LEADING-EDGE COMPREHENSIVE CARE AT ARMC BURN CENTER
Health SCENE

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SICILIAN CAJUN CHICKEN PASTA
8 SERVINGS
1. Heat Wok to 300 degrees and add two teaspoons of olive oil and the chicken.
2. Stir-fry the chicken until it is white and tender.
3. Add the red onion, bell peppers, celery, garlic and Cajun spice and the rest of the olive oil.
4. Stir on high heat for five minutes.
5. Add tomatoes and simmer for ten minutes.
6. Add cooked pasta, fresh basil, and stir fry until hot. Serve right out of the wok.

NOTE: This pasta dish may be served hot or cold, as a side dish or main entrée.

INGREDIENTS:
- 2 CUPS MULTI-COLORED ROTINI, COOKED AL DENTE AND DRAINED WITH COLD WATER
- 4 CHICKEN BREASTS, BONELESS CUT INTO STRIPS
- 2 CUPS DICED RIPE TOMATOES
- 1/4 CUP CHOPPED GARLIC
- 1 CUP DICED RED ONION
- 1 CUP DICED BELL PEPPERS
- 1 CUP DICED CELERY
- 2 TSP CAJUN SPICES
- 1 BUNCH OF CHOPPED FRESH BASIL
- 1/3 CUP EXTRA VIRGIN OLIVE OIL

chefSCENE
A wok is a round-bottomed cooking vessel originating in China. Woks are mostly used for stir-frying, but can be used for steaming, deep frying, braising, stewing or making soups. They are used with a long-handled utensil so as not to burn the hand. The curved shape of the wok produces a small hot area on the bottom of the pan. The curved pan provided a larger usable cooking surface. Pieces of food at the bottom of the pan can be pushed up the sides to make room for another ingredient.

Arrowhead Regional Medical Center held its Lunch and Learn event on January 10. The event was free and open to the public and drew quite a bit of media attention. The hospital’s Executive Chef, Joe Eidem, did a cooking demonstration using a Wok, including tasting samples and recipe handouts. While most Woks are used for stir-frying, they can be used in many other ways, such as steaming, braising, stewing or making soups. At this healthy cooking demonstration, Chef Joe cooked a tasty Sicilian Cajun Chicken Pasta dish, while giving some tips on utilizing the Wok for a variety of flavors and health benefits.
**NEUROSURGEON**

**DR. GAYATRI SONTI EARN TOP DOCTOR DESIGNATION**

Gayatri Sonti, D.O., completed her residency at Arrowhead Regional Medical Center as well as her fellowship training.

Now, a neurosurgeon at Swedish-American Hospital, she specializes in degenerative disc disease, spina bifida, and cranial trauma. She earned her Top Doctor Award for demonstrating clinical excellence while delivering high standards of patient care.

**ARMC PHYSICIAN DONATES TO LOCAL FAMILIES IN NEED**

Guillermo Valenzuela, M.D., chairman of ARMC’s Women’s Health Services, recently donated to local underserved families and women in the Inland area through the Guillermo J. Valenzuela Foundation. The Foundation awarded $180,000 in grants to several organizations including the El Sol Neighborhood Educational Center of San Bernardino; Inland Behavioral and Health Services, Inc., of San Bernardino; Reach Out of Upland; Southern California Public Radio; and Time for Change Foundation of San Bernardino, which provides safe, affordable housing for homeless women and children.

**WELCOME TO DR. FERNANDO SORTO**

A big welcome to Dr. Fernando Sorto who joined the ARMC Internal Medicine/Pulmonary and Critical Care Medicine faculty this past summer. Dr. Sorto completed his Internal Medicine residency at ARMC. He was instrumental in the decision to start an AOA accredited Pulmonary/Critical Care Medicine fellowship and was one of our first two fellows to start the program in 2014. As a fellow, he has done an outstanding job and he successfully passed his Pulmonary Board certification exam. We look forward to further growth in the Pulmonary/Critical Care division at ARMC as we transition to ACGME accreditation. The fellowship has had a very positive impact on the quality of service that is delivered to our patients.

**DR. CHERYL TWU IS RECOGNIZED AS A TOP DOCTOR IN BURBANK**

Cheryl Twu, DO, FACOG, obstetrician and gynecologist at Burbank Women’s Health, and affiliated with Providence Saint Joseph Medical Center, and Glendale Memorial Hospital & Health Center, was named a Top Doctor in Burbank. Dr. Cheryl Twu’s career in medicine started in Vallejo in 2006, when she graduated from the Touro University College of Osteopathic Medicine. She did her internship and residency at Arrowhead Regional Medical Center. Dr. Twu is board certified in Obstetrics and Gynecology, and is renowned as an expert in minimally invasive surgery. Top Doctor Awards specialize in recognizing and commemorating the achievements of today’s most respected doctors.
ARMC ER PHYSICIAN SHARES BEST PRACTICES WITH LOS ANGELES FBI

Associate Clinical Professor of Emergency Medicine, Michael M. Neeki, D.O., recently visited with staff at the Los Angeles FBI headquarters to speak about hospital and pre-hospital trauma care and disaster response. Because of his involvement with the local SWAT team, law enforcement, and his role as San Bernardino County Probation Department Chief Medical Officer, Dr. Neeki is often called upon to share best practices in trauma care.

ARMC ER PHYSICIAN PARTICIPATES IN ACTIVE SHOOTER TRAINING

ARMC EMERGENCY MEDICINE PA’S TO COMPETE IN NATIONAL CONTEST

Arrowhead Regional Medical Center (ARMC) Emergency Medicine Physician Assistant Fellows from Vituity’s formal postgraduate training program, will compete in the Society of Emergency Medicine PAs (SEMPA) Quiz Bowl being held at the SEMPA 360 Conference on May 5, 2018, in San Antonio, Texas.

