

HEALTH NEWS *from*

SUMMER 2018

southwest

HEALTHCARE SYSTEM

*“I could not
have picked a
better hospital”*

Nancy shares her experience
with knee replacement surgery
at Inland Valley Medical Center

Special recognition for
our Family Birth Center!

A promising treatment
for men with an
enlarged prostate

Nancy Ridenbaugh
can enjoy being
active again with
her new knee.



SOUTHWEST
HEALTHCARE SYSTEM

INLAND VALLEY MEDICAL CENTER CAMPUS
RANCHO SPRINGS MEDICAL CENTER CAMPUS



Southwest Healthcare System's focus on quality is reflected in the awards and certifications we have received across different service areas. In this issue of *Health News*, we're proud to announce several recent achievements that speak to our high standard of care.

First, in our cover story, learn about joint replacement surgery at Inland Valley Medical Center, which has received The Joint Commission's Gold Seal of Approval® for Advanced Certification for Total Hip and Total Knee Replacement. This certification provides added reassurance to our patients that we are following proven protocols for safety and quality. Nancy Ridenbaugh, featured on our cover, had knee replacement surgery earlier this year at our Total Joint Center and shares her personal perspective on how it has changed her life. Southwest Healthcare System is also core certified by The Joint Commission for shoulder replacement surgery.

In other stories, we're pleased to report that we were recently recognized for our bariatric and maternity services, which you can read about on the next page. Also, we continue to provide swift, specialized stroke care at Inland Valley and Rancho Springs Medical Centers, which are both certified Advanced Primary Stroke Centers by The Joint Commission.

In these areas and other services discussed in this issue, we are committed to following best practices to support the best possible outcomes. We're honored to serve the community and build on our tradition of quality.

Sincerely,

Brad Neet
Chief Executive Officer
Southwest Healthcare System

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The importance of specialized care

ER+ Reserve: Wait for care in the comfort of your home

ER Reserve lets you request a time in the Emergency Department up to 12 hours in advance for non-life-threatening conditions* such as sore throat, earache, cough or cold, and muscle strains and sprains. This service is available online at Inland Valley and Rancho Springs Medical Centers. To make a request, visit:

Rancho Springs: ranchospringsmedcenter.com/reserve • Inland Valley: inlandvalleymedcenter.com/reserve

*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.



Jeff and Natalie Roldan with their daughter, Kalia, at Rancho Springs.

Women's Health at Rancho Springs

MORE GREAT REASONS TO CHOOSE US

As the largest birthing center in the region, we're committed to supporting the healthiest possible start for you and your baby.

We're pleased to report that for the second consecutive time, Rancho Springs Medical Center has been recognized by the International Board of Lactation Consultant Examiners® and International Lactation Consultant Association® for excellence in lactation care. This means you receive dedicated breastfeeding support from caring professionals, who hold the prestigious International Board Certified Lactation Consultant® certification.

Here in our Family Birth Center, you can also enjoy complete couplet care, which allows you and your baby to stay together in the same room. To help your loved ones feel more comfortable, our private labor and delivery suites have been updated with couches that conveniently transition into a bed, for an extra space to rest.

Jeff and Natalie Roldan remarked on the attentiveness of the nurses and doctors at Rancho Springs in the birth of their daughter, Kalia. "We felt they genuinely cared about our comfort and safety of our baby. It really did feel like we were being cared for by extended family! We always felt like our needs were attended to as well as the attention to the little details that make a stay at the hospital much more enjoyable."

To find out more about our childbirth services, visit ranchospringsmedcenter.com/birth. To register for a free Maternity Information Class, call 800-879-1020.

We've earned Blue Distinction® for Maternity and Bariatrics!

This recognition from Blue Cross Blue Shield recognizes Southwest Healthcare System's programs for delivering quality specialty care safely, effectively and cost-efficiently.

The Maternity award demonstrates our expertise and commitment to quality care for vaginal and cesarean section deliveries – plus it signifies better overall patient satisfaction and a lower percentage of early elective deliveries in our Family Birth Center at Rancho Springs.

Blue Distinction recognition for the Bariatric Center at Inland Valley Medical Center demonstrates our commitment to quality surgical care, post-operative care, outpatient follow-up care and patient education – as well as lower complication rates and fewer readmissions.





Help for an **enlarged prostate**

Learn about a minimally invasive treatment that can offer relief from nighttime trips to the bathroom and other symptoms. ►



Richard Conner, MD
Tri Valley Urology
Medical Group

For many men, getting older can lead to benign prostatic hyperplasia or BPH. This is a non-cancerous condition in which the prostate gland

becomes enlarged, causing trouble or frequency urinating, and other potential problems (see sidebar).

The prostate gland is part of the male reproductive system that rests below the bladder. Symptoms of BPH can occur because the prostate gets larger and pushes on the bladder and urethra, affecting urine flow and the urge to go.

