

HEALTH NEWS *from*

WINTER 2018

corona

REGIONAL MEDICAL CENTER

Life-changing cardiac care

Read John Deed's story

TOO YOUNG FOR A STROKE?

Prompt care at Corona
Regional saves a life

CARING FOR THE COMMUNITY

Our transformation continues

Compliments of



**CORONA
REGIONAL**
MEDICAL CENTER



It's hard to believe another year is in the books. We've had quite a busy year with opening our brand new emergency room and bringing more services to the community. We have more planned for 2018. Our feature story on page 4 provides a recap of just some of what we have done to make Corona Regional the hospital of choice in western Riverside County.

In this issue, we share the stories of two patients who received both life-saving and diagnostic treatment and care. Harry Morck came to our ER suffering from possible stroke symptoms. He had indeed suffered a stroke, and thanks to our affiliation with UC Irvine Health and our stroke program, Harry was quickly evaluated and treated. And thanks to a pre-op check up and an interventional cardiologist, John Deed learned he had three blockages in his heart. After treatment, he is back to his full-time job.

Taking care of our community is an incredible responsibility, one we take seriously. We would appreciate hearing from you about what we can do to ensure you have an incredible patient experience at Corona Regional. Please feel free to send me an email by visiting coronaregional.com/ask-the-ceo. I look forward to hearing from you, and wish you the best for a healthy 2018.

Sincerely,

Mark Uffer
Chief Executive Officer

IN THIS ISSUE

4 TRANSFORMING CORONA REGIONAL

An update on the latest hospital improvements

6 ASK THE DOCTOR

Urologic tips for men and women

7 CORONA REGIONAL AND UC IRVINE HEALTH STROKE CARE

Working together to save lives

Para su comodidad, **EN ESPAÑOL**

Le damos la bienvenida a Corona Regional Medical Center. Estamos felices de anunciar que nuestro sitio web fue actualizado para ayudar a nuestra población de pacientes hispanohablantes. Ahora puede navegar a través de todo nuestro sitio web tanto en inglés como en español. **Visitar coronaregional.com/es.**



Comprehensive interventional care identified John Deed's serious cardiac issue

"THANKS TO THE TECHNOLOGY AT CORONA REGIONAL, DOCTORS FOUND LIFE-THREATENING BLOCKAGES. I AM SO GRATEFUL!" – JOHN DEED

John Deed, 72, was scheduled to have surgery to remove a small cyst on his hand. While at his doctor's office for an EKG and other routine pre-op testing, he noticed the concerned look on the doctor's face. "He stopped the machine and asked me if I was a long-distance runner," says Deed. "I said no and asked why, and he told me my heart rate was only in the high 30s, lower 40s. I was not cleared for surgery, and they ordered more tests."



Sumit Khandhar, DO
Interventional
Cardiologist

The next day, Deed saw Interventional Cardiologist Sumit Khandhar, DO, who ordered a series of tests, including

a treadmill stress test, a 24-hour heart monitor and an echocardiogram. "The stress test came back as abnormal, so we performed a cardiac catheterization at Corona Regional Medical Center," says Dr. Khandhar. During this procedure,

a long, thin tube called a catheter is inserted into a blood vessel and guided to the heart, where doctors can detect blockages and other abnormalities, as well as place stents. "We found he had severe coronary artery disease, with blockages in all three heart arteries. Ultimately, stents were placed to open up the arteries," says Dr. Khandhar. "Currently, stenting procedures are not done at Corona Regional, but we hope to be able to provide this service in the future." Deed was also prescribed medications and advised to make healthy lifestyle changes.

Deed says he had a great experience at Corona Regional, and would recommend the hospital to everyone. "When you are the patient and see all the equipment, it can be intimidating. I was a little nervous about the procedure, but it went so smooth, like clockwork," says Deed. "Dr. Khandhar made me feel very comfortable, and I had confidence in him and let him do his thing. The technicians were great as well."

