

newERA

THE MAGAZINE OF MADERA COMMUNITY HOSPITAL

2019-Q3



Dr. Stephen Avalos and Luna are one of the four teams who visit with patients and staff.

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**Madera
Community
Hospital**

MADERAHOSPITAL.ORG



Pet Therapy

Pet Therapy or animal-assisted therapy is a growing field where dogs are engaged in helping people recover from or better cope with health challenges. Animal-assisted therapy can significantly reduce pain, anxiety, depression and fatigue.

Madera Community Hospital has partnered with Therapy Dogs International to provide patients, guests and employees with the benefits of a visit with a therapy dog and their handler. Teams make visits 3 – 4 times a month.

Contact Therapy Dogs International for more information on becoming a pet therapy team. www.tdi-dog.org ■



Message from the CEO

Karen Paolinelli, Chief Executive Officer

Sustainability in healthcare is demonstrated by quality, safety, patient satisfaction and financial performance. Our leadership team has embraced these pillars of excellence and adopted two additional pillars: people and growth. This issue of our New Era Magazine demonstrates how our organization aligns and measures our work.



Karen Paolinelli, MSN, FNP-C, PA-C, RN
Chief Executive Officer

The first three pillars; quality, safety, and satisfaction, determine our financial performance and ability to investment in our people and grow our capabilities.

Regulatory, accreditation and consumer groups have validated Madera Community Hospital's quality and safety. To remain steadfast in our efforts and ensure our continual improvement, we recently increased resources and expertise in our Quality Department. We also included three community members on our multi-disciplinary Physical Environment Patient Safety Team. (PEPST) The addition of patient and family members ensures our transparency and commitment to safety.

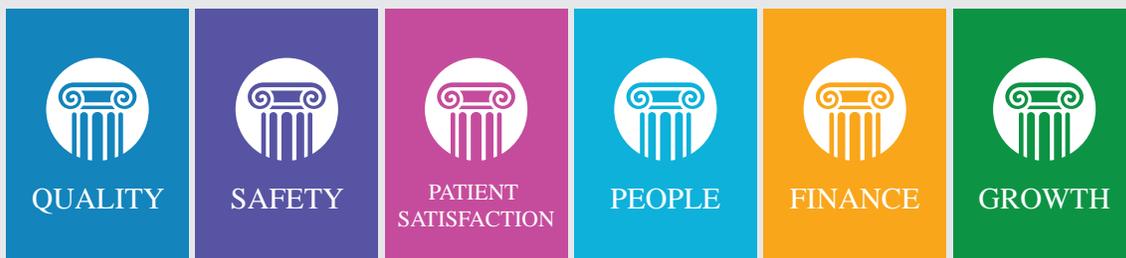
Nearly a year ago, we launched an internal campaign solely focused on patient satisfaction. The synergy has transformed what our patients say about how we made them feel. Our entire organization, from our clerks to those working at the bedside, has pledged to exceed your expectations.

Hospitals are significant to the physical and economic well-being of a community. Across the United States, 22 hospitals closed in 2018. Three of those were in California and two are in the Central Valley; Coalinga and Tulare. (Tulare has since reopened under Adventist Health management.)

We are so fortunate to have a hospital in Madera. Our volunteer governing Board of Trustees understand the responsibility of ensuring the vitality of our hospital. Together we are diligent about Madera Community Hospital's financial stability; our budget is conservative and our operating margin remains positive.

Be assured, Madera Community Hospital Leadership and Staff are committed to providing excellence and remaining financially strong. Each day, I am honored to lead an organization so fundamental to the health and economic stability of our region. ■

Madera Community Hospital Pillars of Excellence





We are Different...

High quality healthcare is an asset to any community

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hile quality is always expected in a hospital experience, it is rarely well understood. The barometer of quality healthcare is most frequently measured by how your healthcare team made you and your family feel and whether or not you obtained optimal health while in our care.

We know you have a choice in where to receive your healthcare. If you are one of those who believe bigger is better, you may want to reconsider after reading the following letter from one of our patients sent to a Hospital Trustee.

I was admitted to Madera Community Hospital for a surgical procedure. From the moment I stepped into the admitting area I received what I would classify as "first class service". The admitting personnel were extremely professional and efficient. The pre-op nurse was friendly and jovial and made me feel very comfortable. After I changed into a gown she brought me warm blankets and asked if I was okay or if I needed anything else. I remember her specifically saying "I can bring you anything but food or something to drink". It made me laugh

The young man who asked me questions regarding my health was very personable and professional in his demeanor and seemed very caring. The Anesthesiologist took time to explain everything about the anesthesia. Even though I requested a local anesthetic, the doctor convinced me the procedure and surgical location really required general anesthesia.

