CHSB’s Dialysis Team is Predictably Exceptional

In an effort to continue to raise the standard of care for patients and stay current, both SBMC and CHSB have continued to use the Performance Improvement Monitoring System (PIMS), a metric tool to evaluate potential safety issues that exist in and around the hospital.

All hospital departments play an important role in PIMS because the program depends on the eyes and ears of employees to find problems and develop solutions to meet and exceed safety standards. Employees can identify potential problems that may be in plain sight but can easily be overlooked, things such as placement of cords and expired supplies.

Employee participation, in addition to weekly meetings, has made the program very successful at both hospitals. “Employees play an important role in ensuring a safe environment for patients, visitors and staff,” says Quality Analyst Jonathon Redden. “We encourage everyone to keep PIMS a top priority.”

New Name, Same Mission for CHSB and SBMC

With the official announcement made on January 23, 2012, changing the Catholic Healthcare West name, Community Hospital and St. Bernadine are now part of the Dignity Health family.

“Not in a name?” the word “dignity” perfectly defines what the organization and its hospitals stand for: showing respect for all people by providing medical excellence.

That means utilizing the most advanced medical technology. It means clinical expertise, by way of the nation’s top doctors and nurses. It means working so they can lead healthy, meaningful lives. Also, of course, it means doing all of this with compassion, the type of compassion that includes finding ways to deliver high quality care at the lowest possible cost, so it’s accessible to all.

“That sounds familiar. It’s because we’re still part of the same organization,” says Steve Barron, senior vice president, operations, Inland Empire Service Area, and SBMC president. “Dignity Health is not-for-profit and rooted in the Catholic tradition from which our mission, vision and values were born. However, as a result of changes to our parent organizations’ governance structure, which are now part of the Dignity Health family, the word ‘Catholic’ will no longer appear in our names.”

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CHSB Welcomes New President June Collison

June Collison joined Dignity Health on February 6, 2012, as the new president of Community Hospital and a key member of the Inland Empire Service Area leadership team. She received a warm welcome and has many events scheduled to meet and hear from hospital staff, physicians and the community.

“June is a strong and charismatic leader who brings with her exceptional expertise in healthcare, knowledge of the Inland Empire and a strong vision for the hospital,” comments Steve Barron, senior vice president, operations, Inland Empire Service Area, and SBMC president.

“June Collison also brings an operational philosophy that management must “walk the talk.” Positive change happens, she says, when everyone, across all layers of the hospital, participates and contributes to the outcomes. “I won’t implement anything major when I and our management team are not on the floors with the staff, observing and helping,” she explains.

Enthusiastic about the future for CHSB, Collison is ready to lead. “It’s not going to be a piece of cake, but I’m excited to change lives here,” she states. “We can make a difference for every patient and the community as a whole. That’s what makes us feel good about the work we do.”
a message from
Stevie Barron
IE Service Area SVP

Our hospitals operate with the reality that we must change or be changed if we are to survive in the new era of health care reform. As a result, over the past year we have made a number of strategic, proactive decisions to ensure our long-term ability to fulfill our mission. From formalizing the collaboration between our hospitals through the new Service Area, to joining our physicians in the development of integrated networks, we are setting the stage for a strong and stable future for our hospitals. We have stepped up the pace of change in the first month of 2012 with a highly visible transformation. Transferring our corporate name from CHW to Dignity Health is a very positive step that positions our organization for national growth, supports the new model of integrated care and represents both our Catholic and community hospitals.

At the same time, we have taken a number of steps locally to invest in our future. Recently, for CHSB that includes hiring a seasoned and savvy new president, June Collison, and reorganizing the Board of Directors to provide optimal governance oversight to support her efforts. Fresh perspectives and diversified leadership experience will help the hospital achieve enhanced quality patient care, new business opportunities and strengthened financial resources.

While it is true that change can be challenging, we all accept it as a necessary part of the evolution of health care. Business as usual is not an option, but only between our hospitals and with our physicians will provide the solutions we need. I know you join me in welcoming June and will give her the support she needs to be successful. I encourage you to offer your creativity at both hospitals to help improve quality and provide care efficiently.

IESA Awards Local Community Grants

Partnership and collaboration with other organizations allows the IE SA to fulfill the needs of the hospitals’ mission, bettering lives and building a healthier community. Through the Community Grants program, CHSB hospitals do that by grants totaling over $40 million to nonprofit organizations in their communities since 1990. According to Linda McDonald, Service Area vice president of Mission Services, in 2011 St. Bernardine and Community Hospital chose 14 local service organizations to receive grants totaling $223,305, a significant contribution. “These organizations were selected based on their ability to improve the health status and quality of life in our communities,” she explains. “Their efforts include everything from youth development programs to health and dental care for the underserved. What’s really helpful is that for many of these organizations we are able to provide annual funding that allows them to offer uninterrupted service.”

The awards were presented during the annual Community Grants Luncheon held January 17, 2012, in the Reek Centre.

Congratulations to the 2012 Community Grants Recipients:

• AIDS Clinic
• Alzheimer’s Association
• American Lung Association
• Assistance League of San Bernardino, Doc. Earl R. Crane Children’s Dental Health Center
• Boys & Girls Club of Redlands
• Catholic Charities of San Bernardino & Riverside
• El Sol Neighborhood Center
• Holy Spirit
• Legal Aid of San Bernardino
• Mary’s Mercy Center
• Salvation Army Riverside & San Bernardino County
• San Bernardino Sexual Assault Services
• Special Olympics
• United States Veterans Initiative

Communities grants were awarded to 14 local organizations at a luncheon held in January.