Deed is back to work full time doing what he loves – teaching automotive courses and the technical aspects of maintaining his employer's vehicles. His heart rate has improved and he does not feel shortness of breath as before. "I am just thrilled with the way everything turned out at Corona Regional, and am thankful to have had such a wonderful doctor," Deed says. ■

John Deed is thrilled to get back to one of his favorite activities - teaching automotive classes.



Learn more about cardiac catheterization by visiting coronaregional.com/heartcath.

An ongoing transformation

As the Inland Empire continues to grow, we have responded by improving the delivery



For Mark Uffer, Chief Executive Officer at Corona Regional, the last 18 months have been busy. "We have a vision to create a facility that can address everyone's needs, and we are working on it from every angle," he says. "Our beautiful new emergency room is just one example."

The new ER was enlarged from 5,400 to 20,000 square feet, and the number of beds increased from 16 to 30. A rapid medical evaluation area was created for less emergent conditions, more nursing stations were added, a dedicated CT scan and MRI were installed and a private room for consultations with medical staff was added. "All of these features were designed to streamline patient flow and result in shorter wait times," says Uffer. "Another great feature is our stroke telemedicine, available through our affiliation with UC Irvine Health (UCI). Neurologists at UCI can remotely evaluate, diagnose and oversee treatment of patients in our ER with stroke symptoms." Along with the new ER, the lobby was totally renovated; the front of the hospital was painted; the cafeteria was redone; and new flooring was installed. >

Just some of the latest renovations at Corona Regional - a new walkway outside the front entrance and updated lobby and cafeteria.

to serve the community

of healthcare, with the goal to be the provider of choice in western Riverside county.

STRENGTHENING PHYSICIAN RELATIONSHIPS

In addition to neurology, Corona Regional has added affiliations with UC Irvine Health physicians in general surgery, gastroenterology and urology. A recent agreement with Children's Hospital of Orange County (CHOC) now brings a higher level of pediatric care to Corona. Uffer says it means greater access for high-risk and critical care pediatric patients who come to the ER. A special robot enables doctors at CHOC to evaluate children at Corona Regional's ER. The robot is put at the child's bedside and can gather vital signs and other data, and a monitor allows the doctor to see the child, their parents and ER doctors, all in realtime.

"We have also formed relationships with local physicians as we continue our quest for various accreditations," Uffer says. "We are looking to become a Cardiac Center of Excellence, as well as a STEMI receiving center, and obtain certification for various cardiac procedures. We have cultivated relationships with interventional cardiologists who will be able to perform a more expansive list of procedures once we receive the certifications. We look forward to that happening sometime in the spring."

UPDATED TECHNOLOGY

Uffer states that new equipment has been purchased, which can contribute to better outcomes for patients undergoing surgery. "We have new operating tables for spinal surgeries; as well as new minimally invasive technologies for diagnosing the severity of acid reflux and for removing blood clots during vascular surgery; and endoscopic ultrasound equipment used for staging cancers of the esophagus, stomach, pancreas and bile duct. We are also working on creating a spine institute," he says.

Another new service available is low-dose CT screening for possible lung cancer. This is especially important for anyone who may be at risk for developing lung cancer. The test takes just a few minutes and uses only one quarter of the radiation as compared to a standard CT scan, which reduces the amount of your exposure.

RECOGNITION FOR PATIENT SAFETY AND SATISFACTION

For the second year in a row, the hospital received a Patient Safety Excellence Award™ from Healthgrades. "Corona Regional is the only hospital in Riverside County named among the top five percent in the nation for Patient Safety two years in a row," says Uffer. "This designation shines the spotlight on superior hospital performance in preventing infections, medical errors and other complications based on 14 serious, potentially preventable adverse events."

Patient satisfaction scores have risen as well, and continue to climb. Uffer says it is a result of new processes that have been put into place to address quality initiatives and patient safety concerns. "We were invited to speak at the Press Ganey national conference in November. It was an honor, because more than 1,000 facilities apply to present about their hospital," says Uffer. "It says a lot about the work we are doing and will continue to do to ensure that our patients receive the high quality healthcare services they expect and deserve." ■

To learn more about our hospital, visit coronaregional.com.