To find relief, many patients are turning to the UroLift® System, a minimally invasive treatment that is performed in an outpatient setting, says urology specialist Richard Conner, MD, of Tri Valley Urology Medical Group. This procedure can be a good option for men with BPH who do not want to have major surgery and/or want to stop taking medication for their condition, he says. "It has no negative sexual side effects, no risk of incontinence, and a quick recovery," he says.

How does UroLift work?

With UroLift, small surgical clips and sutures are permanently implanted to push the prostate lobes aside and open up the urethra, Dr. Conner explains. "It's kind of like the sashes that hold open the drapes," he says.

"This is more of a mechanical opening up," Dr. Conner explains. It does not remove prostate tissue, as with some other treatments. Patients feel a difference almost immediately, and the results tend to improve over the first several months, he says.

The UroLift procedure is done under local or general anesthesia, and patients go home the same day. Along with providing relief of BPH symptoms, it can also potentially help men avoid needing a major surgery later, Dr. Conner says.

A personal decision

Deciding on treatment for BPH is a personal issue. Some men may choose to live with the symptoms, Dr. Conner notes, and for others it can become a serious quality-of-life and health issue. If you think you may have BPH or would like to learn more about possible treatment options, talk with your doctor. ■

The symptoms and risks of possible BPH

BPH affects about 50 percent of men between the ages of 51 and 60 and up to 90 percent of men older than 80, according to the National Institutes of Health (NIH). Symptoms, per the NIH, can include:

- Trouble starting a urine stream or making more than a dribble
- Passing urine often, especially at night
- Feeling that the bladder has not fully emptied
- A strong or sudden urge to pass urine
- Weak or slow urine stream
- Stopping and starting again several times while passing urine
- Pushing or straining to begin passing urine

Though not common, there may be potentially serious complications of BPH, such as urinary tract infections, bladder or kidney damage, bladder stones and others. Men who experience a complete inability to urinate; painful, frequent and urgent need to urinate, with fever and chills; blood in the urine; or great discomfort or pain in the lower abdomen or urinary tract should seek immediate medical care, the NIH says.

For help finding a doctor, call Direct Doctors Plus® at 800-879-1020 or visit swhealthcaresystem.com/find-a-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.

Back in action with her new knee

“I feel 10 years younger”

Nancy Ridenbaugh enjoys traveling and staying active, but in recent years, knee pain associated with osteoarthritis was holding her back. ▶



Steven Kelley, MD
Total Joint Center
at Inland Valley
Medical Center

She tried different ways to find relief, including injection treatments, but the problem persisted. She decided with her orthopedic surgeon, Steven Kelley, MD, that knee replacement in the Total Joint Center at Inland Valley Medical Center was the best option for her. "It was difficult just going

to the grocery store and having to stand in line at the checkout," she recalls of the period leading up to her surgery. "There was even clothing that I wasn't able to wear because my knee was so swollen," she says. "I've never been a sedentary person. That was very frustrating for me."

Once she made the decision to have joint replacement surgery, Dr. Kelley and the staff at Inland Valley worked to get the procedure scheduled as soon as possible. Ridenbaugh says she felt comfortable from the start about where she was going for surgery. "My husband used to volunteer at Inland Valley, and he always talked about the care and professionalism of the nurses and doctors," she says.

In preparation, she learned about what to expect and made arrangements for her recovery, including getting a walker and planning meals ahead. She knew from her pre-op education that she would be up on her feet the day of the surgery

and participate in therapy at the hospital. Dr. Kelley explains that getting patients moving right away is considered a "best practice" and has been shown to support the best possible outcomes.

During her stay at Inland Valley, Ridenbaugh says everybody was compassionate and made her feel like she was their "number one patient." Doctors helped her effectively manage her pain so that she was able to maximize her time in therapy. "It was a wonderful experience," she says.

Since her surgery, she's continued to progress and has been attending outpatient rehab twice a week, which helps keep her on track. Today, she can walk without pain or a limp, and she can do everyday tasks like shopping or going to the gym without any worries.

"I never thought I would be having a knee replacement," says Ridenbaugh, 54, "but I'm happy I did it. I had a very good experience, not only because of Dr. Kelley, but also because of Inland Valley and the level of care provided. I could not have picked a better hospital." ■

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

Do you have hip or knee pain? Take a self-assessment for your pain online at inlandvalleymedcenter.com/assessment.

We've been recognized!

Inland Valley Medical Center has earned Advanced Certification from The Joint Commission for Total Hip and Total Knee Replacement. This recognition lets people know that the Total Joint Center has "all the things you'd expect from a center of excellence," says Dr. Kelley. **Learn more about this and Inland Valley's joint replacement services on the next page. ➤**



Best practices for better outcomes!

