

HEALTH NEWS *from*

FALL 2019

southwest

HEALTHCARE SYSTEM



*A newly
enhanced
birthing center*

A warm, inviting
environment meets
high quality care

**Treating the
critically ill, 24/7**

Inland Valley Medical
Center designated
Level II trauma center

**"Top General
Hospital" award**

Both medical centers
recognized for quality
and patient safety



**SOUTHWEST
HEALTHCARE SYSTEM**

INLAND VALLEY MEDICAL CENTER CAMPUS
RANCHO SPRINGS MEDICAL CENTER CAMPUS



I am excited to share that the work our dedicated team members do every day has resulted in both Inland Valley Medical Center and Rancho Springs Medical Center being named as a "Top Hospital" by The Leapfrog Group for the first time. It is a testament to our focus on quality care and meeting the highest patient safety standards. Our hospitals are two of only 35 general hospitals across the country to have earned this competitive honor.

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At Inland Valley Medical Center, the trauma service recently received verification as a Level II trauma center from the American College of Surgeons (ACS). This verification allows us to continue to treat critically injured patients with a dedicated trauma surgical team in the hospital 24 hours a day, 7 days a week.

At Rancho Springs Medical Center, we are rebranding the women's unit to be called The Family Birth Center. This change includes new apparel for newborns, a new logo to designate this center, new aesthetics, professional photos of babies and their families on the walls, and new daddy-day beds in all the postpartum rooms to ensure the entire family is comfortable. Also recently launched is a new education channel on Facebook and YouTube called "Ask Nurse Annette," which features important questions expecting mothers want answers to.

These achievements further underscore our commitment to meet the needs of our growing community. It is a pleasure to provide quality healthcare services to you and your family when you need it the most. We appreciate your confidence in us as your healthcare provider. Visit our website and social media channels for updates on our progress.

Sincerely,

Brad Neet
Chief Executive Officer
Southwest Healthcare System



Outstanding stroke performance earns **HIGHEST RECOGNITION**

Southwest Healthcare System has been awarded the Stroke Gold Plus/Target Stroke Elite Plus by the American Heart and Stroke Association. Both Inland Valley Medical Center in Wildomar and Rancho Springs Medical Center in Murrieta are among those top hospitals recognized with this special distinction.

Southwest Healthcare System earns “TOP HOSPITAL” AWARD

Recognized for higher quality and patient safety



Inland Valley Medical Center and Rancho Springs Medical Center were recently named Top General Hospitals by The Leapfrog Group, an independent healthcare rating organization. The hospitals are two of only 35 general hospitals across the country to have earned this competitive honor, and it was the first time for both.

“This recognition is a culmination of years of hard work from our entire staff at both hospitals,” says Brad Neet, Chief Executive Officer of Southwest Healthcare System. “I am proud of the focus and dedication from each department and their commitment to the highest standards in delivering the best care when it comes to quality and safety.”

Neet says that in the last several years, Southwest Healthcare System has earned more awards than any other time in the history of the organization. “Receiving the Top Hospital Award is one of the pinnacles of our achievements. It takes the entire hospital staff to make this happen and I want to congratulate each and every team member that contributed to this success,” he says.

The award is given only to hospitals that meet The Leapfrog Group’s Top Hospital Methodology criteria, which measures performance across many areas of the hospital. Infection rates, maternity care and prevention of medication errors are just some of the qualifications included in the methodology. According to The Leapfrog Group, less than six percent of eligible hospitals across the country earned the award. ■

Learn more: swhealthcaresystem.com/leap



To see the full list of institutions honored as 2018 Top Hospitals, visit leapfroggroup.org/tophospitals.

A NATURAL APPROACH TO

NaProTechnology[®] helps get to the source of the issue

If you've been struggling with infertility or other gynecologic health issues, a newer technology available at Rancho Springs Medical Center may be able to help. NaProTechnology, or Natural Procreative Technology, helps doctors identify and treat the underlying causes of reproductive health conditions.



Theresa Stigen, MD
OB/GYN

Theresa Stigen, MD, OB/GYN, who is fellowship-trained in NaProTechnology, says infertility is very common, and it's frequently why couples pursue this treatment option. "But we can also treat endometriosis, painful periods, hormonal imbalances and more," says Dr. Stigen. "Patients want to know the 'why' behind their health issues, especially infertility, and the typical workup doesn't always give the answer. Much of the time, the results appear 'normal' and the patient is diagnosed with 'unexplained infertility.'"

