

El Centro Regional Medical Center

2016 - 2017 Annual Report



Message from the CEO

Message from the CEO



Dr. Adolphe Edward
Chief Executive
Officer

2016-2017 has indeed been a year of much needed forward progress at El Centro Regional Medical Center. With the support of the Board of Trustees and our staff and physician leaders, ECRMC re-organized its structure and hierarchy, retooled many of its approaches to financial success and adjusted the corporate culture to embrace a focus on the patient experience, better known as the "Blue Star" culture.

ECRMC's commitment to our patients, community and our employees is to provide quality care, be a resource for a healthy community and be the employer of choice. Thank you for your continued support.



Board of Trustees

Board of Trustees



Joe Picazo Jr.
President



Cheryl Viegas-Walker
Vice President
City Council



Amanda Brooke
Secretary



Oliver Alvarado
Immediate Past President



Efrain Silva
City Council



Christian Tomaszewski, MD
UC San Diego Health



Patty Maysent
UC San Diego Health



Elias Moukarzel, MD
Chief of Staff

Board Committees

Governance, Effectiveness & Bylaws

- Joe Picazo, Chair
- Efrain Silva
- Patty Maysent

Finance

- Joe Picazo, Chair
- Cheryl Viegas-Walker
- Christian Tomaszewski, MD
- Mohammed Al-Jasim, MD



Board Committees

Strategic Planning & Public Relations

- Efrain Silva, Chair
- Oliver Alvarado
- Patty Maysent



Board Committees

Board Quality & Experience

- Christian Tomaszewski, MD, Chair
- Amanda Brooke
- Cheryl Viegas-Walker
- Elias Moukarzel, MD, Chief of Staff
- Seung Gwon, MD, Chief of Surgery
- Masoud Afshar, MD, Chief of Medicine



Leadership

Leadership



Adolphe Edward
DrHA, MBA, MS
Chief Executive Officer



Cathy Kennerson
Chief Strategic Officer



William Van Noy
Chief Financial Officer



Tyler Salcido
Assistant Chief
Financial Officer



Eddie Maltass
Chief Information Officer



Louise Kenney
RN, BSN, MSM
Chief Clinical Officer



Luis Castro
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Resources Officer



Jerry Gardner
DrHA, MS, CFAAMA
Chief Ambulatory Services Officer



Ronda Sanchez
Chief Compliance &
Diversity Officer



David J. Ranney
DrHA, MIM, MBA
Chief Patient
Services Officer

Medical Staff

Medical Staff



Elias N. Moukarzel, MD
Obstetrics & Gynecology
Chief of Staff



Mohammed Al-Jasim, MD
Medicine
Vice Chief of Staff



Marisel Chibas, MD
Obstetrics & Gynecology
Secretary/Treasurer

Medical Staff

Executive Committee

- Douglas Juarez, MD, Pathology
- Seung Gwon, MD, Surgery
- Nasrin Ansari, MD, Anesthesia
- Daniel Manjarrez, MD, Pediatrics
- John Dalle, MD, Radiology
- Scott Dlugos, MD, Emergency Medicine
- Masoud Afshar, MD, Medicine



New Medical Staff Members

**67 new specialty
and primary care
providers joined
the medical staff**



Joint Commission Accreditation

Joint Commission Accreditation

- ECRMC has received The Joint Commission's Gold Seal of Approval for Hospital Accreditation
- Evaluation of Emergency Management, Environment of Care, Infection Prevention & Control, Leadership and Medication Management



**2017 Joint Commission
Gold Seal of Approval™**

New Service Line

New Service Line

- ECRMC introduced a telemedicine program
- The program connects local patients to specialty providers from outside the area allowing ECRMC to expand quality patient care



New Service Line

Telemedicine Consults

- Tele-psych - 94
- Tele-neuro - 523



Finance

Finance

- Net Operating Revenue for FY 2017 was **\$124** million
- Net Position for FY 2017 was **\$53** million
- Current assets totaled **\$51.2** million



