REDLANDS COMMUNITY HOSPITAL

QUALITY OUTCOMES REPORT

2016

Redlands Community Hospital
Doing our best to be the best.
Letter from the CEO

Why Quality Matters

Welcome to Redlands Community Hospital’s Quality and Outcomes Report for 2016. The last several years have marked a new era for our hospital in terms of quality achievement and we are pleased to share in the following pages how we accomplished and sustained our success in patient care, surgical outcomes, and patient safety.

Ubiquitous terms like transparency, outcomes and patient satisfaction are now part of the core values and key benchmarks for hospitals, doctors and nurses.

We have created a unique culture among the staff members of RCH to operate as a cohesive unit committed to putting our patients’ needs first and foremost. We have implemented quality process improvement tools to maximize our efforts. The results of this team-building and quality training program have been impressive, particularly as we measure our efforts with other hospitals in our area as well as the nation.

We have received countless honors and awards throughout the years as a direct result of our hard work and dedication. We have been named one of the nation’s top 100 hospitals in both orthopedic and spine surgery by Healthgrades®, a national quality care ranking organization. In addition, we received the “Get with the Guidelines® Stroke Gold Plus Quality Achievement Award” and also qualified for recognition on the “Target Stroke Honor Roll” from the American Heart Association/American Stroke Association. We were also pleased to receive a “Superior” rating in 2016 from a 2014 report on Cesarean Sections by the California Hospital Assessment and Reporting Task Force (CHART), the highest rating approved by the multi-stakeholder state group. Redlands Community Hospital was the only hospital in San Bernardino County to earn this “Superior” rating.

While these accolades are very welcomed and appreciated, they are also a tool we use to measure our success and to continue to improve our performance. We will never be satisfied with our quality scores; perfect care is what we are trying to achieve!

Most of us do not think about the quality of care at a hospital. We assume the quality is great or our doctor would not have admitted us to this particular hospital. But not all hospitals are the same. In this age of consumerism and instant access to information, it is within our power to take a more active role in making better health care decisions for ourselves and our families. Acquiring the right knowledge so you can make better health care decisions is a great place to start, which is why we prepared this document for your review.

James R. Holmes, CEO
Introduction/Overview

Nationally Recognized Programs

As a premier healthcare facility in the area, Redlands Community Hospital offers a full range of inpatient and outpatient programs and specialty service lines, from maternal and child care to cancer, orthopedic and general surgery, emergency services and more.

The Women’s Health Imaging Center at Redlands Community Hospital provides women with the best education and technology for early diagnosis and treatment of the most common conditions affecting women, particularly breast cancer.

Local board-certified orthopedic surgeons joined with Redlands Community Hospital to open the Spine & Joint Institute in 2012. The award-winning Institute is a multi-specialty center for patients who require orthopedic surgery, including hip or knee replacement, or surgery of the spine, shoulder or neck.

One of the most exciting recent renovations is our new Special Procedures Suite, which now provides some of the most advanced imaging technology. This suite accommodates new Biplane Angiography imaging equipment which uses two cameras to provide sharp, high-resolution images in 3-D. The Biplane technology effectively treats patients with cardiac, stroke, vascular disease, aneurysms and neurological problems and dramatically improves the physician’s ability to visualize arteries and vessels with exceptional precision.

Our ER is a paramedic receiving facility and holds the designation of being a Neurovascular Stroke Receiving Center by Inland Counties Emergency Medical Agency. Redlands Community Hospital has been Re-Certified as an Advanced Primary Stroke Center by the Joint Commission.

“Day after day – year after year – the bar of excellence at Redlands is constantly being raised.”

– Samir Hage, D.O.
Leading Obstetrician and Surgeon
The Redlands Community Hospital Neonatal Intensive Care Unit (NICU) provides special care for premature babies or babies with other medical problems. A dedicated team of neonatologists, pediatricians, registered nurses, respiratory therapists, social workers and occupational therapists look over babies in the NICU until they are discharged home or transferred to the regular nursery.