A three-pronged approach

Dr. Stigen initially asks patients to document information about their monthly cycle, which provides insight into any irregularities. She also orders detailed blood work and an ultrasound series, followed by a very comprehensive, minimally invasive surgical procedure at Rancho Springs Medical Center. "This allows us to find the underlying cause of the infertility," says Dr. Stigen.

A common barrier to achieving pregnancy is endometriosis, which causes scar tissue to build up on the female reproductive organs, preventing fertilization of the egg with the sperm. Dr. Stigen, who has specialized training in identifying and removing endometriosis, says it cannot be detected with a blood test – the only way to confirm it is to look inside with a laparoscope. "I usually remove it with a laser and repair it specifically to prevent scar tissue from forming. This also drastically reduces the chances the endometriosis will return," she says.

When the results of the cycle charting, blood work and surgery are gathered, Dr. Stigen creates an individualized treatment plan based on the patient's results and goals. "Once we know the cause, we can implement appropriate lifestyle and dietary changes, vitamin and mineral supplementation, hormones, and even a trial of certain medications. By using these and other therapies, we can work to restore fertility and the woman's overall health," says Dr. Stigen. ■



Baby Lucy was born in March 2019. "Lucy means light, and she is our light," says mom Amanda Bhasme. Photo credit: Betsy Quakenbush

TREATING INFERTILITY

New fertility health technology results in a successful pregnancy

After suffering three miscarriages, Amanda Bhasme and her husband, David, had lost hope of ever having a healthy pregnancy. Then they learned about NaProTechnology®.

When Bhasme's first pregnancy ended as an ectopic pregnancy, she was concerned about her ability to conceive again. Doctors encouraged her to keep trying. But after two more miscarriages, she suspected an underlying issue. "I was sharing my story with a friend at church and she recommended that I see Obstetrician/Gynecologist Dr. Theresa Stigen," says Bhasme. "During an initial call with Dr. Stigen's office, I was introduced to NaProTechnology. I did some research and decided that this would be a good non-invasive way to gather a lot of information about my health."

Dr. Stigen suggested that Bhasme start collecting data, including three months' worth of charted menstrual cycles. "It was really eye opening. Dr. Stigen suspected that I had endometriosis, and that was the first time I heard that," says Bhasme. Dr. Stigen ordered extensive blood and hormone work-ups and recommended lifestyle and diet changes. She also scheduled Bhasme for a comprehensive, minimally invasive, diagnostic surgical procedure at Rancho Springs Medical Center.

Wonderful hospital experience

Bhasme and her husband share that their experience at Rancho Springs Medical Center was fantastic. From arrival to departure, she and her husband felt well taken care of. "We really appreciated the follow-up phone call making sure everything went well. We also received a card from the operating room nurses – it was a very special touch," she says.

Following the surgery, the Bhasmes met with Dr. Stigen to discuss the video and results of the surgery. "Dr. Stigen thoroughly explained the underlying health issues that resulted in my miscarriages and showed us her findings. Working with her led to a healthy pregnancy, a healthy baby and increased overall health for our family," says Bhasme. "She listened to us in a way we had not experienced before, and helped us create a personalized and holistic plan that evolved over time. We highly recommend her." ■

Learn more: ranchospringsmedcenter.com/napro



Advocating for alternatives

In looking back on their journey, Bhasme says it's important to have a doctor you can trust and work with, and know up front what you need to do when documenting monthly cycles and ovulation. "Dr. Stigen is good at educating patients on why she does what she does. It's not a quick fix, but definitely worth it," says Bhasme. She adds it is really empowering to take steps toward a more holistic view. "Good health not only affects your body in a positive way, but it also affects your fertility. There is so much you can do, but you have to know where to look, and Dr. Stigen helped get us set up with that process," she adds. "We are so grateful!"

Individual results may vary. There are risks associated with any surgical procedure. Talk with your doctor about these risks to find out if minimally invasive surgery is right for you.

The Family Birth Center at Rancho Springs

gets a make over

A new look, logo and colors
enhance the largest birthing center
in the region

A recent ribbon-cutting event marked the unveiling of the newly decorated and updated Family Birth Center at Rancho Springs. Women's Director Gina Lowery, MSN, RNC-OB, says a new color scheme and a brand new logo have provided a soothing and tranquil look and feel. The logo, a butterfly, is a symbol of new life and birth. "It's a total refresh for the department. We are also including portraits of babies and their families as part of the décor," says Lowery. ►



Professional photographs of newborns and their families now line the walls of The Family Birth Center, along with colorful regional photographs.