Last year at the SEMPA quiz bowl held in Arizona, ARMC was represented by EMPA Fellows Sean Miller and Kerstin Claunch, who competed against other postgraduate trainees from New York Presbyterian/Weill-Cornell Medical Center; Albany Medical Center; Yale New Haven Hospital; Regions Hospital (MN); Staten Island University Hospital; UCSF Fresno; Einstein Medical Center, and the University of Missouri. Not only did the ARMC team win last year’s competition but they were the score leaders in every round. Congrats to them and good luck to this year’s team!

The contest is held to allow EMPA residency/fellowship programs from various institutions to demonstrate their knowledge, teamwork and communication skills. Teams compete by answering rounds of emergency medicine knowledge questions. The team that correctly answers the most questions in the shortest amount of time wins the competition.

Founded in 2009, the EMPA Fellowship at ARMC provides an opportunity for PAs to receive high-level specialty training at one of the busiest trauma, burn and stroke centers in the country. When it first began, ARMC’s EMPA Fellowship was one of just four EMPA programs in the country, but today there are nearly 40. This growth shows the broad recognition of the value and benefit of formal postgraduate training in Emergency Medicine.

As one of the first and longest continuously running PA postgraduate programs in the country, the EMPA Fellowship at ARMC is seen as a premier training program. SEMPA is the only specialty organization for PAs to have published Standards for PA Postgraduate Training and much of this document is based on the foundational work done in the creation of the EMPA Fellowship at ARMC.

To continue to provide the highest-level training possible and continue to be a national leader in EMPA Postgraduate Training, the EMPA Fellowship at ARMC has recently partnered with Lynchburg College to provide doctoral level credit for the completion of the existing EMPA Fellowship curriculum. This will afford the graduates of the EMPA Fellowship a Doctorate of Medical Science in Emergency Medicine.

The PA profession came to life more than 50 years ago, and since has evolved from one meant to support physicians into a critical element of the modern healthcare team. PAs now practice in nearly every medical and surgical specialty and all US States, Territories, and Branches of the Military.

DR. MICHAEL NEEKI RECOGNIZED BY CITY OF CHINO

Chino Chief of Police, Karen Comstock, recognized Michael Neeki, D.O., ARMC director of tactical medicine and an emergency medicine physician, for his team’s work helping to save a Chino police officer who had suffered a motorcycle accident, and was brought to the hospital’s trauma center. ARMC has a Level II Trauma Center and provides leading-edge care to trauma patients. Chief Comstock thanked Dr. Neeki and shared that the police officer is expected to make a full recovery.

ARMC BURN CENTER DIRECTOR PARTICIPATES IN CONFERENCE ON DANGERS OF FIREWORKS AND ILLEGAL EXPLOSIVES

Arrowhead Regional Medical Center partnered with The Fontana Police Department, San Bernardino County Fire Department, and Kaiser Permanente Fontana to warn place your pet in a safe, quiet area. Supervise. Check your local laws on fireworks. Only use official fireworks. Have a large bucket of water nearby. Wet down any used fireworks. Assign a responsible adult to supervise. Read all safety labels and directions. Wear safety goggles. Report illegal explosives to police. Never use fireworks around pets.

SAFETY TIPS
Fourth of July holiday. The officials discussed fireworks regulations, enforcement and safety. The City of Fontana is among a handful of cities in San Bernardino County that allow the sale of “Safe and Sane” fireworks. Residents must comply with the city’s regulations and use the fireworks only in the time frame allowed. ARMC Burn Center Medical Director, Dr. John Culhane, of the Edward G. Hirschman Burn Center, discussed safety tips and the severe personal injuries that fireworks can cause if used incorrectly. The conference provided a Fireworks-and-Illlegal-Explosives-Danger Demonstration, along with a Static Display of illegal explosives. San Bernardino County Sheriff’s Special Enforcement Division K-9 “Wolf,” who is trained in explosive detection, was on site as well.

**PHYSICIAN AUTHORS**

- Congratulations to Samir Johna, M.D. (Surgery) on being published multiple times. Here is a list of his publications: “Laparoscopic Common Bile Duct Exploration vs. Endoscopic Retrograde Cholangiopancreatography for Choledocholithiasis Found at the time of Laparoscopic Cholecystectomy: Analysis of a Large Integrated Health System Database;” and Endostapler vs. Hem-O-Lok Clip to Secure the Appendiceal Stump and Mesoappendix During Laparoscopic Appendectomy.”

- Congratulations to Deron Tessier, M.D. (Surgery) on also being published many times this year. His publications also include: “Laparoscopic Common Bile Duct Exploration vs. Endoscopic Retrograde Cholangiopancreatography for choledocholithiasis found at the time of Laparoscopic Cholecystectomy: Analysis of a Large Integrated Health Care System Database;” and Endostapler Versus Hem-O-Lok clip to secure the appendiceal stump and mesoappendix during Laparoscopic Appendectomy.”

- Congratulations to Guillermo Valenzuela, M.D. (OB-GYN) on being published in the Endocrinology Society in September. The publication on “Deciphering the Function of the Blunt Circadian Rhythm of Melatonin in the Newborn Lamb: Impact on Adrenal and Heart.”

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**DR. MARK COMUNALE AND TEAM PUBLISHES WORK ON PREVENTING MISTRANSFUSIONS**

Blood product mistransfusions occur when a process error causes transfusion of incompatible blood products. These events are known sources of negative patient outcomes. The focus of this study was to evaluate the application of point of care cognitive aids to bridge potentially lethal knowledge gaps in blood product to patient compatibility. The use of the cognitive aid as a “forcing function” before the release of blood from the blood bank and before transfusion at the bedside may reduce transfusion mismatch associated with gaps in ABO compatibility knowledge. For full article visit: https://journals.lww.com/anesthesia-analgesia/Abstract/2018/01000/Preventing_Mistransfusions__An_Evaluation_of.38.aspx

**ARMC NURSES AND DOCTORS TEACH TRAUMA MEDICINE COURSE AT MARCH AIR BASE**

Nurses and doctors from Arrowhead Regional Medical Center gathered at March Air Reserve Base to teach Airmen from the 163rd Medical Group emergency medical skills. The project was led by ARMC Director of Tactical Medicine, Michael Neeki, D.O., also the Chief Medical Officer for the San Bernardino County Probation Department. Dr. Neeki was one of the medical professionals who responded to the Dec. 2015 terrorist attack in San Bernardino. He served as a tactical physician at the site until every victim was treated. Dr. Neeki and ARMC registered nurse Sonny Alfaro, taught members how to stop various forms of bleeding, how to pack a wound and how to apply a tourniquet. Dr. Neeki believes tactical medicine skills can help save lives during emergencies.

