



# ANNUAL REPORT 2017-2018

**The Center of Healthcare Excellence**

# Message from the CEO

---



**ANNUAL REPORT**  
**2017-2018**

**The Center of Healthcare Excellence**

# Message from the CEO

---



Welcome to **El Centro Regional Medical Center**, where the future of medicine, healing, health, and caring resides in Imperial County.

We are committed to meeting the needs of our community and providing high quality, compassionate care with the finest technology and services available today.

The 2017–2018 fiscal year saw a great number of **successes and implementation of services** to continue elevating ECRMC to the next level. ECRMC's laboratory was re-accredited by the College of American Pathologists, the Gold Standard of laboratory accreditation. In addition, ECRMC became the only American College of Cardiology accredited Chest Pain Center in the Imperial Valley. ECRMC also received the prestigious Healthgrades 2018 Patient Safety of Excellence Award.

# Message from the CEO

---



**Construction and expansion** continues to ensure we are able to continue providing the best care to the region as we broke ground on the Ancillary Service Building and finalized work on the Medical Office Building.

With **health and wellness** being our primary focus the ECRMC campus has officially become a Smoke and Tobacco Product-Free Campus, providing a healthy and safe environment for our employees, patients and visitors.

We will continue to grow offering state-of-the-art CT, MRI and 3D mammography. We are also gearing up to open a one stop Women's Health Center to care for all of your needs.

# Message from the CEO

---



We are always challenging ourselves on ways to make the healthcare experience better for our patients, physicians and staff. ECRMC is evaluating a new computerized health information system that automates all aspects of the healthcare process from registration to clinical documentation to measuring outcomes. The future EMR system will help our staff deliver more efficient and safer care to our patients.

**Thank you for visiting ECRMC.** We invite you to call or visit our hospital, one of our outpatient facilities or our Medical Office Building, to discover how our broad range of services can meet your health and wellness needs.

# Board of Trustees

---



**ANNUAL REPORT**  
**2017-2018**

**The Center of Healthcare Excellence**

# Board of Trustees



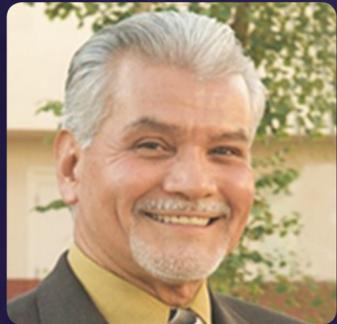
**Joe Picazo,**  
President



**Cheryl Viegas-Walker,**  
Vice President



**Amanda Brooke,**  
Secretary



**Oliver Alvarado,**  
Board Member



**Efrain Silva,**  
Board Member/Council



**Patty Maysent**  
Board Member/UCSD



**Christian Tomaszewski,**  
MD  
Board Member/UCSD



**Elias N. Moukarzel, MD**  
Chief of Staff  
Honorary Member

# Leadership

---



**ANNUAL REPORT**  
**2017-2018**

**The Center of Healthcare Excellence**

# Leadership

---



**Adolphe  
Edward,**

DrHA, MBA, MS  
Chief Executive Officer



**Cathy  
Kennerson,**

Chief Strategic Officer



**Ronda  
Sanchez,**

Chief Compliance Officer



**Luis  
Castro,**

Chief Human Resources  
Officer



**Louise  
Kenney,**

RN, BSN, MSM  
Chief Nursing Officer



**Mark  
Nellis,**

Chief Financial Officer



**Joey  
Meneses,**

Chief Information Officer



**Charles  
Rhoades,**

Acting Chief Ambulatory  
Services Officer

# Medical Staff

---



**ANNUAL REPORT**  
**2017-2018**

**The Center of Healthcare Excellence**

# Medical Staff

---



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



**Mohammed Al-Jasim, MD**  
Medicine  
Chief of Staff-Elect



**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 DeLugos, MD, Emergency Medicine
- Masoud Afshar, MD, Medicine
- Marisel Chibas, MD, OB/GYN
- Jorge Robles, MD, Outpatient