Comprehensive care for mom and baby

The award-winning birth center features 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 (NICU). The NICU is a joint venture with Rady Children's Hospital, and is like a hospital within a hospital, says Lowery. "The NICU can care for babies older than 28 weeks who need a higher level of care," she says. "Through Rady, we have neonatologists and perinatologists who take care of high-risk patients, as well as advanced life support nurses in attendance at all high-risk deliveries. If a baby is born less than 28 weeks, we transfer them to Rady's main hospital in San Diego."

In addition, board-certified hospitalists who specialize in obstetrics and gynecology are in the hospital 24/7 to support on-staff OB/GYNs, as well as to deliver babies in the absence of the patient's own physician. "There is a lot of support in our unit for both moms and babies," says Lowery. "We recently added wireless fetal monitoring, which allows moms to get out of bed and walk around. It's much more comfortable and it allows them more freedom to move into positions that help ease labor pain. Technicians are also able to monitor heart health through labor and delivery in case a patient needs special cardiac care."

A 24/7 OB Emergency Department is also available. Triage beds and designated rooms house patients whose pregnancies are beyond 20 weeks' gestation. This dedicated area allows nurses and doctors to treat patients quickly and efficiently. Lowery says they typically triage more than 400 patients a month, just in that unit.

All about family

When it is time for baby to be born, the parents can have whomever they want in the spacious birthing suites. Once baby arrives, both mom and baby are in their own room together. "Couplet care is great for families because we keep the baby with the mom, and the nurse who is taking care of her also takes care of the baby at the bedside," says Lowery. "It's great for parent bonding, and we also encourage skin-to-skin contact and breastfeeding." The rooms have been updated with furniture that conveniently transitions into a bed, for family members to rest.

A lactation team is available for patients who would like assistance with breastfeeding their baby. Lowery says there are nine nurses on staff who hold the prestigious International Board Certified Lactation Consultant® certification and that the hospital has been recognized by the International Board of Lactation Consultant Examiners® and International Lactation Consultant Association® for excellence in lactation care.

Lowery says they are focused on making every patient's experience a positive one, and encourage patients to make the birthing experience their own. If patients want many family members present, or just themselves, that is up to them, she explains. Also encouraged is a scheduled tour of the center and participation in birth classes prior to baby's arrival.

Award-winning facility

Patients who have their babies at Rancho Springs Medical Center can expect an award-winning experience. The hospital has been recognized with a Blue Distinction® Center for Maternity Care designation as part of the Blue Distinction Specialty Care program from Blue Cross and Blue Shield. Blue Distinction Centers are nationally designated hospitals that show expertise in delivering improved patient safety and better health outcomes. ■



Learn more: ranchospringsmedcenter.com/babybirth

Paging

**NURSE
ANNETTE!**



The Family Birth Center at Rancho Springs has a new resource for expectant mothers – “Ask Nurse Annette.”

Whether you’re expecting your first child or have experienced childbirth before, you may have questions about your upcoming labor and delivery. Nurse Annette offers answers and insight on the Rancho Springs Medical Center website, as well as during periodic Facebook Live sessions.

The baby is the boss

Nurse Annette says that many patients are educated and they know what they want for their baby’s birth experience. But it doesn’t always work out as planned. “We do everything we can to follow a mother’s birth plan and meet her needs, but in the end, the baby is the boss and can throw a wrench in those plans,” she says. “We need to do what is safest for mom and baby. If mom has high blood pressure and needs to be induced, it’s a game changer. We let science and research drive the way we practice and that dictates what is best for mom and baby.”

Helping labor along

For many first-time moms, their body doesn’t know how to go into labor, so they may need some help, explains Nurse Annette. “Years ago, women went 42-43 weeks before labor was induced, but now, we don’t let them go beyond 41 weeks. It’s important to keep an eye on the baby,” she says. Everything the nurses do is explained

to the patients so they know what to expect. “Being well-informed can put moms more at ease,” she says.

Nurse Annette says there has been a big movement for women to go through the birthing process without pain medication. But she cautions against it if the mother has not taken a class and is not prepared. “Everyone has their own way of dealing with the pain if they choose to have an unmedicated delivery. But we also have different levels of epidurals to allow more freedom of movement while providing pain relief,” she says. Wireless fetal monitors are available so moms can be free to walk around or do certain yoga positions and stretching movements to help open up the pelvis and relieve pain.