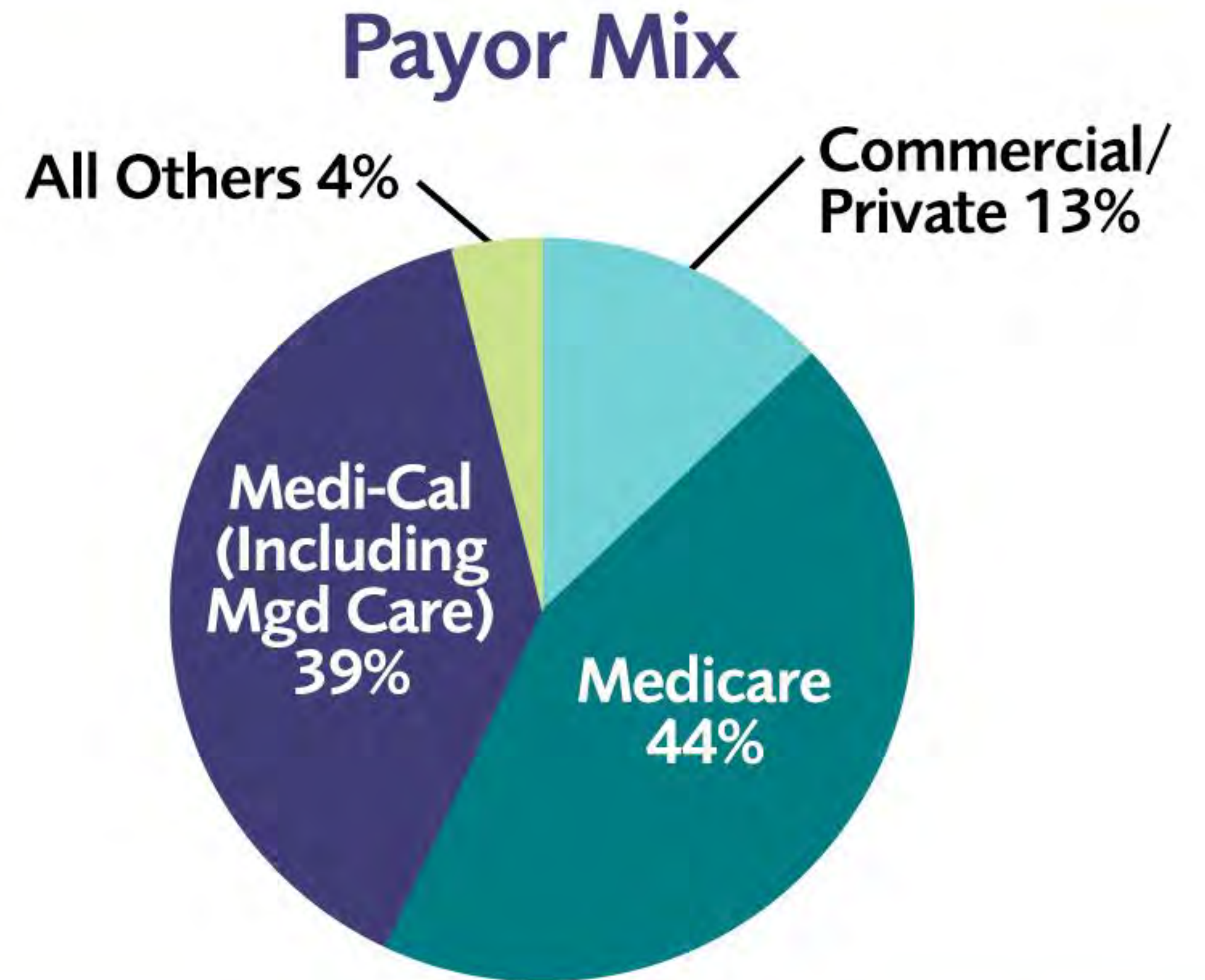
Finance

- Total Assets were **\$158,000** million
- Net Capital Assets increased 8% over prior year
- Net Capital investments grew by 10%