When I was wheeled into the operating room the Anesthesiologist and I had a good laugh. As he approached me with the syringe, I joked "Now I get the good stuff". He came back with "I only use 'top shelf' for my patients". We both laughed. The young man who wheeled me into surgery did not know what "top shelf" meant and as I drifted off I could hear the Anesthesiologist explaining the definition for the staff member. I bet the next time someone mentions "top shelf" he will know what it means.

The recovery nurse was extremely kind and caring and made sure I was fit to leave before escorting me to my wife's car. My wife remarked that she was impressed with the system that allowed her to follow my progress from the waiting room and never once felt uncertain or that she needed to ask anyone how things were going.

This is my second encounter with Madera Community Hospital's surgery department and I can honestly say, I was satisfied the first time but I was extremely impressed this time.

Things have certainly changed immeasurably since my last visit. In my estimation Madera Community Hospital Surgery Department is a first class facility that rivals the experiences I have had with other hospitals. Madera Community is a hospital, we as a community, can be extremely proud of.

Sincerely,

Michael Pistoressi
DMP Development Corp. ■

Physician Profile

Cyril Rebel, MD – Orthopaedic Surgeon



Cyril Rebel, MD

MCH: Dr. Rebel, you are very popular with your patients and our employees. You are also described as quiet or shy. We are so glad you agreed to share a little personal information with the community. Will you start by telling us about your family?

Dr. Rebel: I am married to Nancy and we have two daughters. Lindsay is 18 and on her way to Cal Poly, San Luis Obispo. Christina is 14 and freshman at Madera High School.

MCH: How did you meet Nancy?

Dr. Rebel: We grew up in the same town and went to the same schools but were different ages and had different friends. When I came home to visit, while I was in medical school, I went to visit a friend who was working at Pointe Claire Swim Club, where Nancy was a summer lifeguard. He reintroduced us and the conversations have continued for more than 24 years.

MCH: Are there any other doctors in your family?

Dr. Rebel: I have five siblings; 2 sisters and 3 brothers. My sister, Maggie is an Obstetrician and Gynecologist. The others have careers in teaching and nursing, education administration, mechanical engineering and regulatory affairs for consumer goods.

MCH: Was there a specific occurrence that inspired you to become an Orthopaedic Surgeon?

Dr. Rebel: My mom says it was because I broke my leg. Even though it was a bad break and ended my hockey 'career' in ninth grade, I don't think so. I am very passionate about sports and I knew Orthopaedics could really improve the quality of life for people suffering from pain and injuries.

MCH: Where were you before Madera?

Dr. Rebel: Nancy and I are both from Canada. We came to Madera right after I finished my residency at Mc Gill University.

MCH: How did you choose Madera?

Dr. Rebel: Dr. Castonguay also did his residency at Mc Gill. He called me about the opportunity in Madera. I knew I wanted to develop a practice in a community based hospital. I had been on several recruitment visits but none of those communities felt like Madera. The American Boards require 2 years of cases so Nancy and I thought we would only be here for a couple of years. That was 22 years ago and we have remained in Madera. We love Madera and our family has thrived here.

MCH: How long have you been the Madera High Football Team Doctor?

Dr. Rebel: I began volunteering in 2000. I try to attend many events and games. I keep busy with all the sports teams; not only football. Now, because my daughters are cheerleaders I make a lot more of the games, both home and away.

MCH: Do you volunteer your time for other groups?

Dr. Rebel: Our family is very involved; Sunrise Rotary and Nancy helps with Interact. Nancy also runs a small food bank. The girls were involved in dance, swim, Campfire and cheer. I've also served on our church board.

MCH: What is the one thing you want people to know about Madera Community Hospital?

Dr. Rebel: I'm continually amazed by the thinking that bigger is better. The community, in general, fails to realize that the physicians and surgeons who care for them in Madera also care for patients in Fresno and Clovis. It is the people, doctors, nurses, therapists, housekeepers, etc., who have the greatest impact on your hospital experience. Choosing a bigger hospital doesn't mean you will have a better experience. ■



Community Health Needs Assessment

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he passage of the Affordable Care Act required hospitals with, a 501(c) (3) designation, to complete a community health needs assessment

(CHNA) every three years and adopt an implementation strategy to meet the health needs identified through the Assessment. The CHNA represents a commitment to improving health outcomes through rigorous assessment of health status, incorporation of stakeholders' perspectives and adoption of strategies to address priority health needs.

In collaboration with 14 member hospitals of the Hospital Council of Northern & Central California, Madera Community Hospital has published the 2019 Community Health Needs Assessment. The 2019 report and implementation plan reaffirms our commitment to serving the needs of the most vulnerable members of our

communities, in accordance with our duty and mission as agents of health care and education.

