Building Relationships that Touch the Heart

2018 Community Profile
From the CEO

Here at Southwest Healthcare System, we are committed to making our patients’ experiences follow our vision of “Building Relationships that Touch the Heart.” This resonates through our facilities on a daily basis, and is a mission embodied by each of our staff.

Whether it’s quality dependable healthcare, urgent emergency care, preventive care or health and wellness education, our goal is to be the preferred provider for Wildomar, Murrieta and our surrounding communities.

The following pages detail the wide range of offerings that Southwest Healthcare System provides. At Rancho Springs Medical Center, this includes being the largest birthing center in the region, providing the area’s first Neonatal Intensive Care Unit (NICU), and offering advanced robotic surgery procedures that support faster patient recovery. At Inland Valley Medical Center, being the region’s only Trauma Center is a distinction we’re proud of, along with other specialty offerings that include orthopedic services at the Total Joint Center, vascular services and a designated weight-loss surgery center of excellence.

We’re particularly excited about our relationships with the award-winning Rady Children’s Hospital in San Diego and with the University of California San Diego (UCSD). Rady Children’s Emergency Physicians are onsite in our Rancho Springs Medical Center Emergency Department from 7 a.m. to midnight daily. They also provide care in the Level II NICU at Rancho Springs. Our UCSD relationship is with our Intensivist Program for both Rancho Springs and Inland Valley Intensive Care Units (ICU).

Southwest Healthcare System is doing great things! We welcome you to join our community and experience that first-hand.

Brad Neet
Chief Executive Officer
Southwest Healthcare System

Southwest Healthcare System includes Inland Valley Medical Center in Wildomar, California and Rancho Springs Medical Center in Murrieta, California. The system is committed to offering the surrounding communities a lifetime of affordable, accessible, high-quality healthcare. We serve the communities of Murrieta, Wildomar, Canyon Lake, Lake Elsinore, Temecula, Menifee, and beyond.

Commitment to Quality
Southwest Healthcare System focuses on patient safety, and high-quality care is evident in our many performance initiatives. These include the following national quality initiatives:

- Core Measures: Centers for Medicare and Medicaid Services (CMS)
- National Patient Safety Guidelines: The Joint Commission

Two Campuses to Serve You
Southwest Healthcare System’s acute care facilities offer a comprehensive range of medical services, including emergency, women's care, gastroenterology, radiology, urology, physical therapy and more. Our surgical service lines include general surgery, neurosurgery, orthopedic surgery and da Vinci® robotics. Southwest Healthcare System also offers specialty programs in bariatric weight-loss surgery, total joint replacement, vascular, wound care and trauma.

Emergency Departments
Southwest Healthcare System provides two Emergency Department locations. Rancho Springs Medical Center offers the region’s only Pediatric Emergency Services team and Inland Valley Medical Center is Southwest Riverside County’s only designated Trauma Center and a county-designated Paramedic Base Station.

Both facilities feature:
- In-room space to allow family members to stay at a patient’s bedside, if appropriate
- Flat screen televisions in waiting rooms and patient rooms
- Dedicated Fast Track areas for patients with less serious illnesses or injuries
- ER Reserve® – for non-life threatening illnesses
- Centralized admission areas
- Bedside registration, if necessary

*ER Reserve should be used only if you decide your care can wait until the time you select. Do not wait if your symptoms or conditions worsen or if you need immediate care immediately since delays may complicate your condition. If you are unsure of your condition or if your condition worsens, then please go to the nearest emergency room or call 9-1-1. Some insurance plans may not cover an ER visit if it is deemed urgent care or may apply a different copay. Please check your covered benefits with your insurance provider for details.

Southwest Healthcare System

Boosts Local Economy

Each year, Southwest Healthcare System leaves a positive mark on the communities it serves. Whether through the quality care it offered patients or through the numerous job opportunities it provided that boosted the local economies, the System continued to be a community partner to the cities of Wildomar and Murrieta in 2017.

Patient Medical Care

<table>
<thead>
<tr>
<th>Category</th>
<th>Total</th>
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<tbody>
<tr>
<td>Admissions:</td>
<td>16,305</td>
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<tr>
<td>Births:</td>
<td>3,509</td>
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<tr>
<td>Emergency Visits:</td>
<td>102,991</td>
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<tr>
<td>Total Surgeries:</td>
<td>9,100</td>
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The Hospital Family

<table>
<thead>
<tr>
<th>Category</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td>Total Staff:</td>
<td>1,501</td>
</tr>
<tr>
<td>Total Physicians:</td>
<td>452</td>
</tr>
<tr>
<td>Total Active Volunteers:</td>
<td>111</td>
</tr>
</tbody>
</table>