Nurse Annette loves what she does and is grateful to be involved in taking care of moms and their babies. “I try to see it through the patient’s eyes every time and give them the level of care they expect,” she says. ■



The Family Birth Center
at RANCHO SPRINGS

Nurse Annette is a registered nurse with 25 years of healthcare experience in a variety of roles. She has been a labor and delivery nurse for nearly five years and also has experience in postpartum, pediatrics and as a NICU nurse. She is currently pursuing her master’s degree in nursing and is a member of the Association of Women’s Health, Obstetric and Neonatal Nurses (AWHONN). She has four children and one grandchild. She has assisted in delivering more babies than she can count and has provided education to many new moms.



Follow Rancho Springs Medical Center on Facebook for information on the next live question and answer session with Nurse Annette.

Learn more: ranchospringsmedcenter.com/annette

Inland Valley Medical Center RECOGNIZED AS LEVEL II TRAUMA CENTER

Emergency care for serious injuries, right here at home

Recently verified by the American College of Surgeons (ACS) as a Level II trauma center, Inland Valley Medical Center has the capacity to treat the critically injured 24 hours a day.

Brad Neet, CEO of Southwest Healthcare System, says the verification was the result of a remarkable team of nurses, physicians and staff who remain focused on delivering quality care in Southwest Riverside County. "We are the only trauma center within a 30-mile radius, and this represents the commitment to our communities and the ability to provide critical treatment right here instead of transporting patients out of the area."

Lana Bordenkecher, BSN, RN, CCRN, Trauma Program Manager, explains that not every hospital meets the strict ACS criteria. "You have to participate in a rigorous survey process that happens every three years," she says. "We consistently monitor our data and care to ensure we are maintaining the highest standards. It's part of our commitment to our patients and local communities that we are always here to provide high quality trauma services when they need it the most."

Since the hospital is also a designated paramedic base station, ER doctors and nurses can begin providing care by using a special radio link to paramedics and other emergency aid personnel while the patient is en route to the hospital. The trauma team is notified and waiting by the time the patient arrives. The team comprises trauma surgeons, emergency medicine specialists trained in advance cardiac life support (ACLS); and trauma nurses with training in ACLS, along with certification in trauma nursing care, Pediatric Advanced Life Support (PALS) and Mobile Intensive Care Nurse certification. ■

Learn more: inlandvalleymedcenter.com/trauma



Front row, L – R:
Jessica Sarder, PA; Marvin Atchinson, MD, Trauma Director; Jenn Lee RN, ER Director. Back row, L - R: Tito Gorski, MD; Stephen Dada, MD; Lana Bordenkecher, RN, Trauma Program Manager.

Preventing trauma

According to the American College of Surgeons, one in 12 deaths is a result of trauma, and up to age 34, trauma kills more people than all diseases combined. Motor vehicle accidents cause a vast majority of trauma treated at Inland Valley, while falls are the second leading cause of injury.

YOU CAN REDUCE OR PREVENT TRAUMA BY TAKING SIMPLE PRECAUTIONS:

- Wear your seat belt at all times when riding in a vehicle
- Wear an approved safety helmet and other protective equipment whenever biking, riding or skating
- While playing sports, wear appropriate protective gear
- Wear proper eye protection when necessary
- Never drink alcohol while operating equipment or engaging in physical activity
- Never leave children unsupervised for even a moment around a pool, spa, bathtub, toilet, bucket of water or standing water



Orthopedic surgery – WHAT ARE MY OPTIONS?



Orthopedic surgeons care for a wide range of issues related to joints, bones, muscles and

tendons. But many orthopedists also have sub-specialties, so it's important to find the right doctor for your particular injury. **Michael French, DO**, specializes in the hips, knees and ankles, and shares his insight on surgery and recovery.



Q. How will I know if I need orthopedic surgery?

If pain, swelling, numbness and other symptoms are interfering with daily activities, an orthopedist can order tests, diagnose the problem, offer treatment options, and explain the pros and cons of each. For some conditions, we can attempt a conservative approach to treatment, such as steroid injections or physical therapy. But if the patient does not get relief, then surgery may be the best answer. And with today's minimally invasive technology, there can be less pain and a shorter recovery time.

Q. What kinds of conditions do orthopedists treat?

An orthopedist specializes in treating many common ailments, including joint pain from osteoarthritis, sports injuries such as torn muscles or ligaments, broken or fractured bones, bone deformities, tumors, tendinitis and many others.