# Additional Medical Staff



## 69 New Privileges Granted

- 5 Anesthesiology
- 2 Cardiology
- 4 Diagnostic Radiology
- 15 Emergency Medicine
- 9 Family Practice
- 4 General Surgery
- 13 Internal Medicine

# Additional Medical Staff

---



## 69 New Privileges Granted

- 1 Nephrology
- 1 Neurology
- 1 Obstetrics & Gynecology
- 2 Psychiatry
- 1 Urology

# Additional Medical Staff

---



## 69 New Privileges Granted

- 1 Nurse Midwife
- 8 Nurse Practitioner
- 1 Physician Assistant

# Laboratory Services

---



**ANNUAL REPORT**  
**2017-2018**

**The Center of Healthcare Excellence**

# Laboratory Services

---

- **ECRMC's Robert J. Westcott Memorial Laboratory was re-accredited by the College of American Pathologists (CAP)** after a very successful, unannounced inspection in 2018. The CAP is considered the **GOLD** standard of laboratory accreditation.
- **An Arkray Aution Hybrid AU-4050** was acquired for \$56,500. This fully-automated, integrated urine chemistry and sediment analyzer improves efficiencies and speeds up urinalysis testing.
- **Two BioFire FilmArray Systems** were acquired for \$55,750. This molecular testing platform rapidly tests for numerous pathogenic organisms from a single sample.



# Mission, Vision, Values

---



**ANNUAL REPORT**  
**2017-2018**

**The Center of Healthcare Excellence**

# Mission, Vision, Values

---

## Mission Statement

Promote health and wellness through the delivery of innovative, high quality patient care.

## Vision Statement

Creating a healthy future for our community through better medicine and greater wellness.

# Mission, Vision, Values

---



## Values Statement

- **Excellent Service**
- **Clinical Quality & Patient Safety**
- **Best People**
- **Caring Culture**
- **Resource Stewardship**
- **Outstanding Patient Experience**

# Chest Pain Accreditation

---

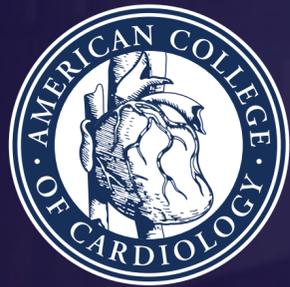


**ANNUAL REPORT**  
**2017-2018**

**The Center of Healthcare Excellence**

# Chest Pain Accreditation

The **ONLY** ACC Accredited Chest Pain Center in the Imperial Valley



ACC  
Accreditation  
Services™



In collaboration with  
**American Heart Association**  
**Hospital Accreditation**

- ECRMC Received Chest Pain Center Accreditation from the American College of Cardiology (AAC).
- The hospital demonstrated expertise and commitment in treating patients with chest pain.
- The accreditation was awarded after an on-site evaluation of the staff's ability to evaluate, diagnose and treat patients who may be experiencing a heart attack.

# Healthgrades

---



**ANNUAL REPORT**  
**2017-2018**

**The Center of Healthcare Excellence**

# Healthgrades

---



- ECRMC was the recipient of the **Healthgrades 2018 Patient Safety Excellence Award.**<sup>(TM)</sup>
- Awarded to the **TOP 10%** of all short-term acute care hospitals reporting patient safety data.

