Building a healthier community

Our new ER is coming!

Transforming healthcare
Improving the patient experience

Diagnosing chronic reflux
Minimally invasive technology, close to home

Compliments of
Just over a year ago, we broke ground on our new 20,000 square foot emergency room and the excitement is building as we get ready to open it. When it opens, we will have increased the size of our ER significantly and will continue the dedication to ensuring our patients’ experiences are second to none. Read more about what’s in store for the new ER in this issue.

I’m extremely proud of our staff for always putting our patients first, and our patient satisfaction scores are proof of their hard work. Our patients have been telling us that we are doing better than ever. We have been focused on the patient experience and have several new initiatives in place, such as implementing a Patient Advisory Council and patient rounding, where our leadership team visits patients to ask how they are doing and what we can do better. I am happy to report that in the past year, our patient satisfaction scores have risen dramatically over the last year and continue to climb.

There are many other enhancements coming in 2017, including renovations to the cafeteria and Main Lobby. Also new to Corona Regional is a minimally invasive procedure to diagnose chronic acid reflux. Learn more by reading the story on page 7.

We would like to hear from you about our improvements, the care we provide and what we can do to make your experience better. Feel free to send an email to me by visiting www.coronaregional.com/ask-the-ceo. I look forward to your comments!

Sincerely,

Mark Uffer
Chief Executive Officer

**CALENDAR of events**

<table>
<thead>
<tr>
<th>Event</th>
<th>Dates</th>
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<tbody>
<tr>
<td>Maternity Tours*</td>
<td>April 5, 19, May 3, 17, June 7, 21</td>
</tr>
<tr>
<td>Sibling Class (Big Brother/Big Sister)</td>
<td>April 5, May 3, June 7</td>
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<tr>
<td>Childbirth Bootcamp -</td>
<td>April 1, 15, May 6, 20, June 3, 17</td>
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<tr>
<td>Baby Basics</td>
<td>April 12, May 10, June 14</td>
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*Maternity tours in Spanish are available. Call 951-808-6721 to make an appointment.
It’s hard to imagine that a 5,400 square foot emergency room with only 19 beds could handle over 46,000 patient visits each year. And now, we are on the threshold of opening a facility that is almost four times the current size and equipped with twice the number of beds.

When the ER opens, it will feature 30 exam rooms, which include one trauma room, three rapid assessment rooms, two resuscitation rooms, two treatment rooms, as well as a diagnostic waiting area with eight treatment recliners, two entry points that optimize outpatient and inpatient needs, and a private section for pediatric patients. The ER will also have its own imaging center to expedite diagnostic testing and patient evaluations. The new MRI and CT scanner will provide enhanced quality images and reduce turnaround times.

Another improvement is the rapid medical evaluation area. Patients will receive a comprehensive evaluation to determine the appropriate level of care and be moved efficiently through their emergency care. This will improve the overall patient flow and patient experience from beginning to end.

“The community is growing and we want to be the provider of choice,” says Chief Executive Officer Mark Uffer. “We are enhancing programs and services and expanding the facility to respond to the needs of the community. We look forward to caring for them in our new emergency room.”

To view the live webcam and a time-lapse video of the construction, visit www.coronaregional.com/ervideo.
OUR MISSION:
To transform the patient experience in Western Riverside county

As construction of our new ER is nearing completion, our clinical and care teams continue to be engaged in providing quality care and making sure that patient expectations are not only being met, but exceeded. We’ve embarked on a plan to improve the patient experience and each day, our employees are working hard to make that plan a reality.

“We’ve made some changes, and as a result, our patient satisfaction scores have risen dramatically over the last year and continue to climb,” says Director of the Emergency Room Jennifer Peach-Guzman, RN, BSN, MBA, who teamed up with Chief Nursing Officer and Patient Experience Director Kim Colonnelli, RN, BSN, MBA, and Medical Director of the Emergency Room, James Rhee, MD, to help put the new ER processes in place.
One of those changes involves the placement of a pivot nurse, the first person people see when they enter the ER. The pivot nurse is specially trained to direct people to the appropriate area upon arrival, which reduces the amount of time a patient waits to be seen. Jennifer says patients are triaged to different areas of the emergency room, depending upon their situation. “Patients with the flu, lacerations, broken bones or scrapes, are directed to the Rapid Medical Exam area where they are evaluated and treated by physician assistants,” says Jennifer. “This frees up beds for patients with more serious health issues, such as cardiac arrest, asthma attacks, abdominal pain and severe dehydration.”

Jennifer explains that when beds are available, they can save the initial triage steps and do the evaluation right at the bedside. “Nurses from the Rapid Medical Exam area assist with diagnosing conditions, which allows the patient to receive care quicker,” she says. “We also streamlined the process in getting admitted patients transferred to their rooms.”