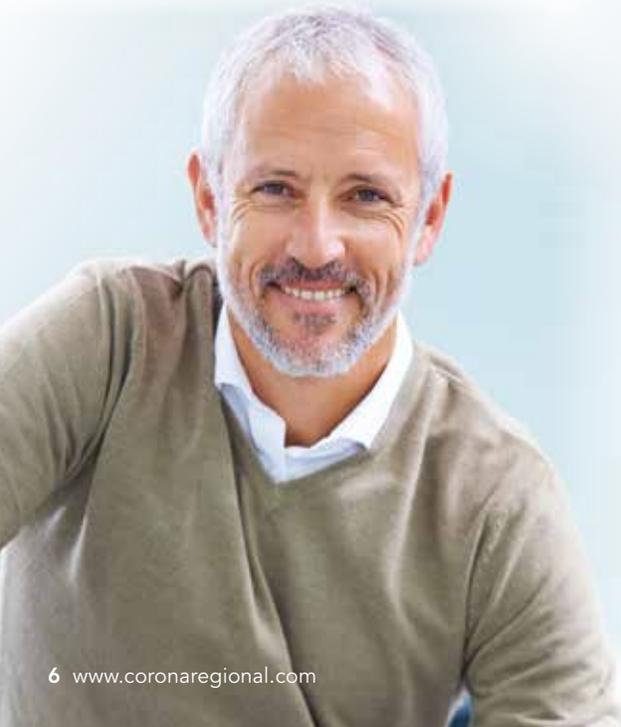
Tips for good urologic health



A variety of problems can affect urologic health, including urinary incontinence, urinary tract infections, enlarged prostate and prostate cancer. Board-certified urologists



Michael Louie, MD, with UC Irvine Health Urology, and **Brandon Louie, MD**, with Alpha Urology Group (no relation to Michael Louie, MD), say both men and women are affected, but there are many preventive options available to keep your bladder and prostate healthy.



Q: When I cough, sneeze or laugh, I notice some urine leakage. What causes that?

It is known as stress incontinence and is usually caused by weak pelvic floor muscles. It is most common in women during pregnancy and after childbirth. Try doing Kegel exercises to strengthen the muscles. To do them correctly, clench the pelvic muscles as if trying to hold urine. Hold for 10 seconds, then relax for 10 seconds. Repeat 20 to 30 times daily. It takes about six weeks to re-strengthen the muscles until you notice a difference.

Q: How can I prevent recurrent urinary tract infections?

Urinary tract infections (UTI) are extremely common in women. According to the National Kidney Foundation, one in five women will have at least one UTI in her lifetime, putting them at risk for recurrent UTIs. Cranberry extract and D-Mannose are two natural supplements that can help prevent recurrent infections. They work by coating the bacteria so that with urination, it is flushed out of the bladder more effectively.

Q: What are the symptoms of an enlarged prostate, and how is it treated?

An enlarged prostate can lead to a weak urine stream, straining and incomplete emptying of the bladder. Sometimes, medication is used to relax the prostate. However, new treatments are available without burning or cutting the prostate. One procedure takes care of the obstructing portion of the prostate, and it can be done in the office under local anesthesia. Check with your doctor for the best solution for you.

Q: At what age should men begin prostate cancer screening?

A PSA blood test and prostate exam are the standard screening tests. You should get a prostate exam and PSA test beginning at age 50 if you have no family history of prostate cancer. If you have a family history of prostate cancer, screening should begin at age 45. If you are having issues with urination, you should see your doctor for an evaluation. ■

To find a doctor call Direct Doctors Plus® at 800-882-4362.