In addition, the hospital also provides perinatal care, cancer care, critical care, radiology, stroke, mental health, emergency and hospice services.

Redlands Community Hospital has been named a Blue Distinction Center for Spine Surgery. The Blue Distinction Specialty Care Program is a national program that recognizes hospitals that demonstrate exceptional quality specialty care. This includes safe, effective and cost efficient care programs.
Clinical Outcomes

Healthgrades Quality Rankings

Redlands Community Hospital was named one of America’s 100 Best Hospitals™ by Healthgrades, the nation’s leading source of hospital data. It also received the Distinguished Hospital Award for Clinical Excellence™ in 2013. Many of the hospital’s services were honored with Healthgrades Excellence Awards™ and named among the top percentages of all U.S. hospitals.

“For the fifth consecutive year, Healthgrades named Redlands Community Hospital one of America’s Best 100 Hospitals™ for Orthopedic Surgery. It was also considered one of America’s Best 100 Hospitals™ for Spine Surgery for four years.

The hospital’s Total Knee Replacement, Hip Fracture Treatment, Back Surgery, Spinal Fusion Surgery, Small Intestine Surgeries, Treatment of GI Bleed, and Treatment of Bowel Obstruction each received a five-star rating.

Healthgrades America’s 100 Best Hospitals for Orthopedic Surgery 2012 - 2016
Healthgrades America’s 100 Best Hospitals for Spine Surgery 2012 - 2013, 2015 - 2016
Healthgrades America’s 100 Best Hospitals for Joint Replacement 2012 - 2015
Healthgrades Orthopedic Surgery Excellence Award 2012 - 2016
Healthgrades Joint Replacement Excellence Award 2011 - 2016
Healthgrades Spine Surgery Excellence Award 2012 - 2013, 2015 - 2016
Healthgrades Gastrointestinal Care Excellence Award 2013, 2015
Healthgrades General Surgery Excellence Award 2013, 2015
Healthgrades Top 5% in the Nation for Overall Orthopedic Services 2012 – 2016
Healthgrades Top 5% in the Nation for Spine Surgery 2016
Healthgrades Top 5% in the Nation for Joint Replacement 2011 – 2015
Healthgrades Top 10% in the Nation for Gastrointestinal Medical Treatment 2016
Healthgrades Top 10% in the Nation for Overall Gastrointestinal Services 2015
Healthgrades Top 10% in the Nation for General Surgery 2015
Healthgrades 5-Star Recipient for Total Knee Replacement 2008-2016
Healthgrades 5-Star Recipient for Hip Fracture Treatment 2012-2016
Healthgrades 5-Star Recipient for Back Surgery 2012-2016
Healthgrades 5-Star Recipient for Spinal Fusion Surgery 2015-2016
Healthgrades 5-Star Recipient for Small Intestine Surgeries 2013-2016
Healthgrades 5-Star Recipient for Treatment of GI Bleed 2016
Healthgrades 5-Star Recipient for Treatment of Bowel Obstruction 2016

To sum up Redlands care? Exemplary! And extraordinary!”

– Carole Beswick
Community leader and former patient

Healthgrades Top 5% in the Nation for Overall Gastrointestinal Services 2015
Healthgrades Top 10% in the Nation for General Surgery 2015
Healthgrades 5-Star Recipient for Total Knee Replacement 2008-2016
Healthgrades 5-Star Recipient for Hip Fracture Treatment 2012-2016
Healthgrades 5-Star Recipient for Back Surgery 2012-2016
Healthgrades 5-Star Recipient for Spinal Fusion Surgery 2015-2016
Healthgrades 5-Star Recipient for Small Intestine Surgeries 2013-2016
Healthgrades 5-Star Recipient for Treatment of GI Bleed 2016
Healthgrades 5-Star Recipient for Treatment of Bowel Obstruction 2016

Redlands Community Hospital

Quality Outcomes Report 2016 | 5
The Patient Experience

HCAHPS

The Centers of Medicare & Medicaid Services (CMS) awarded a 4-Star rating to Redlands Community Hospital for its patient care, making it the only independent community hospital in the Inland Empire to receive this honor. CMS uses data measures from the Hospital Consumer Assessment of Healthcare Providers and Systems Survey (HCAHPS) to award these star ratings which encourage hospitals to continuously improve the patient experience and quality of care delivered to all patients.

