, MD
Chief of Staff

English: coronaregional.com | Español: coronaregional.com/es | 951-737-4343 | Find us on 

Information in *Health News* comes from a wide range of medical experts. If you have any concerns or questions about specific content that may affect your health, please contact your healthcare provider. Models may be used in photos or illustrations. Any opinions expressed by an author whose article appears in this publication are solely the opinions of the author and do not necessarily reflect the views of Corona Regional Medical Center or Universal Health Services, Inc. Physicians mentioned in this publication 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. ©2019. All rights reserved. Printed in the U.S.A.

CALENDAR OF EVENTS

Register: coronaregional.com/pcb or 951-808-6721.

Tours

Maternity Tours

Time: Wednesdays 6 – 7 p.m.
July 3, 17; August 7, 28; September 4, 18
Maternity tours in Spanish are available.
Call 951-808-6721 to make an appointment.

Sibling Class (Big Brother/Big Sister)

Time: First Wednesday of each month, 4 – 5 p.m.
July 3; August 7; September 4

Classes

Childbirth Bootcamp - Accelerated (one day)

Time: Saturdays 9 a.m. – 2 p.m.
July 6, 20; August 3, 17; September 7, 21

Cesarean Section Preparation

Time: Fourth Wednesday of each month, 6 – 7 p.m.
July 24; August 28; September 25

Baby Basics

Time: Second Wednesday of each month, 6 – 8 p.m.
July 10; August 14; September 11

Best Fed Class (Breastfeeding Preparation)

Time: Third Wednesday of each month, 6:30 – 8:30 p.m.
July 17; August 21; September 18

Breastfeeding Support Group

Time: Every Wednesday 1 – 3 p.m.

Bereavement Workshops

Groups meet at the CRMC Rehabilitation Hospital, Hospice Volunteer Auxiliary Office, 730 Magnolia, Corona, CA

Evening Session 1

Time: Tuesdays 7 – 8:30 p.m., June 25 through August 13

Morning Session 2

Time: Tuesdays 9:30 – 11 a.m., August 20 through October 1
Call 951-736-0274 to register.