Finance

**Medicare/Medi-Cal
= 83% of total**



Capital Asset Investments

- Capital Assets increased by **\$15.6** million
 - Medical Equipment - **\$696,000**
 - **\$181,600** Echo Machine
 - **\$181,000** Surgical Equipment
 - Building & Construction - **\$13.2** million
 - Information Systems & Infrastructure - **\$187,000**



Inpatient Volumes

	FYE 2017
ADULT ADMISSIONS	4,616
ADULT PATIENT DAYS	17,479
INPATIENT SURGERIES	677
DELIVERIES	1,078



Outpatient Volumes

	FYE 2017
EMERGENCY ROOM	48,805
RURAL HEALTH CLINIC	68,258
HOSPITAL O/P PROCEDURES	92,797
OUTPATIENT SURGERIES	4,998



Construction Progress

Construction Progress

- ECRMC is actively addressing the evolving medical needs of the community
- The Medical Office Building is 50% complete as of September 2017
- The MOB will offer outpatient imaging services and will be the new home of our state-of-the-art cancer treatment program



Construction Progress

- Construction on the Ancillary Services Building, which will house a new cafeteria, hospital pharmacy, and other support services, will begin in 2018
- Construction will also start in 2018 on an expansion of the emergency department, which will improve patient flow and the patient experience



Emergency Services

Emergency Services

- Managed by UC San Diego Health Care Network Emergency Physicians, the ECRMC Emergency Department combines the quality of local care with the expertise of UC San Diego Health



Emergency Services

48,805 Visits



Primary Care, Specialty & Outpatient Clinics

Primary Care, Specialty & Outpatient Clinics

- Outpatient Centers offer a variety of services to Imperial Valley residents.
- Patients can call 760.482.5000 to make appointments quickly and easily.



El Centro Outpatient Clinic

Offering:

- Primary Care
- Pediatrics
- Specialty Services
- Women's Health Services



El Centro Outpatient Clinic

43,033 Visits



Calexico Outpatient Center

Offering:

- Primary Care
- Pediatrics
- Specialty Services
- Women's Health Services
- Laboratory & Imaging



Calexico Outpatient Center



25,025 Visits

Wound Healing Center of Imperial Valley

- Celebrating 9 years as part of the ECRMC Outpatient services line.
- Physicians and Staff are trained in Wound Care and Hyperbaric Oxygen Therapy.



Wound Healing Center

Wound Care - 4,387
Hyperbaric Oxygen
Treatment - 2,931



Oncology & Hematology Center

Providing:

- Medical Consultations
- Infusion Services
- Procedures & Medication Administration



Oncology & Hematology Center

Top Disorders treated with IV Therapy

- Multiple Sclerosis
- Iron Deficiency Anemia
- Rheumatoid Arthritis
- Gastrointestinal Disorders



Oncology & Hematology Center

8,357 Visits



2016 - 2017 Annual Report

The Center of Healthcare Excellence.

Medical Imaging

Medical Imaging

Medical Imaging consists of inpatient and outpatient:

- Ultrasound
- Magnetic Resonance Imaging (MRI)
- Computed Tomography (CT)
- Diagnostic Radiology
- Nuclear Medicine
- Positron Emission Tomography (PET/CT)



Medical Imaging

- 65 staff members make up the department.
- MRI, CT, Mammography and Nuclear Medicine were accredited by the American College of Radiology
- Same day appointments in Ultrasound, MRI and Diagnostic Radiology improved patient throughput



Medical Imaging

Calexico Imaging - 6,387

Diagnostic Radiology - 59,476

Nuclear Medicine - 1,374

MRI - 2,951



Medical Imaging

Ultrasound - 15,613

CT - 15,613

PET/CT - 438



Surgery

Surgery

Top Surgeries in 2016 - 2017

- Ophthalmology - Cataracts
- Robotic - Specialties
- General - Gall Bladder
- Orthopedic - Knee Scopes
- Urology - Prostate/Bladder



Surgery

**Inpatient
Surgeries - 677**
**Outpatient
Surgeries - 4,998**



Maternal Child

Maternal Child

1,078 Deliveries



Nursing

Nurses

- ECRMC introduced the DAISY Award to its nurses in 2016
- An international program recognizing nurses for excellent and extraordinary patient care



Nurses

2016 - 2017 ECRMC
DAISY Award Recipients

- Jesus Marlen Heredia Rivera
- Jack Vanscoder
- Graciela Palacios



Community Education Outreach

Diabetes Education and Outreach Highlights



*The American Diabetes Association Recognizes this education service as meeting the National Standards for Diabetes Self-Management Education and Support.