The Community Health Needs Assessment would not be complete without hearing from the local community. Participants who provided input are representatives of the diversity of our community, including those who are medically underserved, low-income and represent the minority population. By including our community partners and end-users, we learned of emerging needs and are better able to support creating a healthier community.

The complete 2019 Community Health Needs Assessment and three year implementation plan can be found at: www.MaderaHospital.org/Aboutus ■

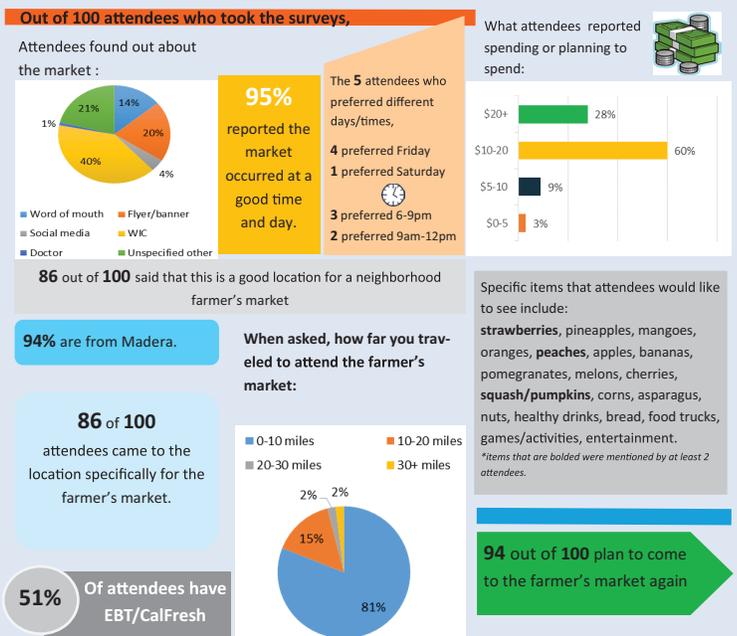
Neighborhood Farmer's Market



In partnership with Madera County Public Health, Community Health Improvement Plan (CHIP) and in response to our Community Health Needs Assessment the Neighborhood Farmer's Market was moved to the Madera Community Hospital Campus. The Market was held every Thursday from June 20 - August 8, from 3-6 pm. Thank you to the farmers and the shoppers for supporting our initiative to create a healthier community. ■

Thank you Farmers:
Diaz Farms – Fresno
Ferrer Farms – Madera
Viveras Organic Farms- Watsonville
Yang Farms - Fresno

Neighborhood Farmer's Market will return for Summer 2020.



Family Health Services

Mendota



Madera Community Hospital's network of Rural Health Clinics is growing. A groundbreaking ceremony was held on Friday, August 18, 2019, for the AMOR Wellness Center in Mendota, CA. Madera Community Hospital's Family Health Services Clinic will anchor the Center being built by the Alliance for Medical Outreach & Relief (AMOR).

The \$8 million wellness center includes two buildings totaling 20,000 square feet and is located within walking distance of Mendota's library, middle school and high school and near an established residential neighborhood. The Mendota Wellness Center is the AMOR Foundation's first project in the United States. ■

The AMOR Foundation selected Madera Community Hospital to provide healthcare in Mendota. "The AMOR Foundation reached out to us nearly 2 years ago," said Karen Paolinelli, Chief Executive Officer, Madera Community Hospital. "I believe we are the best choice for expanding access to healthcare services in Mendota. Our network of primary care clinics are enhanced by a committed panel of medical specialist and our ability to provide coordinated care for the entire family at every stage of health," Paolinelli added.



Healthcare Leadership Beyond Madera County

Our transformation is making an impact beyond Madera County. In addition to serving as Chief Executive Officer, Karen Paolinelli, MSN, FNP-C, PA-C, RN, has been appointed as President of, California Association of Rural Health Clinics and California Association of Nurse Practitioners-Fresno Chapter. Karen also serves on the California Dialogue on Cancer Roundtable with the California Department of Public Health and American Cancer Society.

"Participation with these regional and statewide advocacy and education organizations position Madera as a community focused on improving access to healthcare," said Paolinelli. "It is important for our community to have a voice at the State and regional levels. Investing time in



improving access to and the quality of healthcare in Madera County is important," added Paolinelli.