# Healthgrades



During the 2014 to 2016 study period, Healthgrades found that patients treated in hospitals receiving the Patient Safety Excellence Award were, on average:

- **55.6%** less likely to experience an accidental cut, puncture, perforation or hemorrhage during medical care, than patients treated at non-recipient hospitals
- **52.4%** less likely to experience a collapsed lung due to a procedure or surgery in or around the chest, than patients treated at non-recipient hospitals



# Healthgrades



## On average, patients also are:

- **62.8%** less likely to experience catheter-related bloodstream infections acquired at the hospital, than patients treated at non-recipient hospitals
- **54.3%** less likely to experience pressure sores or bed sores acquired in the hospital, than patients treated at non-recipient hospitals

# UC San Diego Health Care Network Affiliation

---



**ANNUAL REPORT**  
**2017-2018**

**The Center of Healthcare Excellence**

# UC San Diego Health Care Network Affiliation

---

Affiliated with

**UC San Diego Health**  
CARE NETWORK™

- El Centro Regional Medical Center (ECRMC) is affiliated with UC San Diego Health Care Network, a collective of health care providers including UC San Diego Health and faculty physicians, community hospitals, medical groups, and physicians based in San Diego, Riverside and Imperial counties.
- Affiliates collaborate to co-develop systems, infrastructure, care pathways and quality initiatives to provide high-value health care for the benefit of patients, health plans and employers.
- If needed, patients of ECRMC will have access to tertiary and quaternary care services of UC San Diego Health. These services include highly specialized and advanced diagnostic, imaging, surgical, transplant, oncologic and cardiac services typically found only in academic health centers.



ANNUAL REPORT  
**2017-2018**

**The Center of Healthcare Excellence**

# Maternal Child

---



**ANNUAL REPORT**  
**2017-2018**

**The Center of Healthcare Excellence**

# Couplet Care / Private Rooms for Tender Moments

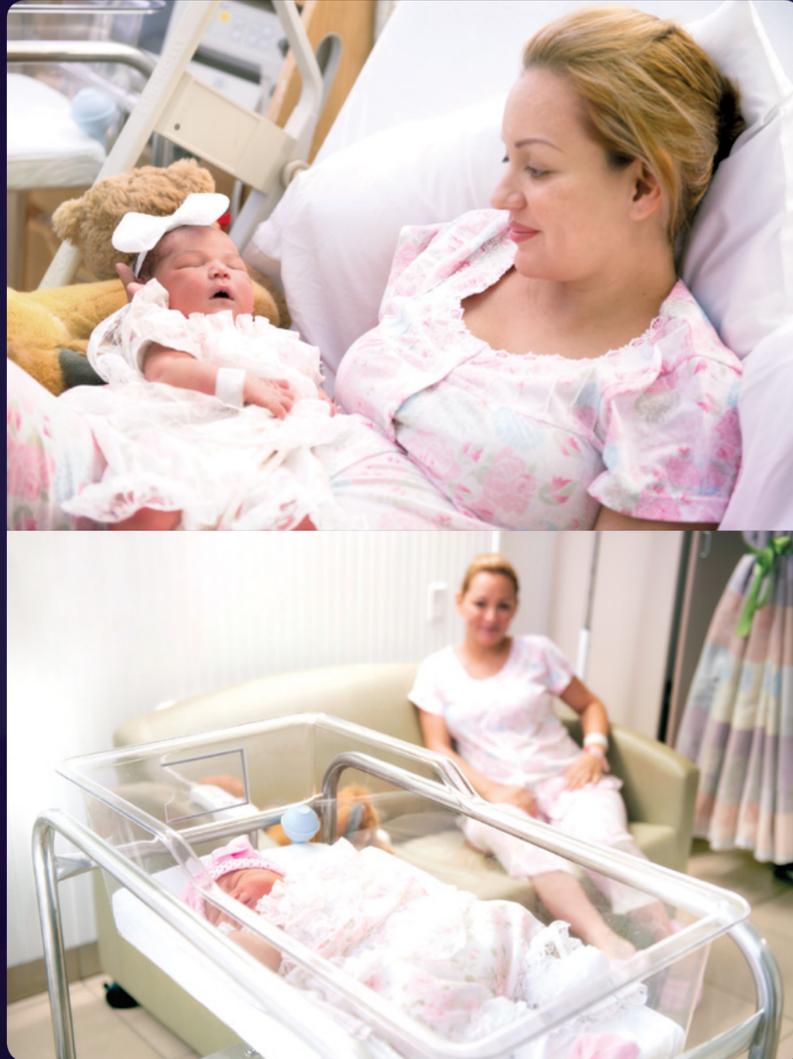


El Centro Regional Medical Center (ECRMC) was pleased to introduce Couplet Care in its Maternity Department. With a focus on Family-Centered Care, newborn babies will stay in the room with their mothers and a support person throughout their hospital stay.