(92 active volunteers; 15 chaplains; 6 pet therapy volunteers)

Financial Impact

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries and benefits</td>
<td>$129.9 million</td>
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<tr>
<td>Capital Investment</td>
<td>$8.4 million</td>
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<tr>
<td>Uncompensated Care</td>
<td>$40.7 million</td>
</tr>
<tr>
<td>Local/State Taxes Paid</td>
<td>$2.9 million</td>
</tr>
</tbody>
</table>
The Campuses of Southwest Healthcare System

Inland Valley Medical Center

Bed count: 120
Admissions: 8,104
Emergency Visits: 49,405
Surgeries: 4,774

For more than 40 years, Inland Valley Medical Center has been integral to the fabric of the community. Built in 1965 as Elsinore Community Hospital, it was purchased by a subsidiary of Universal Health Services, Inc. in 1987 and relocated to Wildomar.

In 2001, a subsidiary of Universal Health Services, Inc. purchased the former Sharp Healthcare Hospital, which is now Rancho Springs Medical Center, and immediately made plans to renovate the property and expand the capabilities and services offered.

Rancho Springs Medical Center

Bed count: 120
Admissions: 8,201
Births: 3,509
Emergency Visits: 53,586
Surgeries: 4,326

Southwest Healthcare System offers one of the largest lists of comprehensive healthcare services in Southwest Riverside County.

Comprehensive Healthcare Services

Angiography
Arthroscopy
Bariatric Surgery**
(weight-loss surgery)
Computed Tomography
Diabetes Services
EEG/EKG/EMG Lab
Emergency Services
Endocrinology
Endoscopy Lab
Gastroenterology
Hemodialysis
Imaging/Radiology
Infectious Disease
Intensive Care Unit (ICU)
Joint Replacement Surgery
Lithotripsy (ESWL)
Magnetic Resonance Angiography (MRA)
Magnetic Resonance Imaging (MRI)
Nephrology
Neurology
Neurosurgery
Nuclear Medicine
Orthopedic Surgery
Physical Therapy
Pulmonary Function Testing
Rehabilitation Services
Respiratory Care
Rheumatology
Stroke Services
Surgical Services

Angiography
Arthroscopy
Diabetes Services
EEG/EKG/EMG Lab
Emergency Services
Endocrinology
Endoscopy Lab
Gastroenterology
Gynecology
Hemodialysis
Imaging/Radiology
Infectious Disease
Intensive Care Unit (ICU)
Lithotripsy (ESWL)
Magnetic Resonance Angiography (MRA)
Magnetic Resonance Imaging (MRI)
Mammography (Digital)
Maternity Services
Neonatal Intensive Care Unit (NICU) Level II
Nephrology
Neurosurgery
Nuclear Medicine
OB Emergency Services
OB Hospitalists
Orthopedic Surgery
Pediatric ER Services
Physical Therapy
Rehabilitation Services
Respiratory Care
Robotic Surgery**
Rheumatology
Stroke Services
Surgical Services

Angiography
Arthroscopy
Diabetes Services
EEG/EKG/EMG Lab
Emergency Services
Endocrinology
Endoscopy Lab
Gastroenterology
Gynecology
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Magnetic Resonance Imaging (MRI)
Mammography (Digital)
Maternity Services
Neonatal Intensive Care Unit (NICU) Level II
Nephrology
Neurosurgery
Nuclear Medicine
Obstetrics and Gynecology
Orthopedic Surgery
Pediatric ER Services
Physical Therapy
Rehabilitation Services
Respiratory Care
Robotic Surgery**
Rheumatology
Stroke Services
Surgical Services

Angiography
Arthroscopy
Diabetes Services
EEG/EKG/EMG Lab
Emergency Services
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Nephrology
Neurosurgery
Nuclear Medicine
OB Emergency Services
OB Hospitalists
Orthopedic Surgery
Pediatric ER Services
Physical Therapy
Rehabilitation Services
Respiratory Care
Robotic Surgery**
Rheumatology
Stroke Services
Surgical Services

*Subject to change.
** Individual results may vary.
Specialty Services

Advanced Primary Stroke Center
Southwest Healthcare System is a Certified Primary Stroke Center by The Joint Commission. This distinction recognizes centers that make exceptional efforts to foster better outcomes for stroke care. Southwest Healthcare System’s multidisciplinary stroke team, which includes emergency personnel, neurologists, neurosurgeons and radiologists, are ready 24 hours a day to quickly respond to stroke emergencies and begin treatment. Services and treatments for patients are focused on stroke education, prevention and intervention and rehabilitation.

derived from the da Vinci® Surgical System. This advanced robotic platform allows doctors to perform complex procedures using smaller incisions than standard surgery with tiny, precision tools operated robotically. This may result in less pain, scarring, trauma and blood loss than other surgical procedures so that patients can potentially return to work and daily activities more quickly.