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PHYSICIAN NEWS | ARMC’S 2017–18 NEW RESIDENTS

1 - Family Medicine Residents
2 - Psychiatry Residents
3 - Emergency Medicine Residents
4 - Surgery Residents
5 - Internal Medicine Residents
6 - OB/GYN Residents
The Edward G. Hirschman Burn Center, at Arrowhead Regional Medical Center (ARMC), originally opened in May 1971, but was renamed and rebranded in 2007. The late Dr. Edward G. Hirschman donated $1 million dollars to the ARMC Foundation, and in gratitude for the donation, the Burn Center was renamed. Dr. Hirschman was a longtime director of pharmacy services for the San Bernardino County Medical Center.

Elenita Songco, burn center charge nurse, has been with The Edward G. Hirschman Burn Center for 25 years. She started at the old Gilbert Street location in 1992, when the hospital was called the San Bernardino County Medical Center. She has worked in the Burn Center for her entire nursing career. In 1992, immediately after she graduated from nursing school, she applied for a job in the hospital’s ICU, but there were no openings at the time. A former nurse manager in the Burn Center, Jill Posadas, offered her a job in the burn unit.

“I told Jill that I would try it for five years,” said Elenita. “I am still here and love coming to work every day.”

Now located on the second floor of ARMC, the 14-Bed Burn Center provides complete burn care to patients of all ages. More than 300 inpatients are admitted each year, and about 100 patients are seen on an outpatient basis after they are discharged from the hospital. More than one third of the patients admitted are under 18 years old.

ARMC’s Burn Center has high retention and low turnover in its nursing staff. All Burn Center nurses are ICU nurses who are critical-care trained, have Advanced Cardiac Life Support training, and are trained in Pediatric Advanced Life Support. Burn Center nurses are also trained in Advanced Burn Life Support and constantly renew their credentials.

The burn unit sometimes serves as an overflow ICU in an emergency such as after the Dec. 2, 2015 shooting.

It is usually local emergency rooms that receive burn patients and they often call on the expertise of ARMC’s Burn Center, which services four counties, Inyo, Mono, San Bernardino and Riverside. Burn patients can be victims of kitchen accidents, job-related injuries, fires, drug production mishaps, and other accidents. The unit can also treat Stevens-Johnson syndrome, a serious disorder of the skin and mucous membranes, which is usually a reaction to a medication or an infection.

The Burn Center’s medical team is available for telephone consultations for local Emergency Rooms and may direct them to send their patient to ARMC’s emergency room, where the burn team can evaluate the patient.

“It is very unique to have a burn center at a hospital,” said Elenita. “Other Burn Centers and ARMC share knowledge.”

ARMC’s Burn Center is a member of the Western Region Consortium of Burn Centers. There are about 120 burn centers in the United States, and 23 burn centers in the western region. The region’s burn centers have been instrumental in changing many laws including the law that states water heaters must be on pedestals, and children’s sleepwear improvements. In the event of a burn mass casualty a telephone triage will be activated to tally all available burn beds in the region. Burn techniques have improved over the years, and Burn mortality rates have decreased.

It is very unique to have a burn center at a hospital.

Leading-Edge Comprehensive Care at ARMC Burn Center
“The first chance we get we take our patients to the tub room and they really get clean with the running water,” said Elenita. “We clean burn patients very carefully … they are probably the cleanest patients in the hospital.”

A dream of ARMC Burn Center Nurse Manager, Adrian Martinez, is to seek Burn Center Verification.

“To have burn verification for a burn unit is prestigious,” said Adrian, who has been at the hospital for 27 years and previously worked at the University of California San Diego Burn Center. “Approximately 60 percent of the nation’s burn centers are currently verified.”

Adrian is fulfilling all of the necessary requirements for verification with his team and hopes to have it come to fruition in the future.

In addition to patient care, the Burn Center also does extensive work in the community. The burn team’s outreach includes speaking engagements at local schools, press conferences, and organizations on burn prevention, fireworks safety and many other topics. The team endorses the Embers of Hope Camp, which is a special camp for burn survivors. The four-day, three-night winter camp is for burn-injured children and is free of charge to children from the Burn Center’s operational area (Riverside, San Bernardino, Inyo and Mono counties). Activities at the camp include burn support and coping strategies for children and teens, sledding, dance lessons, hiking, music, arts and crafts and ice skating. Volunteers at the camp include off-duty firefighters, burn survivors, mental health professionals, teachers and ARMC nurses.

All of the volunteers are familiar with the challenges burn survivors face in their everyday lives. Campers get the unique experience to be with other children who have been in similar circumstances and who can relate to what they have been through. The camp provides a stress-free environment to replenish and recharge and to move from pain and worry toward joy and healing.

The Burn Center also provides burn prevention education throughout the community, helping to reduce burn injuries to children and adults. Training and clinical experience are provided for paramedics, occupational and physical therapists and nursing students.

“Approximately 60 percent of the nation’s burn centers are currently verified.”

For more information about the Edward G. Hirschman Burn Center, please call 909-580-2100.

It takes a team to treat burn patients: physicians and surgeons who have experience with burns, speech therapists, case managers, registered nurses, social workers, respiratory therapists, pharmacists, and dietitians, just to name a few.
Congratulations to Arvind Oswal, who was selected from a pool of almost a dozen highly-qualified candidates for the CFO position. Arvind has a Master’s degree in Business Administration and more than 10 years of experience here at ARMC. He works closely with all of you in completing the budget process and department monthly operating reports. Arvind has an extensive background in hospital finance. Prior to coming to ARMC, he worked at a number of hospitals, including Verdugo Hills Hospital, Parkview Community Hospital Medical Center, Pomona Valley Hospital Medical Center, Whittier Hospital, and Western Medical Center.