Chief Nursing Officer Kim Colonnelli, RN, BSN, MBA, is helping to prepare the clinical teams for the move to the new ER and taking care of all details and logistics of licensing and certification. “We are also cross-training our ER techs to take on additional duties. Their skill sets will be of great value in maximizing the efficiency of patient care in the larger ER space.”

Jennifer says they are establishing a group of volunteer patient concierges to be stationed in the new ER. “We currently treat about 130 patients in the ER every day, and sometimes people get anxious while waiting,” says Jennifer. “Our patient concierges will be there to help comfort people. If someone needs a blanket, or a drink of water, we want to reach out and help,” she says. “We want people to know that Corona is their community hospital.”

To learn more about the services provided in our emergency room, visit www.coronaregional.com/emergency.

Change is all about helping the community

In addition to being excited about the new emergency room, Chief Operating Officer Mitch Winnik is looking forward to other improvements at the hospital.

Some of those changes have included shell space above the new ER to accommodate future expansion of patient rooms, new security systems, a new valet service, upgrades to patient rooms, renovations to restrooms, cafeteria and painting the building exterior.

“We have put new processes in place and are making positive changes to transform healthcare and maintain a culture in which people thrive. Our employees really care about each other and are passionate about the hospital and the community. We are looking at raising the standard of care that our patients expect to receive, and we want to be the hospital of choice in the community,” he says.
In the midst of a health care crisis, it can sometimes be difficult to determine if it warrants a visit to the emergency room. ER Medical Director James Rhee, MD, FACMT, FACEP, FAAEM, says there are differences between the ER and traditional urgent care centers, such as the level of care that can be provided. He shares some helpful tips to help you determine the best option.

Q: How do I know when emergency care is needed?
Assess the situation and determine if the person’s life would be in danger or if the person’s health would be harmed by not going to the emergency room. If “yes,” then you should call 9-1-1 and seek care immediately.

Q: What constitutes a true emergency?
There are several conditions considered an emergency because they require quick treatment or surgical intervention. Examples include difficulty breathing, possible stroke or heart attack, unexplained seizures, sudden intense pain, broken bones, blurred or double vision, choking, and profuse bleeding. The ER is equipped to handle these health conditions, and specialists can be consulted quickly if needed.

Q: What are signs of a possible heart attack or stroke?
The most common symptoms of a possible heart attack include chest pain and shortness of breath. For possible stroke, watch for facial drooping, inability to raise both arms and slurring of speech. All of these symptoms warrant immediate medical attention in the ER.

Q: What if you have a minor health concern, but don’t want to wait for care?
Going to the ER for non-emergent health issues can cause delays for people who truly need emergency care. If your doctor’s office is unavailable and your concern can’t wait, consider visiting a local urgent care instead. However, if you are unclear whether your health problem represents a medical emergency, get to the ER or call 911.

IF YOU OR SOMEONE ELSE NEEDS EMERGENCY HELP, CALL 9-1-1 IMMEDIATELY.
If you are one of the millions of Americans who suffer from acid reflux, also known as gastroesophageal reflux disease (GERD), you know how painful it can be. Heartburn is the most common symptom, but others can include belching, sore or burning throat from regurgitation of stomach acid, hoarseness and chest pain.

Gastroenterologist M. Mazen Jamal, MD, says a new minimally invasive way to evaluate chronic heartburn symptoms is now available. “A small capsule-shaped device is attached to the esophagus wall for 48 hours. It measures the pH in the esophageal environment and sends the information wirelessly to a recorder worn on the patient’s belt or waist, much like a cell phone.” Following the testing period, the patient returns the recorder to the doctor’s office so the data can be downloaded and analyzed. The capsule detaches from the esophagus wall on its own and is passed through the digestive tract. This method of testing does not interfere with the patient’s daily activities or meals, yet provides valuable information on acid reflux and the frequency of the symptoms.

GERD occurs when the one-way valve between the esophagus and stomach loosens and stops functioning properly, allowing stomach contents back into the esophagus. “Over time, GERD can damage the esophagus lining, which can lead to esophageal cancer,” says Dr. Jamal. “With these test results, we can determine the appropriate treatment for the patient, whether it be medication, lifestyle changes or minimially invasive surgical options.”

If you suffer from chronic heartburn (more than once per week), you may have GERD. To learn more about testing and treatment options or to make an appointment with Dr. Jamal, call Direct Doctors Plus® at 800-882-4362.
Join Us

New Emergency Room
Open House & Tours
and Health & Safety Fair!

Saturday, April 22, 2017

Open House & Tours: 10 a.m. to 4 p.m.
Health & Safety Fair: 10 a.m. to 2 p.m.

Watch Us Grow!
Come and see how Corona Regional Medical Center is transforming healthcare in Western Riverside County!

You’re invited to celebrate with us as we introduce our beautiful emergency room for advanced care at Corona Regional Medical Center.

Refreshments, Activities & Fun for Your Entire Family!