Inland Valley Medical Center has earned The Joint Commission's Gold Seal of Approval® for Advanced Certification for Total Hip and Total Knee Replacement after undergoing a rigorous onsite review. Joint Commission experts evaluated compliance with advanced disease-specific care standards and total hip and total knee replacement requirements. This certification demonstrates Inland Valley's commitment to quality, consistency and patient safety.



The orthopedic team follows proven protocols before, during and after joint replacement surgery to support the best possible patient experience and outcomes.

Shaneen Netter, RN, orthopedic/spine program manager, explains that care provided at the Total Joint Center is based on practices that have been shown to support the best possible outcomes. Educating patients and involving them in the process is a key part of this, she says. Defining clear expectations helps patients prepare for surgery and the rehab that follows. "We want them to know they have an important role," Netter says.

Getting patients up and moving the day of their procedure is strongly emphasized, and can help decrease the length of hospital stay and speed recovery. Physical therapy begins in the hospital, and patients are encouraged to attend outpatient rehab after discharge. "The journey begins here," explains Netter. "We get patients up in the morning for therapy. We want to capture that same expectation when they go home."

To help minimize discomfort, a multimodal approach to pain management is used to provide around-the-clock relief. "We're doing extremely well in reducing the amount of IV narcotics required," says Netter. Along with different modalities, such as nerve blocks, alternative approaches like aromatherapy and listening to relaxing music also may be utilized.

Netter notes that the hospital remains focused on continually improving patient safety and quality. The Joint Commission recognition is a major achievement, she says, and provides reassurance to patients that the hospital is focused on delivering a high standard of care. ■

Learn more about total hip and total knee replacement at inlandvalleymedcenter.com/tjc.

Why stroke awareness **MATTERS**



The multidisciplinary stroke teams at Inland Valley (pictured above) and Rancho Springs are ready to provide swift, potentially life-saving care 24/7.

According to the American Stroke Association, stroke is the fifth leading cause of death in the United States, killing nearly 130,000 people a year. Knowing the symptoms, and getting immediate help, are critical to saving lives and having the best possible recoveries.

The FAST acronym on this page provides an easy way to remember the warning signs of a possible stroke.

There are several types of stroke. Hemorrhagic strokes occur less often and result from a weakened vessel that ruptures and bleeds into the brain. An ischemic stroke is the most common type and occurs when there is a blockage in an artery obstructing blood flow to the brain. TIAs (transient ischemic attacks) or “mini-strokes,” are temporary blockages that can cause symptoms similar to an ischemic stroke, then go away. Seeking medical help for TIAs is important because they can be a warning sign of a full-blown stroke to come.

Our highly skilled teams can help.

Inland Valley Medical Center and Rancho Springs Medical Center are both Certified Advanced Primary Stroke Centers by The

Joint Commission. This distinction recognizes centers that make exceptional efforts to foster better outcomes for stroke care. In the event of a possible stroke, dedicated providers – including emergency personnel, neurologists, neurosurgeons and radiologists – are ready 24 hours a day to respond quickly and begin treatment.

Strokes can affect people of all different ages and backgrounds, but certain people may be at greater risk. Factors that may increase your chances of having a possible stroke include heredity; certain health conditions such as high blood pressure and obesity; and some lifestyle choices, such as smoking and heavy drinking. Talk with your doctor about your risks and preventive steps you can take to stay healthy. ■

Need a doctor? Call our FREE physician referral line at 800-879-1020 or visit swhealthcaresystem.com/find-a-doctor.

Recognize these signs of stroke and act **FAST**

The most common symptoms of a possible stroke can be remembered by this acronym:



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?



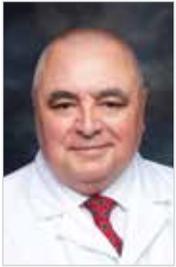
SPEECH: Ask the person to repeat a simple phrase. Is it slurred or strange?



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

If these symptoms appear, DON'T WAIT! Call 9-1-1 or seek medical attention right away.

DON'T IGNORE that persistent wound



Putting off treatment for a wound that isn't healing can lead to potentially

serious health issues and in severe cases even the loss of a limb, says **Robert Carrillo, MD**, medical director of the Inland Valley Wound and Hyperbaric Center. Here he shares helpful information from more than 40 years of patient care.

Q. What types of wounds may need specialized care?

The top three conditions we see are venous ulcers, arterial ulcers and diabetic ulcers. Oxygen and nutrients delivered to wounds through the blood are critical to healing. Problems can occur when there is poor circulation. People with diabetes may have impaired microcirculation and also may experience diabetic neuropathy, which can cause them to lose sensation in their feet and miss signs of a problem.