ARMC was recognized in the 2018 U.S. News & World Report “Best Hospitals” congratulatory ad, joining an elite group of hospitals in the nation. ARMC earned recognition for delivering evidence-based treatment guidelines to improve quality of care for heart disease and stroke patients. Research shows that hospitals using the American Heart Association guidelines achieve better patient outcomes and reduced mortality rates.

ARMC MAIN LABORATORY RECEIVES ACCREDITATION FROM THE COLLEGE OF AMERICAN PATHOLOGISTS

The accreditation committee of the College of American Pathologists (CAP) has awarded accreditation to ARMC’s main lab based on the results of its on-site inspection. The facilities director, Carolyn Leach, M.D. was congratulated for the excellence of the services being provided. ARMC is one of more than 7,700 CAP-accredited facilities worldwide. The U.S. Federal Government recognizes the CAP Laboratory Accreditation Program as being equal-to or more-stringent-than the government’s own inspection program.
ARMC OPENS FAMILY HEALTH CENTER IN REDLANDS

When Kathleen Adams, Arrowhead Regional Medical Center Ambulatory Manager of Primary Care, first stepped into the newly opened Arrowhead Family Health Center – Redlands, she noticed that she was stepping into a Redlands-inspired historical décor. “I love the tie-in to the community with the Redlands artwork and the orange labels – it shows that we are sensitive to the uniqueness of the local community.” The clinic, which had its ribbon cutting on March 2, is bringing quality healthcare to Redlands and helps support the local economy. “I think that the Redlands Clinic is great for the community and will be beneficial for our patients,” said Redlands Interim Clinic Supervisor Laurie Badin. Laurie, who has been with the hospital full-time since 1992, was asked to build up the Redlands Clinic because of her experience bringing up the Westside Clinic in Rialto. “We are pleased to be able to expand our services to the east valley side of the county,” said Staci McClane, Associate Hospital Administrator. “ARMC patients who lived in that community had to go to our other clinics in Fontana, San Bernardino, and Rialto.” How did all of this happen? In October 2017, Laurie was asked to take the clinic project on. She worked with a team drawn from various departments including Real Estate Services, Facilities, Environmental Services, Materiel Management, and Biomed. “Many departments contributed to making this happen,” said Laurie. There was already a Public Health space there ready to go. The team converted it to a Family Practice clinic to make care more accessible to the Redlands community. “The team that we have here helps to make this work. It is an exciting time,” said Laurie. The clinic includes seven exam rooms and one procedure room, and as a family practice clinic, it treats patients from birth through to geriatrics. The care team is comprised of experienced family medicine physicians, nurse practitioners, and other health care staff. Available services at the clinic include wellness and preventative care, well-child physicals and immunizations, acute or chronic adult care, geriatrics, diagnostic and minor surgery procedures, and OB/GYN services. “We continually evaluate community needs throughout areas in San Bernardino County with the goal of bringing high quality and convenient health services to populations that are growing and in need of medical care,” said ARMC Hospital Director William Gilbert. “Numerous patients here already receive our services, and the new clinic allows us to bring as many services as we can to these patients on a more local level.” The new Arrowhead Family Health Center - Redlands is located at 800 E. Lugonia Ave. Suite F, in Redlands. The clinic can be reached at (855) 422-8029.

HOURS OF OPERATION
Monday through Friday from 8 a.m. to 5 p.m.
Lab draws are done daily 8 a.m. to 9 a.m.
The clinic accepts IEHP insurance.
ARMC ENHANCES ‘MY ARMC HEALTH PATIENT PORTAL’ WITH NEW APP

Arrowhead Regional Medical Center now offers an app for patients to have direct access to health records. Patients can enroll in the “My ARMC Health Patient Portal” at www.ArrowheadMedCenter.org, or by downloading the ‘Meditech MHealth’ app. As a safe, secure, and confidential communication link between the patient and the hospital, this valuable tool provides up-to-date information about select lab results, immunizations and medications. In addition, patients have the ability to view appointments, receive alerts, view histories and health conditions, and more. Moving forward additional functionality is planned to allow patients to request appointments, medication refills, and communicate with their physician’s team.

ARMC RECOGNIZED FOR REDUCING C-SECTIONS

Arrowhead Regional Medical Center surpassed a federal target aimed at reducing Cesarean births (C-sections) for first-time mothers with low-risk pregnancies, according to the California Health and Human Services Agency (CHHS). The agency announced the achievement award on behalf of Smart Care California, a coalition of public and private health care purchasers that collectively purchase or manage care for more than 16 million people in the state. To respond to a rapid rise in unnecessary C-sections across the United States, the U.S. Department of Health and Human Services adopted the Healthy People 2020 target of reducing nationwide C-section rates to 23.9 percent. Efforts are working in California as low-risk; first birth C-section rates have decreased from 27.3 percent in 2013 to 25.0 percent in 2016. In January 2018, California Health and Human Services Secretary Diana Dooley recognized hospitals that met or surpassed the 23.9 percent target. ARMC surpassed the federal target with a rate of 22.6 percent. “The decline in ARMC’s rate for low-risk, first birth C-sections is the result of working to change our culture by educating physicians, nurses and support staff and working closely with mothers to explain their options,” said Guillermo Valenzuela, M.D., Chairman of Women’s Health Services. “The fact that ARMC made the Smart Care C-section Honor Roll shows our efforts are changing the culture.” Births in California account for about one in eight of all U.S. births, or 500,000 births annually. While life-saving in certain cases, C-sections can pose serious risks to both babies and mothers, and once a woman has a C-section, she has a 9 in 10 chance of having a C-section for subsequent births, increasing her risk of major complications.