HealthStream

Redlands Community Hospital was recognized in 2013, 2014 and 2015 with an Excellence through Insight Award for Overall Patient Experience in their Inpatient-Surgical Unit by HealthStream, Inc., a leading independent consumer empowering organization that measures outcomes for hospitals. The hospital was chosen for receiving the highest ratings in its category and exceeding industry standards, demonstrating its commitment to patient satisfaction and their patient care experience.

Patient Safety

Leapfrog Group

Redlands Community Hospital has been recognized for excellence in both patient safety and patient experience, ranking top marks in both categories. We received an ‘A’ grade, the highest grade possible for patient safety, by the Leapfrog Group a national patient safety watchdog making us the only hospital in San Bernardino County to receive an ‘A’ grade.

Healthgrades

We also earned Healthgrades 2016 Patient Safety Excellence Award™ and the Healthgrades 2016 Outstanding Patient Experience Award™. This recognition places us in the top 2% of eligible hospitals in the nation to receive awards in both Patient Experience and Patient Safety.

CALNOC

Redlands Community Hospital was recognized with a Performance Excellence Award in Best Performance in Preventing Hospital Acquired Infections-MRSA Total Facility by the Collaborative Alliance for Nursing Outcomes (CALNOC), the nation’s only nursing database registry. CALNOC recognized top performing hospitals with a long and consistent track record for their exemplary work in reducing hospital acquired conditions in 2015.
Creating a Culture of Quality

Q&A with Dr. Samir Hage, Department Chair, Maternal Child Services

Q As a surgeon, what does quality care mean to you?
A Quality means that the patient’s care and patient’s experience are the primary focus of all team members of the surgical and hospital team. Quality also means that we follow the most advanced surgical techniques and technology to improve surgical outcomes – getting the patient better quickly so they can resume their normal activities.

Q How do you create a culture of quality at RCH?
A We start by having the right staff members, those who are dedicated to patient care and quality. We are fortunate at RCH to have long-time nurses, case managers and other team members who constantly work to improve their skills. For our medical staff, it means adhering to the best practices known today in their respected fields of specialty. We have many internal committees and training programs that consistently review and measure our performance and we strive every day to provide excellent care to each and every patient.

Q Is that unique for a community hospital?
A It is unique. RCH has a long standing history of being more than just a community hospital; it operates like a much larger facility in terms of its commitment to bringing in advanced surgical and patient care technology. As a non-profit community-led facility, it is amazing how members of the community play such an integral role in the hospital’s success.

Q Why is there such a focus on outcomes today?
A As a surgeon, we have always focused on our outcomes – basically the results of our efforts to better the patient’s health and wellbeing. But in today’s changing world of health care, accountability and outcomes have become measurement tools to determine performance. Not all surgeons or hospitals are the same. Patients have the right to know how their doctor or their hospital of choice ranks among their local competitors as well as in the nation.
Resources

Designated as a
Blue Distinction®
Center
for Spine Surgery
www.bcbs.com/why-bcbs/blue-distinction/

healthgrades
www.healthgrades.com/quality/

HCAHPS
Hospital Consumer Assessment of
Healthcare Providers and Systems
www.hcahpsonline.org/

HealthStream®
www.healthstream.com/awards

THE LEAPFROG GROUP
www.leapfroggroup.org/

CALNOC
Advancing global patient care excellence.

Redlands Community Hospital
Doing our best to be the best.

350 Terracina Boulevard, Redlands, California 92373 ~ 909-335-5500 ~ www.redlandshospital.org