LIFE-SAVING STROKE CARE, *close to home*

"I told EMS to take my husband to Corona Regional." – Charlene Morck



Charlene and Harry Morck

On the evening of July 5, 2017, Harry Morck, 40, was watching a movie with his daughter when he noticed something wrong with his arm. He sent his daughter to get his wife, Charlene. "I checked on him and he was trying to tell me that something was wrong with his right arm, but he could not articulate it well," she says. "I never paid attention to stroke symptoms and wasn't even thinking of that. But when the 9-1-1 operator asked me a series of questions, it was evident he was having a stroke."

Telemedicine — making the difference

When paramedics arrived, they were going to go to a local hospital, but Morck insisted he be taken to Corona Regional Medical Center. She had volunteered with a trauma intervention program associated with Corona Regional, so she felt better with him going there. "My husband was evaluated immediately and sent for a CT scan. Then a robot with a monitor was brought in, and Dr. Wengui Yu from UC Irvine Health was on the screen, reviewing my husband's CT scan results," says Morck. "Dr. Yu confirmed my husband had a stroke and authorized a clot-busting medication." Once he was stabilized, Morck's husband was transferred to UC Irvine Health for more specialized stroke care.

"I'm so glad we came to Corona emergency department. The staff was so quick, yet thorough, and the care my husband received was phenomenal! Their responsiveness truly saved his life," says Morck. "We've been to Corona for other emergencies, but since they opened their new ER, the process has greatly improved, and it really has been such a positive change for the community!"

Morck states her husband had no further complications after his transfer to UC Irvine. "Because he received the clot-busting medication promptly, Harry's rehabilitation is going well, and he is regaining mobility in his right arm. We are so grateful," she says. ■

To learn more about stroke services, visit coronaregional.com/strokecenter.

Stroke telemedicine with



UC Irvine Health

Thanks to an affiliation with UC Irvine Health, neurologists, neuro-interventionalists and neurosurgeons are available 24 hours a day to read diagnostic images in real time to quickly determine the type of stroke and the most effective plan of care. "I didn't know Corona even had a stroke program, but I am glad to know now and would highly recommend this hospital," says Charlene Morck.

Recognize these signs of a possible stroke and act FAST



FACE: Ask the person to smile. Does one side of the face droop?



ARMS: Ask the person to raise both arms. Does one arm drift downward?



SPEECH: Ask the person to repeat a simple phrase. Is it slurred or strange?



TIME: is critical! If you see any of these signs, call 9-1-1 immediately.

Your **NEW** Doctor is Just a Phone Call Away

Direct Doctors Plus®
is our free physician referral line
that you can call to:

- Find a physician or specialist
- Learn about a doctor's background and location



EASY, CONVENIENT & FREE

Direct Doctors Plus® offers live, personal help in English and Spanish, **Monday through Friday from 5 a.m. to 5 p.m.**

CALL TODAY: 800-882-4362

CALENDAR OF EVENTS

Tours

Maternity Tours

Time: Wednesdays 6 – 7 p.m.

February 21; March 7

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.

February 7; March 7; April 4; May 2

Classes

Childbirth Bootcamp - Accelerated (one day)

Time: Saturdays 9 a.m. – 2 p.m.

February 17; March 3

Cesarean Section Preparation

Time: Fourth Wednesday of each month, 6 – 7 p.m.

February 28; March 28

Baby Basics

Time: Second Wednesday of each month, 6 – 8 p.m.

February 14; March 14; April 11

Best Fed Class (Breastfeeding Preparation)

Time: Third Wednesday of each month,
6:30 – 8:30 p.m.

February 21; March 21; April 18

Breastfeeding Support Group

Time: Every Wednesday 1 – 3 p.m.

**For reservations, visit our website at
coronaregional.com/classes.**

For more information, call 951-808-6721.

HEALTH NEWS FROM
CORONA REGIONAL MEDICAL CENTER

Mark Uffer
Chief Executive Officer

Linda Pearson
Director of Marketing

Chris Miller
Chairman, Governing Board

Alaa Afifi, MD
Chief of Staff

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

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. ©2018. All rights reserved. Printed in the U.S.A.