## Advantages:

1. Baby sleeps better and cries less.
2. It is less stressful for the baby.
3. Lactation starts sooner.
4. Baby feeds more often.
5. Women exclusively breastfeed longer and continue to breastfeed longer.
6. Parents can recognize their baby's feeding cues.
7. Parents can get to know their baby better.
8. Parents are better prepared to take care of their baby.

# Couplet Care / Private Rooms for Tender Moments



A support person is also considered vital in Couplet Care. ECRMC allows the support person to stay with maternity and newborn patients 24 hours a day during their care. The support person is also instructed on how to assist when needed.

*"ECRMC is providing the best quality of care possible and that includes ensuring that our maternity patients are well prepared to handle the changes in life that come with having a baby."*

**- Ruth Perry, Certified Nurse Midwife**

# Maternal Child Education

---

The ECRMC Childbirth Class is a four-hour class, held once a month, for mothers and their support person, and was developed to help prepare them for delivery at ECRMC. The class is taught by our most experienced nursing staff. The class is designed to inform about:

- **Discomforts of pregnancy and third trimester**
- **Labor & Birth**
- **Medical Interventions**
- **Vaginal & Cesarean Birth**
- **Comfort measures during labor**
- **Breastfeeding**
- **Mother-Baby Care**

# Asthma Wellness Program

---



**ANNUAL REPORT**  
**2017-2018**

**The Center of Healthcare Excellence**

# Asthma Wellness Program

- The Asthma Wellness Program (AWP) has designed and integrated workflows in the ECRMC clinic electronic medical record (EMR), capturing valuable data on our target asthma population.
- Using a qualified team, the AWP is able to analyze captured data and create a tailored resource that eliminates barriers to care for our target population.
- The successful integration of the AWP in to the EMR has provided a framework for asthma disease surveillance, asthma outcome measures, and program evaluation.
- Funding from Imperial County's Local Health Authority allowed ECRMC to develop the AWP as part of the Asthma Community Linkages Project.



# Diabetes Education Service Program

---



**ANNUAL REPORT**  
**2017-2018**

**The Center of Healthcare Excellence**

# Diabetes Education Service Program

- Currently, 16.9% of the population has been diagnosed with diabetes in Imperial County.
- ECRMC has the only active diabetes education program in the region and was recently recognized by the American Diabetes Association.
- As of May of 2018, ECRMC's Diabetes Education Program expanded with the help of a Centers for Disease Control (CDC) funded grant to provide education and lifestyle management services to participants who suffer from prediabetes, a condition marked by elevated blood glucose levels, which is an early risk factor for diabetes.
- The program empowers the patient to make informed decisions about their own self-care; thereby, improving their quality of life and health outcomes.



# Diabetes Education Service Program

- Participants gain the knowledge, skills, and ability to maximize self-management of their disease, supporting informed decision making, self-care behaviors, problem solving, and active collaboration with their healthcare team.
- The Diabetes Education Program is overseen by a Certified Diabetes Educator offering in-person group sessions at both the El Centro Outpatient Clinic and the Calexico Outpatient Clinic.
- The program provides self-management education and support services to participants with diabetes who are referred to the program.



# Construction Update

---



**ANNUAL REPORT**  
**2017-2018**

**The Center of Healthcare Excellence**

# Ancillary Service Building

## ECRMC Breaks Ground on Ancillary Service Building Construction

In April 2018, ECRMC board members and City of El Centro officials broke ground on a 29,000 sq. ft. Ancillary Service Building that will be constructed on the main campus of the hospital.