Pediatric ER Services
(Rady ER Physicians)
The Emergency Department at Rancho Springs Medical Center has pediatric emergency medicine physicians from Rady Children’s Hospital in San Diego on site seven days a week from 7 a.m. to midnight (outside of these hours, pediatric patients are seen by Rancho Springs Emergency Medicine physicians). Pediatric emergency physicians at Rancho Springs treat infants and children up to age 14, for a wide range of medical conditions and injuries.

The Childbirth Center
The Childbirth Center at Rancho Springs Medical Center is the largest Birthing Center in Southwest Riverside County. The doctors, nurses and specialists at the Childbirth Center at Rancho Springs Medical Center are focused on creating a positive experience for moms and their families. With 17 spacious private labor and delivery suites, along with 24 postpartum rooms, triage areas, a dedicated post-anesthesia care unit, cesarean section operating rooms and a Level II Neonatal Intensive Care Unit, the Childbirth Center at Rancho Springs is a great place in Southwest Riverside County to deliver a baby.

Total Joint Center
The Total Joint Center at Inland Valley Medical Center features a multidisciplinary team of rehabilitation specialists, including physicians, nurses, physical therapists and case managers. These skilled professionals work together to provide you with a comprehensive range of services. The Total Joint Center received Advanced Certification by The Joint Commission.

Bariatric Surgery Center of Excellence
The Bariatric Center at Inland Valley Medical Center has been designated as a Bariatric Surgery Center of Excellence by the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP). To become certified, the Bariatric Center and the bariatric surgeon’s practice must satisfy or exceed requirements in 10 categories, including annual number of cases, complication rates, long-term follow-up and support.

Emergency Medicine
The region’s only Level II Trauma Center at Inland Valley Medical Center provides timely 24-hour care. Immediate and acute care spinal and brain injury are also managed at Inland Valley.

The Region’s First NICU
(Rady Children’s)
Newborns needing special attention will be cared for in our 13-bed, level II Neonatal Intensive Care Unit (NICU) at Rancho Springs Medical Center. Staffed by specialists from Rady Children’s Hospital, Rancho Springs is the only facility in the region to offer pediatric ER services staffed by Rady Children’s Emergency Physicians for children 14 years and younger.

Wound Care and Hyperbaric Medicine
The Inland Valley Wound Care Program offers advanced treatment options for chronic wounds, such as those caused by diabetes, poor circulation, injuries and other conditions. The Inland Valley Wound Care Program has two hyperbaric chambers that are equipped with advanced safety and comfort features. Hyperbaric Oxygen Therapy (HBOT) is a procedure in which a patient breathes 100 percent oxygen while relaxing in a pressurized chamber.

Pediatric ER Services
(Rady Children’s)
Pediatric ER physicians at Rancho Springs Medical Center are focused on stroke education, prevention and intervention and rehabilitation.
Advanced Certification for Total Joint Replacement
Inland Valley Medical Center, a campus of Southwest Healthcare System, earned The Joint Commission’s Gold Seal of Approval® for Advanced Certification for Total Hip and Total Knee Replacement. The hospital system is one of only three hospitals in all of Riverside and San Diego Counties combined to achieve the Gold Seal of Approval for this line of service.

Inland Valley Gets a Checkup
Inland Valley Medical Center underwent a rigorous onsite review just a few short months ago. The Joint Commission experts evaluated compliance with advanced disease-specific care standards and total hip and total knee replacement requirements, including orthopedic consultation, and pre-operative, intraoperative and post-surgical orthopedic surgeon follow-up care.

Honored By Our Community
Southwest Healthcare System was awarded the 2017 Large Business of the Year by the Lake Elsinore Chamber of Commerce and the Wildomar Chamber of Commerce. These awards reflect the outstanding contributions made by the hospital system to its local communities.

Investing in Tomorrow’s Healthcare Professionals
Southwest Healthcare believes in producing healthcare experts in the community by hosting, proctoring and mentoring students from local and national healthcare training programs. In 2017, the System was a primary site for students from seven different colleges and three medical schools. The Southwest Healthcare team had a role in training over 100 students in the fields of Medicine, Pharmacy, Nursing, Ultrasound, EMT, Operative Service, and Respiratory Therapy.