- ECRMC's Certified Diabetes Educator launched a new diabetes education and outreach program in October 2016. 12, 220 community residents were reached through June 2017
- The highly successful program demonstrated control of diabetes reduced visits to the emergency room.
- In June 2017 the ECRMC diabetes program met requirements to receive recognition from the American Diabetes Association

Diabetes Education and Outreach Highlights



*The American Diabetes Association Recognizes this education service as meeting the National Standards for Diabetes Self-Management Education and Support.

- ECRMC and County of Imperial were selected to participate in a Center for Disease Control in a pre-diabetes prevention program.
- ECRMC partnered with the Imperial County of Education to reach out to parents of pre-school age children.

Imperial Valley Child Asthma Program Highlights

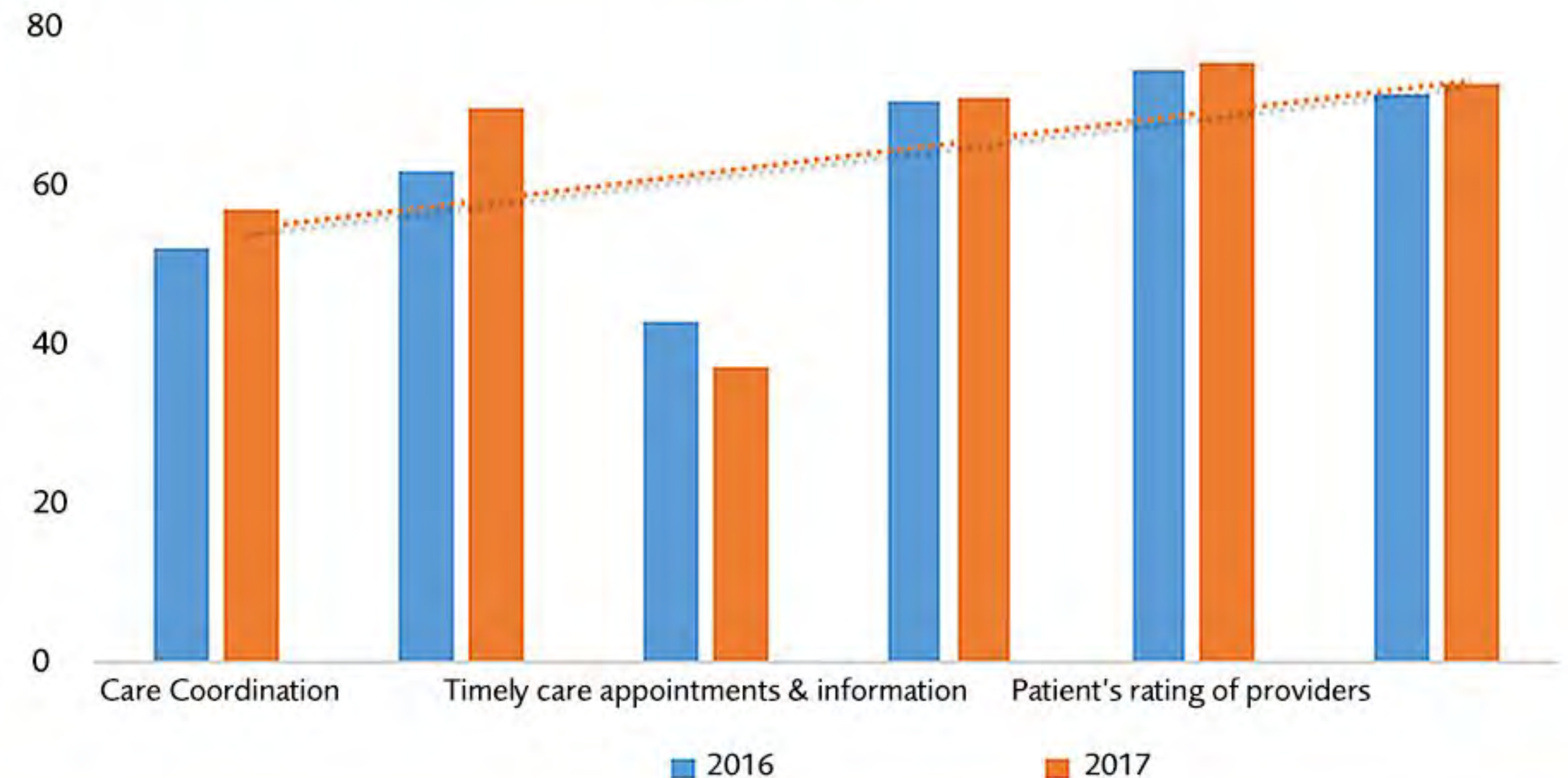
- The grant-funded program enrolled 227 asthmatic children ages 0 – 17 into the program.
- 300 parents of asthmatic children participated in one of the 21 workshops offered on caring for an asthmatic child.
- IVCAP held a successful, community-wide Stop and Listen Asthma Forum and Expo that reached 380 people.