IEH&VI Named Top Cardiac Program

St. Bernardine’s Inland Empire Heart & Vascular Institute (IEH&VI) ended 2011 with top honors, as it was named the #1 ranked major cardiac surgery program in California and #14 in the nation for 2012. Coronary bypass surgery was ranked #2 statewide and 21 nationally.

The premier ratings were announced by The Delta Group, the nation’s largest privately-held health care information services company. CareChex® rating system provides a comprehensive quality analysis of programs, comparing hospitals on a national, state and local level. They rate areas such as mortality, complications, inpatient quality, patient safety and satisfaction.

“This is an outstanding achievement by a team of dedicated professionals who have committed themselves to continued quality improvement,” comments Stan Rucker, Service Area VP, chief strategy officer. In giving us our top rating, The Delta Group looked at a variety of process, outcome and patient satisfaction measures, and they validated the quality of the care we provide to St. Bernardine’s cardiac patients. It is a significant honor for staff and physicians alike.”

Medical Excellence Awards

• Top 10% in the Nation for Coronary Bypass Surgery
• Top 10% in California for Coronary Bypass Surgery
• Top 10% in the Nation for Major Cardiac Surgery
• Top 10% in California for Major Cardiac Surgery

SBMC Foundation Funds Imaging Center

Through the Foundation’s generosity and the fundraising efforts, SBMC received $2,385,000 for the purchase of equipment in various departments, including digital mammogram, 3D ultrasound and stereotactic breast biopsy technology for the Innovated Center for Imaging. SBMC employee giving campaign donations helped to renovate the hospital lobby and waiting rooms, and complete plans to continue on our efforts. “We are blessed to have incredible support from our generous donors, employees and volunteers,” says Foundation Director of Development Michelle Rainer. “Together, we truly make a difference in providing quality care to the patients.”

SBMC Public Safety Officers Recognized

Five SBMC public safety officers received special recognition from the International Association for Healthcare Security and Safety (IAHS) on October 19. Those officers include, from left to right, Eleanor Araya, Raymond Vasquez, George Gill and Edward Mendez. Not pictured is award winner Ryan Wasil. In addition, a special recognition from Office Raymond Vasquez for distinguished service.

The IHSS awards recognize the consistent efforts of these officers and the department as a whole to make campus safety a top priority, explains Joey Hunter, director of Emergency and Security Management. “We are very proud of our team and will continue to do everything we can as a department to support public safety,” he concludes.

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CHSB Foundation Contributions Fund Equipment Program

As a result, over the past year we have made a number of strategic, proactive decisions to ensure our long-term ability to fulfill our mission. As a result, over the past year we have made a number of strategic, proactive decisions to ensure our long-term ability to fulfill our mission.

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• Top 10% in California for Major Cardiac Surgery

SBMC Experience Helps SBMC Establish Wi-Fi Zones

Saying connected at SBMC recently got a little easier, thanks to the launch of a new wireless access system and a little help from friends in the Medical Staff office.” With the help of CHSB, the service became available ahead of schedule, Sisk says. “CHSB’s IT Site Director Bob Reiden is directly responsible for locating the hardware that got the first phase up and running before anticipated.” Phase two, which launches in February 2012, will continue to expand wireless access points.

For more information about this service, refer to the user guide, available at the Lobby Desk and Registration Office, or contact the SBMC Information Desk at 909.827.3218 from 6 am to 10 pm daily.

CHSB and SBMC honored for Environmental Efforts

CHSB and SBMC continue to be good stewards of the environment, according to the California Department of Resources Recycling and Recovery. Both hospitals received the 2011 Waste Reduction Award Program (WRAP) award. The WRAP award honors organizations that have made great strides to reduce waste through waste reductions, reuse and recycling efforts. Both CHSB and SBMC have received the honor in prior years and continue to make added changes to benefit the environment.

CHSB Concludes Successful Giving Campaign

Thank you for your generous donations to the CHSB’s giving campaign. Through the Foundation’s successful fundraising efforts, $45,000 in cash and pledges for the hospital. During the campaign, 150 employees generously designated contributions either to CHSB or to the United Way. Based on the amount and type of donations, employees have the opportunity to join one of two new donor clubs, the Charitable Heart Guild or the Share Time Team.

Save the Dates

SBMC’s Gathering At Twilight

On Saturday, March 24, 2012, the SBMC Foundation will host its Annual Gathering At The Orange National Grove. The elegant evening will begin at 5:30 pm with a silent auction, followed by dinner and a live auction. The proceeds from the event will go towards the purchase of the de Vinci® Robotic Surgery System for SBMC’s operating room. RSVPs are requested by March 9. Contact the Foundation at 909.881.7676 or visit www.SupportSBBernardine.org for further information.

SBMC’s 20th Annual Golf Tournament

Awards are scheduled for April 12, 2012, at CHSB’s Annual tournament at the Arrowhead Country Club. Proceeds from the event will support purchase of a new ManShriner Universal System for Electrophysiology, which will support the coordination and patient care of both CHSB and SBMC. For more information or to participate, contact the CHSB Foundation at 909.827.3218. The deadline to register is April 11, 2012.