Top Care for Our Tiniest Patients
For nine consecutive years, Rady’s neonatology program has been named among the best in U.S. News & World Report’s “Best Children’s Hospitals” edition. In 2017, US News and World Report recognized the Neonatal Intensive Care Unit (NICU) at Rady Children’s Hospital San Diego as being in the top 5 in the nation. The alliance between the two facilities gives patients who deliver their babies at Rancho Springs access to Rady’s specialists and neonatal care – right here Southwest Riverside County.
Southwest Healthcare System’s commitment to healthier communities shows through the quality healthcare the system provides. Beyond this core mission, Southwest Healthcare System gives back to the community in many other ways. From charitable donations and volunteering, to health education and help for the under- and uninsured, and to providing career and employment opportunities, the system has positioned itself as a community leader.

Volunteering

Southwest Healthcare System facilities are blessed with dedicated volunteers. Last year, the 113 volunteers of Southwest Healthcare System’s Auxiliary contributed over 21,000 hours of service. Since its inception, our volunteers have contributed more than 545,000 hours.

2017 Highlights

- Awarded $60,000 in scholarships to local high school students
- Contributed to Rancho Damacitas
- Contributed to the Susan G. Komen Race for the Cure Breast Cancer fundraising event
- Contributed to National Alliance for the Mentally Ill
- Contributed to Trauma Intervention Program
- Created the Concierge Program at Southwest to better assist new patients and visitors

Southwest Healthcare System always welcomes volunteers. If you are interested, call 951-696-6104.

Uninsured/Underinsured Patient Education

Southwest Healthcare System is committed to helping uninsured patients qualify for local and state health benefit programs. We offer on-site benefit education and Medicaid enrollment assistance. We also offer information on the county’s indigent program. The Care Coordination Department visits patients and helps direct them to available programs.

Southwest Healthcare System Career Opportunities

When it comes to employment opportunities, Southwest Healthcare offers a wide variety of career path choices. Visit www.swhealthcaresystem.com for the latest information on available positions.

Dedicated to the Community

Southwest Healthcare System is proud to offer free community seminars, support groups, health and wellness classes and services. The system locations host monthly seminars on topics including bariatric surgery preparative information and education, child safety and babysitting. We also offer a variety of perinatal educational classes and support groups for moms, dads, and families.

Supporting and partnering with local organizations and charities remains a top priority for Southwest Healthcare System. For more than 20 years, we have hosted our annual Charity Golf Tournament benefiting Rancho Damacitas, Trauma Intervention Program, Jacob’s House, American Red Cross of Riverside County, Boys and Girls Clubs of Southwest County, and other local charities.

Southwest Healthcare System supports other local charities, including:
- American Heart and Stroke Association
- Boys and Girls Clubs of Southwest County
- Economic Development Corporation of Southwest California
- Habitat for Humanity
- Hearts for ALS
- Jacob’s House
- Lake Elsinore Chamber of Commerce
- Michelle’s Place
- Muneta/Wildomar Chamber of Commerce
- Muneta Rotary Field of Honor
- National Alliance for the Mentally Ill
- Oak Grove Institute
- Professional Women’s Roundtable
- Project TOUCH
- Rancho Damacitas
- Reality Rally
- Rotary Clubs
- SAFE – Safe Alternatives for Everyone
- Student of the Month Programs
- Temecula Valley Chamber of Commerce
- Trauma Intervention Program (TIP)
- Susan G. Komen “Race for the Cure”
- United Way of the Inland Valleys

Community Impact Summary of Southwest Healthcare System
Southwest Healthcare System highly values its workforce and invests a tremendous amount of resources into staff education and development. Southwest Healthcare System provides continuing education for healthcare professionals and healthcare students in the community. Our programs collaborate with local colleges, universities, and technical institutes to provide clinical experiences for nurses and ancillary personnel seeking entry into health occupations.

Nursing students include community members entering the profession as well as those completing graduate level clinical placements. American Heart Association courses are offered routinely at no cost to our employees, including:

- Basic Life Support (BLS)
- Advanced Cardiac Life Support (ACLS)
- Pediatric Advanced Life Support (PALS)
- Neonatal Resuscitation (NRP)

Specialty classes offered include:

- Critical Care Certification Review
- Certified Emergency Nurse Review Trauma Care
- Trauma Nurse Core Curriculum (TNCC)
- Emergency Nurse Pediatric Care (ENPC)
- AWHONN Advanced and Intermediate Fetal Monitoring
- Wound Care
- Preceptor Skills Workshop
- EKG-Basic and 12-lead New Graduate
- Specialty Training in Emergency Department
- ICU/PCU, OR Specialty Training
- Women’s Services
- CEU’s for CNA’s
- RN Residency Program
- New Graduate Training Program
Physicians are independent practitioners who are not employees or agents of Southwest Healthcare System. The System shall not be liable for actions or treatments provided by physicians. For language assistance, disability accommodations and the non-discrimination notice, visit our website. 180939 4/18