# Ancillary Service Building



The two-story Ancillary Service Building will provide an upgraded inpatient pharmacy; a state-of-the-art expanded kitchen/cafeteria with plenty of seating for patients, staff and visitors; a sterile processing department;

medical records; offices for administration, and materials management with a receiving dock. The Ancillary Building is expected to be completed in 2020.

# Medical Office Building



Coming Soon!

## Medical Office Building

- Construction continued on the Medical Office Building (MOB) through the 2018 fiscal year.
- The 48,000 sq. ft. building cost \$16 million.
- Once opened the MOB will house the Oncology, Hematology & Infusion Center; Outpatient Imaging, and a UC San Diego Health Specialty Clinic.
- ECRMC will invest in new equipment and technology, specifically for outpatient imaging, to better serve the community.

# Emergency Services

---



**ANNUAL REPORT**  
**2017-2018**

**The Center of Healthcare Excellence**

# Emergency Services



For the past three years, a select group of UC San Diego Health emergency physicians has been managing services in the El Centro Regional Medical Center (ECRMC) Emergency Department, improving the capabilities and efficiency of the care we provide every day.

ECRMC is proud to be affiliated with UC San Diego Health Care Network. This affiliation has allowed ECRMC to combine the best of what we provide locally with the expertise of UC San Diego Health, the region's only academic health system.

From comprehensive stroke care, when every second counts, to stitching deep cuts and evaluating flu symptoms, emergency physicians from UC San Diego Health provide the highest quality of care to every patient who arrives through the emergency room doors at El Centro Regional Medical Center.

**Emergency services are available 24 hours, seven days a day.**

# New Service Line

---



**ANNUAL REPORT**  
**2017-2018**

**The Center of Healthcare Excellence**

# Coronary CTA Update - FY 2018



- Contrast CT Study to examine arteries that supply blood to the heart
- Used to determine whether arteries have been narrowed by plaque buildup
- Good tool for evaluation prior to Cath. Lab Procedure
- Staff training completed 09/2017
- First patient seen in 10/2017
- **236 studies performed** (including Calcium Scoring) since implementation!