ARMC INSTALLS STATE-OF-THE-ART NEWBORN SAFETY SYSTEM

ARMC installed a new and innovative Infant Safety System, which allows the hospital to capture high resolution newborn footprints that can be used for precise identification in situations such as an abduction or natural disaster. ARMC is the first hospital in Southern California to provide this advanced service to moms and the community it serves. The Newborn Safety System — which uses LiveScan Technology — has garnered praise from the National Center for Missing and Exploited Children (NCMEC) and has been included as a recommendation for hospitals in its most recent Infant Security Guidelines. The System is entirely safe for use on babies and provides outstanding footprint quality. The digital footprints and security photo can be stored efficiently in the newborn's electronic medical record. And, much like fingerprints, footprints are biometric, and unique to each baby, so they can be used for identification throughout a lifetime. In addition, each new mom receives an attractive certificate of her newborn’s footprint during her stay. When she returns home, she can visit www.firstfootprint.com to enhance the certificate with colors, different fonts and borders. She can also download a digital copy of her baby’s footprint. These additional benefits are provided as a gift from ARMC and at no cost to moms.
Arrowhead Regional Medical Center (ARMC) and San Bernardino County’s affiliated medical school, California University of Science and Medicine – School of Medicine (CUSM-SOM), has received preliminary accreditation from the Liaison Committee on Medical Education. This decision means that CUSM-SOM has been given the approval to seat its first class of students in August of this year. The medical school will reinforce ARMC’s role in teaching future generations of healthcare professionals and provide access to an expanded pool of graduating medical students. Dev GnanaDev, M.D., past medical director of ARMC and founding president of the University, said, “Our new school will have a lasting impact not only on the current shortage of physicians and limited medical school slots in our state, but also on the wellness of those in our community. The medical school’s affiliation with ARMC, where I’ve practiced for more than 37 years, provides an exceptional clinical training ground for future physicians.”

Prime Healthcare Foundation and its founder, Prem Reddy, M.D., committed $60 million to the project. The San Bernardino County Board of Supervisors and ARMC committed $10 million to support the school. CUSM-SOM also received strong support from the City of Colton, area elected officials and local school districts. We expect the CUSM-SOM affiliation with ARMC to attract difficult-to-recruit physician specialists who are seeking university-based research, teaching and clinical practice. ARMC is growing and building a culture that attracts those who are eager to practice and study. CUSM-SOM’s mission of encouraging graduates to practice medicine here in the Inland Empire will help support this culture, which not only benefits ARMC but, most of all, ARMC’s patients and all Inland Empire residents. Congratulations to Dr. GnanaDev, CUSM-SOM Founding Dean, Dr. Bob Suskind, M.D., and their team on this accomplishment. We look forward to the exciting educational endeavors on the horizon.
Arrowhead Regional Medical Center’s (ARMC’s) McKee Family Health Clinic moved from its current location on Sterling Avenue in San Bernardino, to a newly modernized, expanded space right down the street on Highland Avenue. The McKee Clinic now will be able to accommodate more patients and offer additional services for current and new patients as well. The old McKee Clinic was long overdue for a remodel and as patient loads increased, it was decided to simply move to a larger location to accommodate an ever increasing patient population.

“Patient care is paramount at ARMC, and our Family Health Clinics,” says William Gilbert, ARMC Hospital Director. “By moving to a larger, more modern facility, and offering additional services, we will be able to treat more patients who don’t have to go directly to ARMC.”

In addition to the already existing care being offered at McKee, geriatric services will once again be offered. “Realizing there is a population of aging patients in need of our care, but not able to go to ARMC for treatment is an important reason why we chose to expand to the new location. The additional space will allow our aging patients the convenience of seeing a physician so much closer to their home,” says Dr. David Lanum, M.D., ARMC Family Medicine Chairman. “This is aligned with ARMC’s mission of being at the Heart of a Healthy Community.”

The newly designed space opened in late March. Additional space is slated for Arrowhead Family Health Center at Fontana soon, and recently a new Family Health Center opened in Redlands. “Not all of our patients have to travel to ARMC to receive the great care we offer at the hospital. We will continue to bring our outstanding level of care to the patients within our surrounding communities, making it more convenient for them,” says Gilbert.

As a public safety net hospital, Arrowhead Regional Medical Center (ARMC) recognized the need to design and implement an evidence-based mobility program coupled with a safe patient handling (SPH) program. In 2012, Safe Patient Handling legislation was passed in California. Safe Patient Handling is defined as the use of engineering controls, lifting and transfer aids or assistive devices by staff to perform the acts of lifting, transferring, and repositioning health care patients. ARMC partnered with the Kaiser Permanente Southern California Region’s Patient Care Services, and Dr. Cecelia Crawford from the nursing research team to identify promising practices and receive coaching to build a comprehensive progressive mobility program. ARMC developed the MOVE ME program. Mobility/SPH programs are part of a hospital-wide effort to restore patient mobility to previous functional levels. These programs not only address SPH but also emphasize the importance of progressive mobility for patients. Accomplishing early patient mobility and safe handling requires a culture change with deliberate focus, staff education, and full engagement. ARMC put these critical elements in place to effectively implement the program. Program components include staff education, nursing assessment tool training, incorporating mobility in the plan of care, the use of an evidence-based mobility protocol, and how and when to utilize lift equipment. A key component of the ARMC MOVE ME program was the integration of a mobility classification tool previously modified and used by Kaiser Permanente SCAL Regional Patient Care Services. The modified tool was successfully re-engineered for ARMC’s electronic healthcare record. The tool allows nurses to document the patient’s mobility score and implement care interventions, patient/ family education, and SPH equipment associated with that particular score. Outcome, process, and balancing measure metrics are being collected for analysis and will be used to determine completion of documentation elements and MOVE ME program effectiveness in decreasing the ill effects of immobility. Finally, a nurse educator completed a six-month long KP SCAL Wave X Improvement Institute Training Program, which enables ARMC to incorporate performance improvement processes into future mobility program activities.