Q. What are some recommended preventive measures?

People with neuropathy should avoid poorly fitting footwear and should not go barefoot. Even a small irritation can turn into a major issue. For patients with venous ulcers, wearing compression stockings and elevating the lower extremities above the level of the heart can support healing and also help prevent ulcerations by preventing swelling.

Q. How are chronic wounds treated?

The first step is to determine the cause. For example, arterial disease may be a factor and can be diagnosed by tests such as an ultrasound. Patients with this condition may be referred to a vascular surgeon and then back to a wound care specialist. A large number of products, dressings and therapies are available to help with healing.

Q. What about hyperbaric oxygen therapy (HBOT)?

HBOT can be an effective treatment option, but it is provided only for certain conditions, such as antibiotic-resistant bone infections and select other diagnoses. With HBOT, patients lie down in a clear, pressurized chamber and inhale 100 percent oxygen. Inland Valley has two hyperbaric chambers to provide this advanced care for patients who need it. ■



The Inland Valley Wound and Hyperbaric Center was recognized as a 2017 Center of Distinction by Healogics, Inc., with patient satisfaction rates higher than 92 percent. To schedule an appointment, call 951-304-7103.



Calendar of events

All classes are held at Rancho Springs Medical Center.
To register, call Direct Doctors Plus® at 1-800-879-1020,
or visit ranchospringsmedcenter.com/classes.



Maternity Information Class

This fun and informative presentation gives expectant parents a free sneak preview of our maternity services. Nursing staff will discuss pre-admission procedures and childbirth options, our Labor/Delivery/Recovery (LDR) rooms and selecting an obstetrician. All classes meet in the Rancho Springs Medical Center Administrative Services building. Sorry, but we cannot accommodate children under 10 years of age.

Class Schedule

Wednesdays, 7 – 8:30 p.m.
October 3, 10; November 7, 14
Saturdays, 10 – 11:30 a.m.
or 1 – 2:30 p.m.
September 29, October 27,
November 24

Breastfeeding Class

Taught by our certified lactation educator, this class helps moms make breastfeeding a successful and satisfying experience. Dads and/or other support persons are welcome.

7 – 9:30 p.m.
September 27, October 18, November 15
Instructor: Sandy Salgado, LCCE, CLE
Fee: \$40

Comfort For Labor

Taught by a former labor doula, this one-time class allows expectant moms to practice labor comfort techniques such as breathing, relaxation, massage and the use of a variety of focal points.

7 – 9 p.m.
September 24, November 19
Instructor: Sheri Brodie, RN, CCE
Fee: \$40

Childbirth Preparation The Complete Series

A highly recommended course for first-time moms and their coaches that covers stages of labor and delivery, hospital procedures, breathing and relaxation techniques, medication options, cesarean birth and postpartum adjustment.

7 – 9:30 p.m.
September 18, 20, 25; October 9, 11, 16;
November 6, 8, 13
Instructor: Sandy Salgado, LCCE, CLE
Fee: \$100

Childbirth Preparation Express

This one-time class is a condensed version of the three-week Childbirth Preparation Class and covers the same material at an accelerated pace.

9 a.m. – 12:30 p.m.
October 6, November 3
Instructor: Sheri Brodie, RN, CCE
Fee: \$60

Newborn Care

This one-time class helps new parents develop the skills and confidence necessary to care for a newborn. The educator will cover hospital procedures, diapering, bathing and baby calming techniques.

7 – 9:30 p.m.
October 15, November 12
Instructor: Sheri Brodie, RN, CCE
Fee: \$40

After Baby Arrives Lactation Support

Moms and babies receive hands-on help and instruction from Sandy Salgado, a certified breastfeeding specialist with 23+ years of experience. Contact Sandy at 951-440-8428 to schedule an appointment.

Thursdays, 10:30 a.m. – 12:30 p.m.

Big Brother, Big Sister Class

This one-session class is designed for siblings ages 4 to 11 who will soon welcome a new little brother or sister into their family.

6:30 – 7:45 p.m.
September 17, November 1
Fee: \$25 per family

Kidney Smart Class

Understanding your kidney disease is the first step in taking control of your health. Learn about the risk factors for kidney disease, how to monitor your kidney health, and diet and lifestyle changes you can make to help you live a longer and healthier life.

For upcoming dates and to reserve your space, call 1-888-MY-KIDNEY (1-888-695-4363).

For additional class schedules, visit ranchospringsmedcenter.com.



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Women's Health at Rancho Springs

The Family Birth Center



- Largest birthing center in the region
- All private suites
- Highest Level 2 NICU in the region
- Rady Children's neonatal services ranked #5 in the nation*
- 24/7 OB hospitalists
- Complete couplet care
- 24/7 OB emergency department



For a free Maternity Information Class, visit
ranchospringsmedcenter.com.

*Neonatal Intensive Care Unit at Rady Children's Hospital San Diego, US News and World Report 2017-18.



Connect WITH US!



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