# Finance

---



**ANNUAL REPORT**  
**2017-2018**

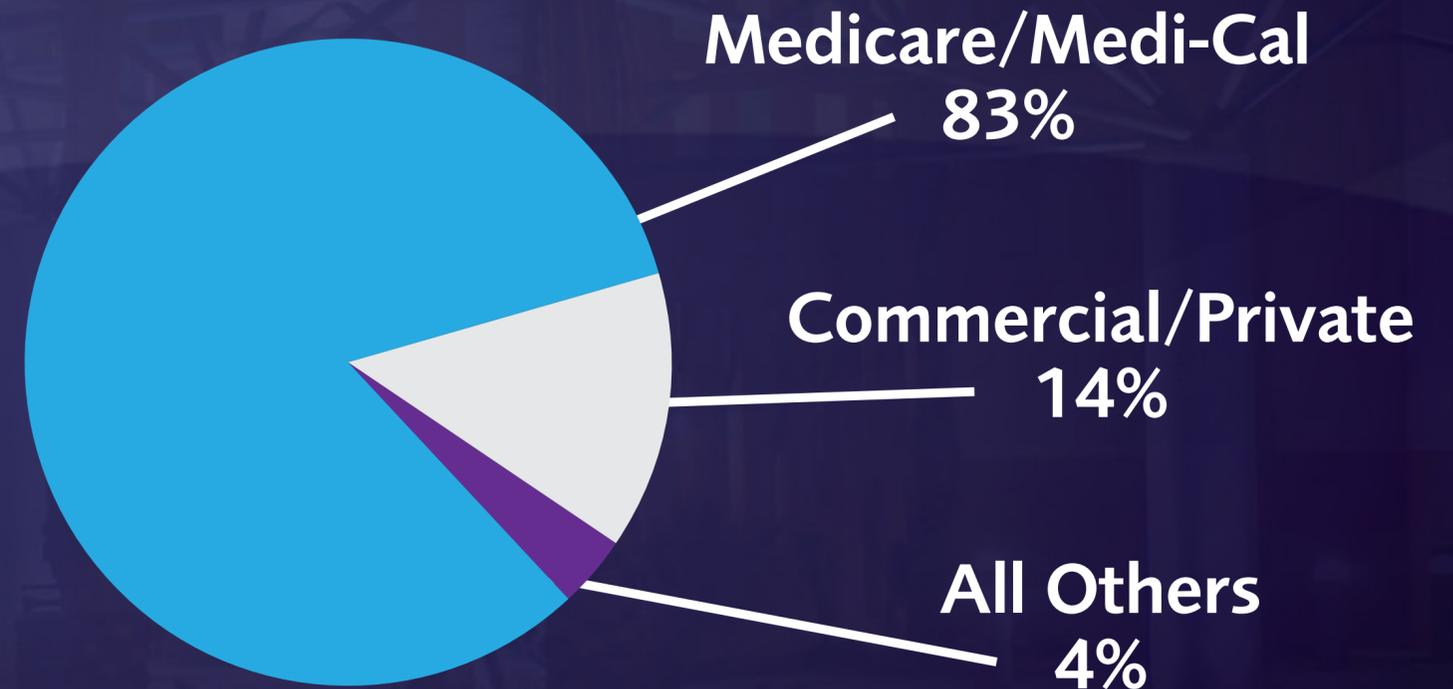
**The Center of Healthcare Excellence**

# Finance / Fiscal Year 2018

## Financial

Net operating revenue	\$156,801,388
Net position	\$51,454,761
Current assets totaled	\$59,526,458
Total assets	\$240,189,046
Net capital assets increased	13.10%
Net capital investments grew by	46.7%

## Payor Mix



# Finance / Fiscal Year 2018

---

## Capital Asset Investments

---

Increased by	\$10,782,871
Medical equipment	\$829,000
Ultrasound System	\$152,000
Building & Construction	\$16,200,000
Information Systems & Infrastructure	\$1,300,000
4k Image Management System - Surgery	\$80,000

# Finance / Fiscal Year 2018

---

## Inpatient Volumes

Adult admissions	5,242
Adult patient days	20,723
Inpatient surgeries	839
Deliveries	1,058

## Outpatient Volumes

El Centro & Calexico Outpatient Clinics	82,002
Hospital O/P Procedures	115,260
Outpatient Surgeries	4,833

# Finance / Fiscal Year 2018

## Statistics

Emergency service visits	47,923
Wound Healing Center	4,808
Oncology & Hematology	6,186

## Medical Imaging



Calexico Imaging	6,716
Diagnostic Radiology	58,463
Nuclear Medicine	1,137
MRI	3,038
Ultrasound	16,848
CT	17,662
PET	472

# Outpatient Centers

---



**ANNUAL REPORT**  
**2017-2018**

**The Center of Healthcare Excellence**

# Calexico & El Centro Outpatient Centers



## Offering:

- Primary Care
- Pediatrics
- Specialty Services
- Women's Health Services
- Laboratory & Imaging  
(Calexico only)

# ECRMC Foundation

---



**ANNUAL REPORT**  
**2017-2018**

**The Center of Healthcare Excellence**

# ECRMC Foundation

- The ECRMC Foundation plays a vital role in making a difference in the lives of our community.
- The Foundation Board consists of community members and ECRMC employees who volunteer their time and talent to help make a difference.