“Patient care is paramount at ARMC, and our Family Health Clinics.”

**EVIDENCE-BASED MOBILITY AND SAFE PATIENT HANDLING PROGRAMS**
ERIC D. WILLIAMS

Longtime ARMC employee Eric Williams earned the 2017 Employee of the Year Award. He exemplifies professionalism in everything he does for the hospital. Williams assists patients and family members while they are receiving treatment at ARMC. Patient complaints can be difficult, yet Williams assists everyone with the same professional, calm and collected mindset while working to ease the afflictions his clients feel. Aside from his busy workload, Williams is pursuing a Master’s Degree in Clinical Social Work which entails evening classes and weekend internships. He was recently presented with the Ida M. Cannon Award for Integrity by his peers in Social Services at ARMC. This was Williams’ first time receiving the Employee of the Year award.

★ NURSING STAR ★ JEROME M. DAYAO, MSN, RN

Since joining ARMC in 2013, Chief Nursing Officer, Jerome M. Dayao, MSN, RN has driven several transformational changes in the hospital’s nursing department. He spearheaded efforts to educate and develop charge nurse groups throughout the organization and implemented numerous patient-centered service initiatives. Patient satisfaction scores on nursing-specific domains up to the 90th percentile. He spent four years as the associate chief nursing officer before being appointed Chief Nursing Officer, and now leads more than 1,400 nurses and allied health professionals at ARMC. Prior to ARMC, Jerome worked at Cedars-Sinai Medical Center, Ronald Reagan UCLA Medical Center, and Long Beach Memorial Medical Center, all located in Los Angeles County. Jerome is clinically trained as a cardiac-vascular nurse specializing in the care of heart failure and transplant patients. He is an active member of the Association of California Nurse Leaders (ACNL) where he has served on various committees. Jerome earned his Bachelor of Science in Nursing (BSN) from Wesleyan University (Philippines), where he graduated magna cum laude. He earned his Master of Science in Nursing Administration (MSN) from California State University, Los Angeles, and has completed executive education in nurse leadership from the Wharton School at the University of Pennsylvania. He is nationally board-certified in executive nursing practice (NEA-BC), healthcare quality (CPHQ), hospital accreditation (HACP), critical care nursing (CCRN), and progressive care nursing (PCCN).

LORETTA WASHINGTON

Loretta Washington, release of information supervisor in ARMC’s Health Information Management Department, was recognized by a patient for her superior customer service skills. The patient’s wife was moved to write a letter to William Gilbert, ARMC Hospital Director, about Loretta’s exceptional and compassionate care.

Dear Mr. Gilbert,

I am taking time out of my very hectic and exhausting caretaking schedule of my husband Mark (I am the only family member in this state) to let you know a little bit about a very valuable employee you have in Loretta Washington. My husband was on his motorcycle in Rancho Mirage, Calif., and was hit from behind by a truck and he was dragged underneath. His injuries were so extensive, that we were sent to your hospital. He required deep wound care, skin grafting and burn clinic care, along with broken and torn ligaments in his right leg. I met Loretta during a very stressful time in my life. With everything that I was being tasked to do with his home care of very gruesome wounds, and his release from the hospital that day, suffice to say, I was VERY overwhelmed. On top of that, I was trying to secure his records for follow up care. Loretta came out of her office to speak with me, and was compassionate, caring and made the release of records seamless for me. She was professional, and informative. She has followed up with me each week as we continue to come back to the Burn Clinic for follow ups on his skin grafting. I do believe that she is a very valuable asset to your hospital, and feel that she goes above and beyond what she is required to do. She didn’t have to treat me like a person, but she chose to. That is truly the quality of someone you need to have in that position, or any position in your hospital. Please take the time to go down into the bowels of your hospital to Medical Records and shake Loretta’s hand. Maybe tell her how much you appreciate that you have people like her who take a very awful experience for someone, and try to make it a little more humane for them.

Renee
**Kendra Flores-Carter** was featured as an honoree by the University of Tennessee, Knoxville for exemplifying the 12 Grand Challenges of Social Work. Kendra recently graduated from the UT College of Social Work Doctor of Social Work (DSW) program. Kendra was awarded last year’s annual Golden Ida M. Cannon award by the ARMC Clinical Social Work Department for embodying all the core values of the social work profession on a daily basis. Her research was presented as a poster presentation at ARMC’s 12th Annual Research Day. Congratulations Kendra!

**Regina Portugal** was recently interviewed by Health Scene Magazine about her participation in the Ask Bill forum. She was asked what first prompted her to write an Ask Bill? “As with others who wrote an Ask Bill, I consider it an avenue to be heard,” said Regina. “It is a way to address concerns and to actually receive a response.” Regina said she felt very comfortable addressing her thoughts to Mr. Gilbert and wasn’t nervous at all. Regina thinks that the Ask Bill forum has helped employees be in better touch. “It is great that I can read other posts and find out what other issues are so that sometimes there is no additional need to Ask Bill,” added Regina. “I feel it is an informative communication tool that employees can turn to.” When asked if there were other additions that would be nice to have in Ask Bill she stated, “It would be cool to have periodic news inserts/community news, which would be informative for the readers. This might help break the ice of all the complaints or concerns of the readers.”

**Brittany Rodger**, an EVS employee, was recognized by Edwin Bautista, from 4-South, for doing an excellent job cleaning 4-South, including the break room. She was recognized by patients as well, who said she is very respectful and makes sure their rooms are clean. “We need more people like her to make sure that our patients will be happy and give us a good result on the cleanliness of the hospital,” said Edwin. Brittany’s supervisor stated that “Brittany is an excellent employee, she takes pride in her work, and she is so valuable to EVS and to our Hospital.”