Quality & Risk Management

Consumer Assessment of Healthcare Providers and Systems (CAHPS)- El Centro Outpatient Clinic

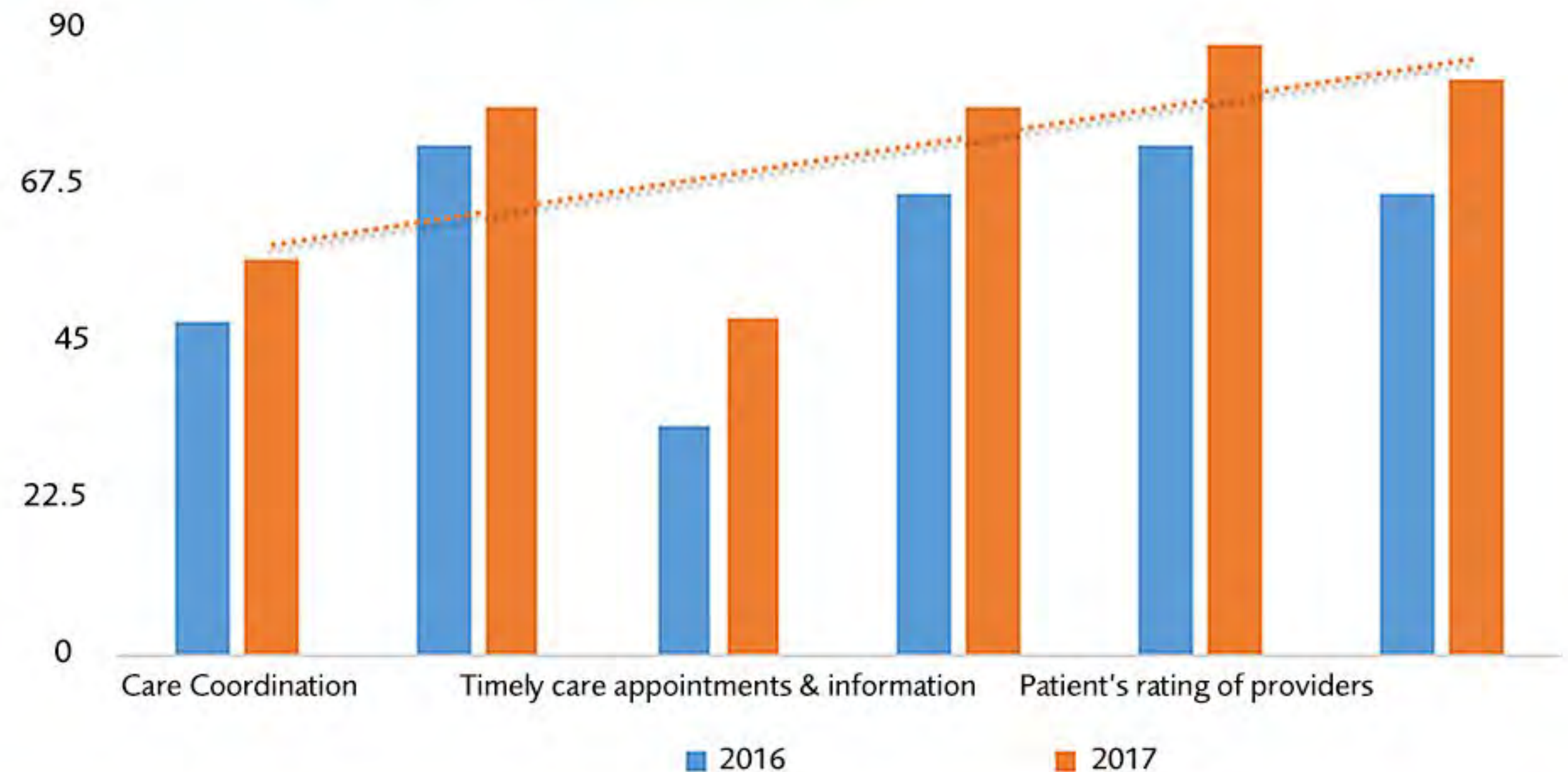
Post-visit survey completed by clinic patients