# ECRMC Foundation

---

**Marty Dineley, President** / Retired - ECRMC

**Brandon Walls, Past President** / Reach Air Medical Services

**Dennis Van Asche, Vice President** / ECRMC Director of Oncology

**Shelli Kirschner, Treasurer** / Imperial County Office of Education

**Jaysel Mendoza, Secretary** / Rabobank

**Thomas Dineley, Director** / Semi-retired - El Centro Motors

**Ritchie Navarro, Director** / ECRMC Emergency Department



ANNUAL REPORT  
**2017-2018**

**The Center of Healthcare Excellence**

# ECRMC Foundation

---

Due to the generous support, the Foundation funded the following programs and equipment for the 2017-2018 ECRMC fiscal year:

## Equipment:

**\$51,000** - Hematology Analyzer for Oncology

**\$35,000** - Capnography System for ICU/Med-Surg

**\$23,000** - Lifepack 15 Defibrillator for ED

**\$3,100** - Booth and Education Materials for the Education Department

**\$2,900** - Newborn Mannequin for OB

**\$700** - Commercial Toaster

# ECRMC Foundation

---

## Foundation Funded Programs:

**\$10,000** - ECRMC Career Path Program

**\$5,000** - Teddy Care Program

**\$3,000** - Asthma Program

**\$2,500** - Replacement Clothes Program

**\$1,000** - ECRMC Employee's Caring Fund

**\$500** - ECRMC Baby & Children's Expo

Donation of over 2,000 stuffed animals from El Centro and Palm Desert Petsmart's customers donated exclusively to our sick children during the holidays.

# Volunteer Services

The Volunteer Services Program at ECRMC is one of the many opportunities in the Imperial Valley to serve the community through volunteerism. ECRMC has three volunteer programs: the Junior Volunteer program, the Adult Volunteer program, and the Career Path program.

**Total Volunteers**

**204**

Volunteer Hours

**18,271**

Volunteer Hours Value

**\$531,503**

Areas, Clinics, and  
Departments Served

**25**



# New Website Launch

---

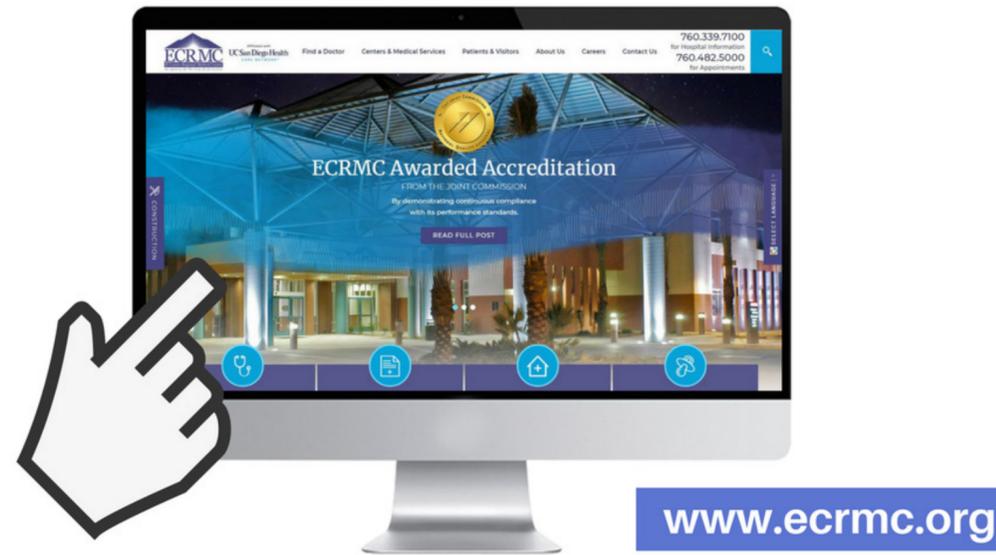


**ANNUAL REPORT**  
**2017-2018**

**The Center of Healthcare Excellence**

# New Website Launch

OUR NEW WEBSITE IS  
NOW ONLINE!



The Marketing Team proudly announced the launch of the new **ecrhc.org** website in 2018. The new website was designed with patients in mind, simplifying navigation, and providing more resources and information on our services, events and programs.