**Marijane Aquino’s** unit (4-South) was recognized by a colleague for the unit’s great customer service. Rima Sagala from ARMC’s ED, stated: “I would like to do a shout out to the nurses and staff at 4-South. Every time when I transfer a patient to 4-South, there are always at least three-to-four staff members greeting the patient and I in the room. Not only they are great with their team work, I love the way they greet and treat the patients upon arrival. They are very friendly to the patients, and I could tell that they treat their patients with kindness and lots of care, like they are taking care of their own family member. Even if they are busy, they would drop whatever they are doing and go in and help the receiving nurse so their admission process is smooth and quick. Not to put other units down, but I don’t often see this on the other floors; most of the time when I transfer patients, it takes a while for the nurse or even CNA to greet us in the room, and a lot of times they appear annoyed or overwhelmed. I understand that because here in the ER we do get overwhelmed and tired too, but that’s something a patient shouldn’t see. Four-south should be a model unit when it comes to treating patients and other staff. If there is any way to give them a recognition, that would be awesome. The 4-South leader was commended by hospital CEO Bill Gilbert, “Marijane, thank you so much for your Leadership and the example you have set with your Team on 4-South.”

**Tammy Hall**, RN, provided such great service to her patients that a family member came back in and left a note that said in part, “Thank you for saving my husband’s life.” Kudos, Tammy!

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IN THE Spotlight

ARMC NURSE SAVES THE LIFE OF A STRANGER

Emergency Room Nurse Jade Thomas is being hailed as a hero for recent actions that she took in an attempt to save the life of a stranger. Jade, her mother and son were all returning home from a visit with her grandmother when the incident occurred. Jade said that they were driving on the 91 Freeway when a vehicle in front of them crashed into a light pole. Jade quickly called 911 to report the terrible accident. She then told her mother to pull over and as she approached the mangled vehicle, a truck driver, who also had stopped to help, asked her what they should do. Jade identified herself as a nurse and instructed the truck driver not to move the other driver until she checked him. She then quickly assessed the driver who was unresponsive. “I felt a pulse at first,” Jade noted. That status shortly changed and the gentleman soon became pulseless. Jade knew that she needed to act fast if this accident victim had any chance. With the help of the truck driver, she carefully pulled the lifeless man from the wrecked vehicle and began CPR. A Compton City Fire Captain who responded to the scene witnessed Jade performing CPR on the side of the busy freeway while vehicles were speeding past. He was so moved by her heroism that he had Jade recognized by the Compton City Council. Way to go Jade!
COMMUNITY PARTICIPATES IN ARMC 5K WALK/RUN

ARMC hosted its 11th Annual 5K Walk/Run on March 17 to promote the fight against obesity and other health conditions. The 3.1-mile Walk/Run took place on the ARMC campus and included activities for adults and children. The route interlaced through roads in the neighborhood adjacent to the hospital. The event included a Health Expo with free basic health screenings and numerous booths with information, giveaways, and fun activities for the entire family. Regular physical activity can produce a variety of long-term health benefits for people of all ages, backgrounds and abilities. The Walk/Run ties in with San Bernardino County’s Vision2BActive campaign to improve health and wellness in the county. Vision2BActive encourages residents to increase their physical activity and connects them to existing recreational programs and activities in their communities. For more on the #Vision2BActive campaign visit: http://wp.sbcounty.gov/vision2bactive/.

WELLNESS ACTION COMMITTEE EVENTS

- National Women’s Health & Fitness Day was held on September 27, featuring ARMC physician Martha Melendez. Dr. Melendez presented health tips for women during a Lunch & Learn in the Citrus Lecture Hall.

- The Color Your Stress Away wellness event held on Feb. 20, 2018, was a great success. More coloring events are planned for this year.
**In Memoriam**

We are saddened to report that **Shokei Yamada**, M.D., Ph.D., passed away Aug. 31, 2017, on the same Loma Linda University unit that he had founded 30 years earlier. Born on Jan. 2, 1926, in Shimizu, Japan, Dr. Yamada was a U.S. Citizen and an internationally renowned neurosurgeon for his pioneering description of Tethered Cord Syndrome. He attracted many patients to ARMC over the years for surgery on this condition. Dr. Yamada earned his M.D. and Ph.D. at Jikei University in Tokyo, and did a fellowship at the University of Toronto, and served as a resident at the University of Chicago and the University of Oregon. In the 1970’s Dr. Yamada came to the Inland Empire and practiced and taught at Riverside County Regional Medical Center and Loma Linda University School of Medicine. In 2000, Dr. Yamada joined the ARMC team. One of ARMC’s neurosurgeons was able to visit with Dr. Yamada shortly before his death and Dr. Yamada shared with him that he wanted to thank all of the residents and faculty for their friendship and fellowship. Dr. Yamada served ARMC patients, taught the hospital’s residents, and was a role model for us all. He will be missed.

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**DRAGO**

Drago (pictured above), one of our hospital service dogs, was put to rest on Oct. 30, 2017. We remember how Drago would sit in the hospital lobby and wait for people to come up to scratch his ears, say a few words, or provide a special treat for him. Staff often saw Drago at the local Costco bringing smiles to families as they shopped. Children would often make a special trip to visit him at ARMC when they knew Drago was on duty. Drago and his handler Charles were part of ARMC’s team since March 2009. Drago and Charles brought such joy and comfort to our patients and staff. Drago will be truly missed.

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**TITAN**

It is with a sad heart that we share that Titan, our beloved pet therapy dog, passed away unexpectedly on Monday, March 26, 2018. He was a regular visitor to the different units in the hospital and brought joy to patients as they were struggling to regain their health. Titan, almost as big as a small pony, was a fixture in ARMC’s lobby many mornings and loved to greet staff and they came in to work. Titan was known to enjoy carrots and other treats that hospital staff brought to him on his visits. Titan will be missed by all.

