

MESSAGE FROM THE CEO

A great 2018, a bright future in 2019!

I'd like to take the time to thank everyone for being a part of Pioneers' successes this year. I know that each of you works diligently to care for our patients and the communities we serve. Taking the time to look at where we've been over the last year and how far we've come, says much about each and everyone's commitment.

You have helped our community see the improvements in how we care for the individual needs of patients as we watch our patient satisfaction scores take an important step up through the year. We've also seen the county's residents share how they feel about the care you give, by voting Pioneers Memorial Healthcare District as the "Reader's Choice" BEST HOSPITAL in Imperial County for the second year in a row!

We started off the year with the renewed and expanded support for pediatric services in Brawley, assuring the continued care for children's health in Brawley. A deepened and recommitted support for interventional radiology and cardiology was signaled by breaking ground on the first interventional cath lab in Imperial County. A new 3-Tesla MRI has just been installed and will be supporting our radiologists in 2019, as they continue to increase their service to the



community, in support of the medical staff and their patients. A significant investment was made in the development of a dedicated Endoscopy suite to meet the enormous need for gastroenterology services.

Imperial Valley College and Pioneers renewed and deepened their relationship to continue serving health needs of the students we serve on their campus. Our relationship with and investment in the city of Calexico has been expanded by breaking ground and expanding the clinic, and initiating the placement of new services and soon more physicians and providers for women and pediatric patients.

You are the team that makes all of this work.

While you've accomplished much, together... we remain committed to finding better ways to care for our communities through continued improvement in teamwork that supports each other that has become the culture and history of Pioneers.

In the coming year, I know we have the dedicated team needed to meet the ever increasing need for great healthcare in Imperial County. Thank you for your dedication and hard work on a daily basis.

-Larry Lewis, CEO



Quality of Care

from Quality & Risk Department

The Quality and Risk Department are collaborating their efforts to initiate the HEART program here at PMHD. HEART, which stands for healing, empathy, accountability, resolution and trust are the main pillars of what the program is made up of. BETA our liability carrier has provided the HEART initiative to help decrease our insurance premium but more importantly to establish a culture that reduces patient harm and utilizes a just culture when responding to adverse events.

The HEART program is made up of five domains:

1. Culture of Safety
2. Rapid Event Detection, Investigation, and Determination
3. Communication and Transparency
4. Care for the Caregiver
5. Early Resolution

We are currently working on the Care for the Caregiver domain and are seeking peer supporters to be a part of our team! If you are interested in being a peer supporter or would like more information please contact ext. 4484/4485 and ask to speak with Merlina or Ana.

Important Dates to Remember

- MARCH 30 5th Annual Employee Picnic
- MAY 6-12 National Nurses Week
- MAY 12-19 National Hospital Week

Meet Project PRIME Better Care for all

PRIME is short for: Public-Hospital Redesign and Incentives in Medi-Cal and is a five year Project with the State of California.

PIONEERS MEMORIAL began the PRIME journey in early 2016 and will continue thru 2020. There are 52 participating health systems, 18 projects and 90 metrics. PMHD is participating in four projects: Patient Safety, Cancer Screening, Care Transition and Antimicrobial Stewardship. We are incentivized by reaching annual targets set by our program administrators here at the hospital.

Our four Primary goals of PRIME here at PIONEERS MEMORIAL are to:

1. Increase the PRIME entities' ability to provide patient-centered data driven team based care to high utilizers and those at risk of becoming high utilizers;
2. Improve the PRIME entities' capacity to provide point of care services, complex care management, and population health management by strengthening their data analytic capacity;
3. Improve population health and health outcomes for Medi-Cal beneficiaries, as demonstrated by the achievement performance goals related to clinical improvements, preventative interventions, and patient experience metrics; and
4. Improve participating PRIME entities' ability to provide high quality care that integrates physical and behavioral health and coordinates care across different settings.



#WeAreAllONE

Tips to Stop Influenza from Spreading at work



- **Get Vaccinated**--Flu Vaccine is available at employee health free of charge for PMHD employees.
- **Hand Hygiene**--Perform hand hygiene often (20 second hand wash or use of Hand Sanitizer).
- **Avoid touching**--Eyes, nose, mouth: Germs spread this way.
- **Respiratory & Cough Etiquette**--Use a tissue when sneezing; cover your cough with upper arm/tissue. Encourage coworkers, patients and visitors to do the same.
- **Offer Mask to patients with cold/flu symptoms**--If patient can tolerate wearing a regular face mask, encourage they wear one while waiting to be examined and during evaluation.
- **Disinfect your work station often**-- Keep frequently touch common surfaces (phones, keyboards, computer equipment) clean.
- **If you are ill**--stay home until fever resolves. CDC recommends that workers who have a fever and respiratory symptoms stay at home until 24 hours after their fever ends

Human Resources Advantages for you in 2019

Employee Benefits to consider this year:

- Employee Assistance Program (Cigna)- Explore the services available to you (877-622-4327)
- Be sure to schedule your 1:1 retirement meetings , start planning ahead!
- Annual Benefits fair will be held in May this year!
- Regarding medical Leaves of absences, HR coordinates your SICK/PTO hours with State Disability, when applying for EDD State Disability, please consider using their online services.

For more questions call Human Resources at (760) 351-4297

PIONEERS

MEMORIAL HEALTHCARE DISTRICT

Hospital Foundation News Update



Our Pioneers Memorial Hospital Foundation continues with its Spirit and Will to Give as they are ramping up for the 17th Annual Norm Lassey Golf Classic.

The proceeds of this annual fundraiser are to support and expand services and various projects at PIONEERS MEMORIAL Hospital

The date for this event has been set for Saturday, March 16th at the Del Rio Country Club in Brawley. For more information on this Tournament contact Rod Smart at (760) 455-9383.

For more on the Hospital Foundation go to: www.pmhdfoundation.org



PIONEERS MEMORIAL is pleased to announce our new partnership with TicketsatWork. Now you'll have access to exclusive savings on movie tickets, theme parks, hotels, tours, Broadway and Vegas shows & more. Be sure to visit often as new products and discounts are constantly being added!

For customer service, please call 1-800-331-6483

Our Company Code is: PIONEERSFUN