## The new site features:

Physician Directory, e-Cards, Events Calendar (with online registration), Gallery, Web Nursery Gallery, Patient Reviews, and is ADA Compliant.

We encourage everyone to visit and explore the site. To stay connected on social media, follow us on Facebook, Instagram, and Twitter.

We look forward to staying connected.



# Patient Relations

---



**ANNUAL REPORT**  
**2017-2018**

**The Center of Healthcare Excellence**

# Patient Relations

## Pet Therapy

We believe Pet Therapy can help reduce loneliness, lower anxiety, and provide a happy distraction for patients. The dogs are certified by Therapy Dogs International and visit with our patients and staff on Thursdays from 2-4 pm.

## Music for Healing

Music can be heard in our halls for our patients every week and the joy, the tears, the tapping of the feet, and the happiness that both our patients and staff have expressed has been overwhelming.



# Patient Relations

---

## Chaplaincy Program

The development and implementation of this program was designed to meet the spiritual needs of the hospital's patients and their families 24 hours a day, seven days a week. Currently we have four active Chaplains.

## Aroma Therapy

Aroma Therapy helps relieve anxiety, depression, nausea, high blood pressure, and tests show a 40% improvement in our mood when exposed to a pleasant fragrance. We have several units throughout the hospital and ancillary buildings.



# Smoke and Tobacco Product-Free Campus

---



ANNUAL REPORT  
**2017-2018**

**The Center of Healthcare Excellence**

# Smoke and Tobacco Product-Free Campus

- ECRMC implemented a new smoke and tobacco product-free policy at all of its facilities.
- The new policy bans the use of all tobacco products, including cigarettes, cigars, pipes and smokeless tobacco, within all properties owned, leased, or occupied by ECRMC.
- The new policy reflects the health system's mission: To eliminate tobacco-use on our properties and provide a healthy and safe environment for employees, patients and visitors and to promote positive health behaviors.



# Nursing

---

# Nurses

---



The DAISY Awards is an international program that recognizes nurses for excellent and extraordinary patient care.

# Nurses



## 2017-2018 DAISY Award Recipients



**Ebony Lofton**  
September 2017



**Enrique Temores & Sandra Torres**  
February 2018



**Blanca Navarro**  
May 2018

# Inaugural Employee Award

---



**ANNUAL REPORT**  
**2017-2018**

**The Center of Healthcare Excellence**

# Inaugural Employee Award

New **Inaugural Employee Awards** took place during the ECRMC GALA 2017. In the past only ONE employee was recognized as the Employee of the Year. In December five employees of the year received an award. We also recognized the Team of The Year and Provider of the Year.

## Congratulations to our Employees of the Year



[ECRMC.org/careers](https://www.ecrmc.org/careers)

# Inaugural Employee Award

---

## Congratulations to the awardees!

- **Dr. Mohammed Al-Jasim** - Physician of the Year
- **Tyler Salcido** - Senior HealthCare Executive of the Year Award
- **Tisha Benavides** - Management/Manager of the Year Award
- **Guadalupe Heredia** - Clinical Service Line of the Year Award
- **Lucy Cazares** - Administrative Service Line of the Year Award
- **Oscar Ontiveros** - Technical Service Line of the Year Award
- **Information Systems** - Team of the Year

# Community Outreach

---



**ANNUAL REPORT**  
**2017-2018**

**The Center of Healthcare Excellence**

# Community Outreach



Each year ECRMC participates and hosts a number of events.

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

# Community Outreach



ANNUAL REPORT  
**2017-2018**

**The Center of Healthcare Excellence**

# Community Outreach



# Community Outreach



ANNUAL REPORT  
**2017-2018**

**The Center of Healthcare Excellence**

# Thank You

---



**ANNUAL REPORT**  
**2017-2018**

**The Center of Healthcare Excellence**

# Questions?

---