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**OUR BELOVED PET THERAPY DOGS**

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EMERGENCY PREPAREDNESS

The October ShakeOut Drill set new records in the number of overall Countywide participants representing including cities and towns, schools, the military, tribal and volunteers. Also record-setting was the number of WebEOC entries and photos posted to the events board. More than 710,898 registered San Bernardino County participants joined millions of others nationally in the largest earthquake drill ever. Each year the Countywide ShakeOut effort is coordinated through the work of the San Bernardino County ShakeOut Committee. The committee is made up of key personnel from various County Departments and led by San Bernardino County Fire, Office of Emergency Services. Air Crash Drill: ARMC’s Emergency Preparedness team recently participated in an emergency response to a simulated airliner crash at San Bernardino Airport. The team called “Code Triage” at 10:45 a.m. Hospital Administrators and managers gathered in the Oak Room to establish an incident command center. The drill involved “patients” transported to ARMC and who were made-up to look like they were injured. Great job #TeamARMC!

Did you know?

MEDICARE & MEDICAID SERVICES

The Centers for Medicare & Medicaid Services (CMS) has designed a new Medicare card. It contains a unique, randomly-assigned number that replaces the current Social Security-based number. CMS began mailing the new cards to people with Medicare benefits in April 2018 to meet the statutory deadline for replacing all existing Medicare cards by April 2019. People with Medicare will receive a new Medicare card in the mail, and will be instructed to safely and securely destroy their current Medicare card and keep their new Medicare number confidential. Issuance of the new number will not change benefits that people with Medicare receive.

Did you know?

SENIOR FAIR

Pete Aguilar (D-San Bernardino) held a Senior Fair at Colton High School, hosting over three hundred Inland Empire residents seeking help with Medicare, Social Security or veterans benefits, as well as information on food programs and free health screenings. Since taking office in 2015, Rep. Aguilar has advocated for protecting and strengthening Social Security and Medicare so Inland Empire seniors can retire with dignity. Rep. Aguilar has supported legislation to expand Medicare benefits, improve the formula for calculating cost-of-living adjustments (COLA) that seniors rely on, and to protect seniors from identity theft. Representatives from ARMC’s clinical staff attended the event.
The ARMC Foundation believes that having a regional healthcare resource that focuses on serving the community by providing the best in care to patients is worthy of support by individuals, corporations and foundations. Having an independent non-profit organization that facilitates contributions and carefully stewards donated funds properly is critical to attracting the support required to meet the needs and mission of ARMC that goes beyond what the budget allows. As a recognized 501(c)(3) independent public charity, the ARMC Foundation seeks to help donors, individuals, corporations and foundations, make a difference in the lives that are positively impacted by the clinicians and the staff of ARMC.

“On behalf of your colleagues on the Arrowhead Regional Medical Center Foundation Board of Directors and the donors to the Foundation, we are pleased to present a check in the amount of $195,000 to support the purchase of an echography technology for the expanded Cardiac Clinic at ARMC. These funds are a result of both a grant from the San Manuel Band of Mission Indians and the net proceeds from the ARMC Foundation Gala and Awards dinner. We very much look forward to hearing about the impact and outcomes that the addition of this equipment was intended to produce for patients. Again, we are very pleased that we were able to support this project and impact the access to cardiac care at Arrowhead Regional Medical Center.”

Zachary D. Tucker, MPS, CFRE
ARMC Foundation President

ARROWHEAD REGIONAL MEDICAL CENTER AWARDED “A” ON LEAPFROG HOSPITAL SAFETY GRADE

Arrowhead Regional Medical Center (ARMC) has been awarded an “A” for the 2018 Spring Leapfrog Hospital Safety Grade. This is a national distinction that places ARMC among the safest hospitals in the United States.

The Leapfrog Group, a non-profit organization of employers and health care experts, uses publicly and self-reported data to score hospitals throughout the U.S. The score is a composite of patient safety measures.

“Congratulations to the Arrowhead team for earning this distinction,” said Bill Gilbert, Hospital Director. “ARMC staff work relentlessly in providing quality health care to our community and it is great to see these efforts recognized.”

ARMC has gone up several letter-grades since 2016. The current exceptional grade reflects ARMC’s progress and commitment to developing a culture of continuous quality improvement and safety. ARMC is committed to supporting publicly-reported hospital quality and patient safety information, as it enables consumers to make informed health care choices.

ARMC will continue to look for ways to raise the bar even higher in quality of care and safety efforts. Safety is one of the ways the hospital contributes to the Countywide Vision along with helping to provide for the health and social service needs of our county residents.

“Congratulations to the Arrowhead team for earning this distinction.”

William Gilbert
ARMC CEO
2018 brings us to the start of a new era at ARMC. San Bernardino County’s affiliated medical school, California University of Science and Medicine – School of Medicine (CUSM-SOM), has received preliminary accreditation, which means that the school has been given the approval to seat its first class of students in August. The medical school will reinforce ARMC’s role in teaching future generations of healthcare professionals and provide access to an expanded pool of graduating medical students. Join me in congratulating Dr. Dev GnanaDev, CUSM-SOM Founding Dean, Dr. Bob Suskind, M.D., and their team on this accomplishment. We look forward to the exciting educational endeavors on the horizon amid our continued commitment to our patients and their families during the New Year. We recently refreshed our pillar strategies, but as always our focus is Alignment, Action and Accountability. The foundational pillar, Quality/Safety and Compliance, demonstrates our commitment to developing a culture of quality improvement, safety, mutual respect, and scholarly achievement. Second, the Growth Pillar evaluates and establishes growth opportunities with a focus of aligning services to the needs of the community and supporting financial strength. I have confidence in our growth pillar team to move the needle in the right direction. Third, the Service Pillar reminds us that through our compassion, kindness and teamwork, we ensure a safe place for our community to experience quality healthcare. Fourth, the People Pillar improves employee and physician engagement opportunities, creates a learning culture, and encourages the employee voice (yes – when in doubt Ask Bill!). Fifth, the Finance Pillar demonstrates ARMC’s commitment to achieve financial results that ensure the hospital’s ability to provide quality healthcare services to our patients through new technology and skilled staff. Last but not least, the Community Pillar demonstrates ARMC’s commitment to foster current and new community relationships. How can you help? Get involved by attending a community event to represent Team ARMC; take students on a hospital tour; or share information about your profession at career day.

Thank you for all you do, as we move forward together on a journey to excellence.

Bill…