Q. What types of pain medication will I need?

Every patient is different. A team of providers works together to make sure pain is controlled and the patient is comfortable. There are many solutions available to help minimize the amount and duration of pain medicine needed, and some patients are able to avoid narcotics completely by using other alternatives during their recovery.

Q. Are there different types of rehab depending on the surgery?

If needed, a physical therapist will work with patients after surgery to create a custom plan of exercises and monitor their weekly progress. A variety of exercises are used to rebuild strength, flexibility and mobility. Therapy can include the use of weights, treadmills, stationary bikes, muscle stimulation, weighted exercise balls, ultrasound and more. ■

Find a doctor: [ranchospringsmedcenter.com/doctor](https://www.ranchospringsmedcenter.com/doctor)

Individual results may vary. There are risks associated with any surgical procedure. Talk with your doctor about these risks to find out if minimally invasive surgery is right for you.



we Women Enlightened FOR BETTER HEALTH

Providing resources and support for women to take charge of their health

Women are usually so busy taking care of everyone else, they forget to look after their own needs. But Women Enlightened for Better Health (*we*) at Rancho Springs Medical Center can help. This free program offers support, fellowship and healthcare information to women to help them make important decisions for themselves and their families.

Director of Service Excellence and Volunteers Ginny Ince is part of the multi-functional team who helps run the program. "The fact that we have a team behind this program is what makes it such a success," she says. "But more importantly, the success of the program starts at the top, with the senior leadership identifying this as a key service line for the hospital and making it a reality. Everyone gets involved and interacts with members at the events."

Opportunities for learning

Ince explains that the program provides opportunities for women to learn about many of the health issues they may currently deal with or may face in the future, as well as share their stories and advice with each other. "Every third Wednesday of the month, we host a free lunch and dinner that features a guest speaker, such as a doctor or a specialist in joint replacement, nutrition, hormone replacement therapy, breast care and much more," she says. "The speaker presents for about 20 minutes, and then there is a brief Q & A session."



we members attending the monthly lunch

The *we* program is very popular, with more than 2,000 members, cites Ince. "Our membership keeps growing each month, it's incredible," she says. "We offer the lunch or dinner option to allow more flexibility for our members' schedules." Ince says *we* members are very close and they enjoy the monthly meetings. "There is one group of women who travel together each month to attend. They love coming here because it's informative and fun."

we Membership is free, and new members receive a welcome packet, a LIV® breast self-exam kit and a monthly newsletter with information about upcoming events. There are also free and reduced-fee screenings and educational classes held at Rancho Springs Medical Center during the year.



To learn more and sign up, visit ranchospringsmedcenter.com/joinwe.



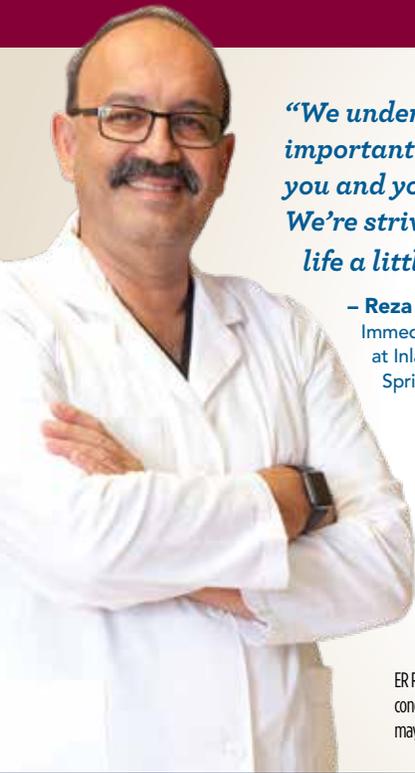
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ER JUST GOT EASIER

ER RESERVE & ER WAIT TIMES — ONLINE



“We understand how important time is to you and your family. We’re striving to make life a little easier.”

– Reza Vaezazizi, MD
Immediate Past Chief of Staff
at Inland Valley and Rancho
Springs Medical Centers

Now with **ER Reserve**, you can request a time in the emergency room at any Southwest Healthcare System hospital up to 12 hours in advance if you have a non-life-threatening illness or injury. You can also see ER wait times.

Flu • Sore throat • Earache • Minor cough or cold • Minor muscle sprain or strain

Use your computer, laptop, tablet or smart phone and go to ERSouthwest.com.



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 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. ER Wait Time is an average provided for informational purposes only.

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