Paolinelli believes her work outside of Madera County contributes to the development of health professionals in Madera. "My community work is equally important," said Paolinelli. Serving on health career advisory committees, board participation for institutions of higher learning and simply modeling the importance of exercising by Walking with a Doc, the first Saturday of each month, are investments toward the health of Madera County. ■



Through the Looking Glass Thank You

Thank You Mad Hatter Sponsors

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Jane Winning, CNO, Nancy Rebel, Kanwal Singh, MD, Deidre daSilva, Chairwoman - Madera Community Hospital Board of Trustees and Melisa DaSilva



Queen's Croquet Sponsors: CalViva Health, Florestone Products, Hinds Hospice, and Pathology Associates.



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Mazhar Javaid, MD, Mohammad Arain, MD, Ali Rashidian, MD, Mohammad Siddiqui, MD



Camarena Health Team Members concentrating on the magic.

**Benefiting Madera Community Hospital Foundation
September 27, 2019**

No Pass Zone



OMadera Community Hospital is committed to providing patients with safe and efficient care. To expand these efforts beyond clinical treatment, Madera Community Hospital has adopted a “No Pass Zone” policy.



Maria Guillen, MSN, RN
Director, Medical Surgical Unit

According to the Hospital Quality Institute, “Diffuse responsibility is a recognized safety concern in clinical alarm management. In order to manage the amount of noise in busy and monitored environments, clinicians often ‘tune out’ alarms that are not related to their own patient assignment. There is an underlying assumption that someone else is responding to an alarm associated with

another clinician’s patient. Personnel in the area, who are not clinicians, are intimidated by alarms and assume that a clinician will respond. One approach to solving this concern is implementing the ‘No Pass Zone’.”

“Everyone who works in our hospital is responsible for the care of patients at Madera Community Hospital,” said Maria Guillen, MSN, RN, Director of Medical & Surgical Inpatient Care. The No Pass Zone Policy outlines that, all employees are expected to respond to alarms and patient call lights when walking through patient care areas.

“The No Pass Zone started as a patient experience initiative, but we also recognize that timely response to a patient’s need improves our delivery of safe care,” said Guillen. Patients who use the call button will get help as soon as they ask for it. “At Madera Community Hospital we work as a team to provide patients with the care they expect and deserve,” Guillen added. ■

Every Call Light, Every Time

Non-Nursing Staff can:

- Reposition call button, bedside table, chair, tissues or other personal items within reach
- Assist with making a phone call
- Change the television channel or turn off/on the television
- Turn on/off lights
- Obtain items such as a blanket, pillow, towel, washcloth, toiletries
- Open and close privacy curtains
- Ask a nurse to help with all other requests.

Only Nursing Staff can:

- Manage an IV and or infusion pump.
- Offer pain relief.
- Remove meal trays or water pitchers.
- Assist patients with eating and drinking.
- Physically assist patients.
- Turn off any alarms.
- Raise or lower a patient bed
- Explain clinical information/treatments as appropriate to your discipline.



Madera
Community
Hospital



Children's Visitor Center

The Children's Visitor Center, located on the Madera Community Hospital Campus, is a free benefit available to those receiving care or visiting a patient at Madera Community Hospital.

For nearly 15 years, children, age 2 and older, have enjoyed the Children's Visitor Center. Children are welcome while their parent or guardian receives health services or is visiting a patient on the Madera Community Hospital Campus.

"It is difficult for people taking care of children to prioritize their health," said Robert Thistle, MD, Medical Director for Family Health Services. The Children's Visitor Center allows practitioners to provide optimal medical care for the patient without interruption from their child or children. "Children need attention. If they are in the exam room with the patient they can cause distraction and barriers to communication," Dr. Thistle added.

Free and convenient child care also increases the likelihood of patients making their scheduled medical appointments. This is especially true for routine lab tests, X-rays and Mammograms.

Madera Community Hospital's inpatients also benefit from the Children's Visitor Center. During the flu season, children are restricted from visiting the hospital because they are more likely to be carriers of viral or other contagious illnesses, even if they don't have any active symptoms. "Restricting children from visiting the hospital improves the safety of our patients," said Bakht Roshan, MD, Infectious Disease. "Patients are admitted to the hospital because they are too sick or physically compromised to heal at home. It is our job to protect the patient while they are in our care," Dr. Roshan added. The Children's Visitor Center allows adults, with young children, to visit patients in the hospital, without needing to pay for childcare.



Children are great joys and no one knows this more than Pat Jay, Licensed Child Care Provider, at Madera Community Hospital's Children's Visitor Center. "I have the best job," said Pat. "I know I am making a difference for patients, families, staff, and doctors."

The Children's Visitor Center is one of the many benefits of receiving care and medical services from Madera Community Hospital, Family Health Services or our outpatient laboratory and medical imaging center. The Center is open Monday – Friday, 8:30 a.m. – 4:00 p.m. and provides childcare while the parent or guardian is on the Madera Community Hospital Campus. For more information call, 559-675-5402. ■