Quality & Risk Management

Consumer Assessment of Healthcare Providers and Systems (CAHPS)- Calexico Outpatient Center

Post-visit survey completed by clinic patients



UC San Diego Health Care Network

UCSD Affiliation

- ECRMC is affiliated with UC San Diego Health Care Network a collective of health care providers
- ECRMC patients have access to a higher level of care
- Highly specialized in advanced diagnostic imaging, surgical, transplant, oncologic and cardiac services



Affiliated with

UC San Diego Health
CARE NETWORK™



2016 - 2017 Annual Report

The Center of Healthcare Excellence.

Blue Star Culture

Blue Star Culture

ECRMC Introduced Blue Star Culture

- Achieving complete patient satisfaction
- Establishing employee goals and milestones



Patient Relations

Patient Relations

Pet Therapy Program

- Over 1,500 patients and visitors have participated

Aromatherapy

- Scent introduced in department lobbies to improve mood



Patient Relations

Chaplaincy Program

- Three Active Chaplains

Music For Healing

- Live music playing in the hospital to improve moods of patients, visitors and staff



ECRMC Foundation & Volunteer Services

ECRMC Foundation Board

- Brandon Walls, President
- Erica Aponte, Vice President
- Shelli Kirschner, Treasurer
- Jaysel Mendoza, Secretary
- Thomas Dineley, Director
- Denise VanAsche, Director
- Ricardo Navarro, Director



ECRMC Foundation

The Foundation raises funds for programs, projects, services and medical equipment

Programs

- Replacement Clothes program for patients in need of something to wear before leaving the hospital



Career Path Program

- Student Volunteers get hands on experience handling most duties performed by Certified Nursing Assistants



ECRMC Foundation Gifts

- In 2016 - 2017 the Foundation awarded \$60,116 in medical equipment and funding.
- This is in addition to in-kind donations the Foundation gives to the hospital
- The Jr. Foundation Board also works with the Foundation to provide volunteer services to ECRMC
 - The Jr. Foundation Board raised \$1,834 during the fiscal year.



Volunteer Services

ECRMC has:

- More than 50 adult volunteers, logging 8,198 volunteer hours
- More than 50 junior volunteers, logging 7,797 volunteer ours

Volunteers work in every department
Total Value of Volunteer time equals
\$455,200



60th Anniversary

60th Anniversary



2016 - 2017 Annual Report

The Center of Healthcare Excellence.

Outreach

Outreach

Each year ECRMC participates and hosts a number of events.

- Health Fairs
- Community Events
- Resource Fairs
- ECRMC Hosted Events



Outreach

Total Reach: 23,186



Outreach



Thank You



Questions?

